

No. PNG/815/06/2023
High Commission of India
Port Moresby

**NOTICE INVITING TENDER
FOR
HIRING OF PROFESSIONALLY TRAINED LOCAL SECURITY GUARDS FOR ROUND
THE CLOCK SECURITY OF CHANCERY AND EMBASSY REESIDENCE OF HIGH
COMMISSION OF INDIA, PORT MORESBY**

A. Introduction

The High Commission of India, Port Moresby intends to hire a security agency to provide round-the-clock security services for the following two properties, as detailed in this Notice Inviting Tender **(NIT)**:

- I. High Commission of India (Chancery premises), Section 07, Lot 30, Lawes Road, Granville, NCD
 - II. India House, Paga Hills, Section 27, Lot 24, Bougainville Crescent, NCD
2. Sealed tenders are invited from eligible bidders under a **two-bid envelope system (two separate sealed envelopes - one containing the Technical Bid and the other the Financial Bid)** for providing trained male security guards for duties at the Chancery and India House, in accordance with the terms and conditions outlined in the Tender Document.
3. This Notice Inviting Tender (NIT) is issued without any financial commitment, and the High Commission reserves the right to modify or amend any part of it at any stage. The High Commission also reserves the right to withdraw the NIT entirely, should it become necessary at any point.
4. The High Commission's decision regarding the pre-qualification and selection of the service provider shall be final and binding

5. Important Dates

S. No.	Events	Dates
1.	Tender Publish Date	22/04/2025
2.	Bid Submission Start Date	24/04/2025
3.	Bid Submission end date	20/05/2025
4.	Opening of Technical bids	23/05/2025
5.	Opening of Financial bids	Date to be intimated later

B. Scope of Work:

6. The scope of work is as follows: -

- (a) Deployment of **two armed security guards** at the Chancery (Lawes Road, Granville, NCD) on a 24/7 basis, and **one unarmed security guard with a trained dog for night-time patrolling only**. Security shifts may be organized by the Service Provider in accordance with the details provided below:

Sr. No.	Duty point	Deployment	No. of shifts in which the duty to be covered	No. of Security Guards in one shift	Total No. of Security Guards	Armed/Unarmed
1)	Chancery – Front sentry post	All the days round the clock (24X7)	02	01	02	Armed
2)	Chancery – Rear sentry post		02	01	02	Armed
3)	Chancery	During night for patrolling the premises	Night Shift only		01	Unarmed with trained dog

- (b) Deployment of **one armed security guard at the India House** (Residence of the High Commissioner at Bougainville Crescent, NCD) on a 24/7 basis. Security shifts may be organized by the service provider as per details given below:

Duty point	Deployment	No. of shifts in which the duty to be covered	No. of Security Guards in one shift	Total No. of Security Guards	Armed/Unarmed
High Commissioner's Residence (India House)	All the days round the clock (24X7)	02	01	02	Armed

Total (Chancery + India House): 06 armed security guards + one unarmed security guard with a trained dog

- (c) The duties of security guards shall include patrolling and surveillance to monitor for any suspicious activities by visitors within the premises. They shall keep watch for potential sabotage, damage, fire, or other threats, and shall be responsible for safeguarding the property, personnel, materials, equipment, and document systems at the site. Security guards must remain alert at all times, be able to detect unattended packages or suspicious objects, and respond appropriately in emergency situations such as fire, law and order issues, or medical incidents. They shall also perform any additional security-related duties assigned by the High Commission of India from time to time.
- (d) Security guards must possess basic qualification for training in firefighting
- (e) Monitor X-ray machine, use of Hand-held Metal Detector, Door Frame Detector and assist in regulating visitor to the premises while being polite and courteous with visitors.
- (f) Security Guards to be very alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the High Commission.

7. The Company shall ensure proper supervision of the security personnel with respect to their training, discipline, alertness, uniform, and conduct during the course of their duties, and shall carry out periodic inspections to this effect.

8. Provision of one Female Security guard **as and when required**. The requirement of female security guard will be informed by the High Commission of India at least one day in advance.

C. Eligibility (Pre-Qualification)

9. The invitation of tender is open to all eligible companies fulfilling conditions mentioned below: -
- (i) The bidding company must have a minimum of five years' overall experience in providing armed and unarmed security personnel and related services. Additionally, the company should have at least three years' experience in delivering similar services to Embassies/High Commissions based in Port Moresby.
 - (ii) The company should have proven expertise in providing security services in Port Moresby and must have previously rendered such services to a government, semi-government, autonomous body, diplomatic organisations, international organisations, or similar agency. Proof of services rendered must be submitted in the form of copies of relevant contracts or similar documentation.
 - (iii) The bidding Company must submit a copy of the security related topics covered during training schedule of the armed guards/unarmed guards with dog.
10. **Critical Minimum Quality Parameters of Security Guards:** The Service Provider shall meet the following critical minimum quality parameters for security guards:
- (a) **Age:** Security Guards should not be more than 45 years of age.
 - (b) **Physical and Mental Fitness:** Security guards must be physically and mentally fit. They should not suffer from any apparent disability, including obesity or being overweight, that may hinder the efficient performance of duties typically assigned to security personnel. The firm/company must submit a medical fitness certificate for each security guard, issued by an authorized medical practitioner. Additionally, the guards should not appear emaciated, feeble, or timid.
 - (c) **C&A Verified:** The Service Provider shall provide only such Security Guards who have been vetted by PNG's concerned departments/police in terms of past record, character and antecedents. The Service Provider should be able to provide background details of the LSGs and proof of vetting.
 - (d) **Education:** Security guards should have a minimum educational qualification of 10th standard (matriculation or equivalent).
 - (e) Additional weightage will be given during the bid evaluation process for relevant training/qualification.
 - (f) **Uniform:** Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and well groomed.
 - (f) **Training:** Security guards shall be trained in security duties, including the handling of arms, access control, and anti-sabotage checks of persons, baggage, and vehicles. They should also be proficient in the use of standard security equipment such as Hand-Held Metal Detectors (HHMD), Door Frame Metal Detectors (DFMD), CCTV systems, and baggage and letter scanners. Additionally, they must possess general awareness of potential threats and be able to identify suspicious individuals and materials.
 - (g) **Supervision:** The service provider must have a system in place for conducting supervisory checks to ensure that the deployed security guards are performing their duties efficiently. The provider should clearly outline the proposed supervision mechanism, including

the frequency and nature of scheduled and surprise inspections, to demonstrate how effective oversight will be maintained

(h) **Knowledge of Language:** The security guards should be proficient in English as well as in the local languages commonly spoken in the area.

(i) **Registration:** Service provider shall provide proof of compliance as regards local laws and statutory regulations in running a private security company.

(j) **Other Clients:** Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.

(k) **Service Conditions of Security Guards:** Service provider shall provide details of salary, gratuity, allowances, leave, etc. of the security guards.

(m) **Rotation of Staff:** The service provider must have a sufficient number of trained security guards on its rolls to enable periodic rotation of personnel. Ideally, security staff should be rotated every 6 to 9 months.

(n) The organizational structure and staff strength of the Service Provider should be included in the technical bid.

(n) The service provider shall not pay wages lower than the minimum wages prescribed by the local authorities. The responsibility for the payment of all other admissible benefits, such as bonus, leave entitlements, medical facilities, etc., to the personnel deployed at the High Commission shall rest solely with the bidding company and not with the High Commission.

(o) The Service provider shall be responsible for dropping and picking up the security staff to/from the Chancery and India House.

(p) The Bidding Company must ensure compliance of all mandatory labour laws and regulations laid down by the Government of Papua New Guinea as well as any other applicable acts and regulations enforceable from time to time without any liability on the High Commission of India, Port Moresby or without any responsibility for statutory compliance of any kind by the High Commission. The High Commission of India, Port Moresby, shall bear no liability or responsibility for any statutory compliance obligations.

11. Draft contracts must be submitted along with the Technical Bid. The initial contract period will be for two years, subject to the approval of the Ministry of External Affairs, Government of India. The draft contract should include a clause allowing either party to terminate the agreement by providing one month's written notice. It must also contain a provision stating that the agreed rate shall remain fixed and shall not be subject to any increase throughout the duration of the contract. Additionally, the draft contract should include a clause for extending the contract for an additional one-year period under the same terms, conditions, and rate. Bidding companies must also include, as part of their Technical Bid, attested copies of the documents specifically mentioned in this Notice Inviting Tender as evidence of their qualification to perform the contract.

12. The High Commission of India, Port Moresby reserves the right to request additional documents from bidders to substantiate matters related to the company's financial standing, local police clearance/verification, partnership agreements, and other relevant aspects, in order to conduct a comprehensive assessment of the bidding company's credentials.

D) Tendering Process

13. The tender must be submitted in two separate sealed envelopes: (i) the Technical Bid (including the Bid Security Deposit), and (ii) the Financial Bid. Both envelopes should then be placed together in a single sealed outer envelope.

14. 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 « Technical and Financial Bid for security Guards for High Commission of India » and addressed to the **Head of Chancery, High Commission of India, Port Moresby**. The bid should be submitted **latest by 20th May 2025 up to 1730 hrs**. Bids received after the cutoff date and time will not be accepted. **Bids received by email/ fax will be rejected outrightly.**

15. Draft contracts must be submitted along with the Technical Bid. The initial contract period will be for two years, subject to the approval of the Ministry of External Affairs, Government of India. The draft contract should include a clause allowing either party to terminate the agreement by providing one month's written notice. It must also contain a provision stating that the agreed rate shall remain fixed and shall not be subject to any increase throughout the duration of the contract. Additionally, the draft contract should include a clause for extending the contract for an additional one-year period under the same terms, conditions, and rate. Bidding companies must also include, as part of their Technical Bid, attested copies of the documents specifically mentioned in this Notice Inviting Tender as evidence of their qualification to perform the contract.

16. The bid should accompany a **Bid security of 5 % of the total contract value.**

17. The validity of the bids must be for **six months with effect from the date of opening of the bids.**

18. **The suggested proforma for the technical bid and financial bid is provided at Annexure A and Annexure B respectively.**

19. **Late Application:** Applications received after the last date shall be summarily rejected. The High Commission will not be responsible for any delay in receipt of bids or missing of bids while in transit/post.

20. **Technical BID Evaluation:** In the first stage, only the envelopes, containing the Technical Bid and Bid Security Deposit will be opened on the appointed date and time, in the presence of one representative from each bidding company. The sealed envelope containing the Financial Bid will be shown to those present, but will not be opened at this stage. Technical Bids will be examined and evaluated by the High Commission subsequently on the basis of responses to the NIT. Bidding companies that do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage.

21. **Financial bids:** Bidding companies, which have qualified in the Technical Bid stage, will be informed to be present on the date and time fixed by the High Commission and the financial bids will be opened in their presence.

22. **Award of Contract:** The decision of the High Commission of India regarding the award of the contract will be communicated in due course. The notification of award shall constitute the formation of the contract. Upon receipt of the Performance Security from the successful bidder, the High Commission will notify all unsuccessful bidders.

23. **Performance/Service Guarantee:** The successful bidder will submit a Bank Guarantee (in the format given at Annexure C) of **5% of annual contract amount within 10 days of award of work**. The bank guarantee must remain valid during the tenure of contract period. The Guarantee amount in full or part may be forfeited in the following cases: -

- a) When the terms and conditions of contract are breached
- b) When the service provider fails to comply with minimum service levels agreed upon.
- c) When the service provider fails to comply with statutory requirements.
- d) When the service provider shall forfeit the performance security in full in case the service provider terminates the contract without providing three months termination notice.

24. The guarantee money shall be refunded within 60 days after successful completion of contract period, provided there has been no breach of contract during the period of the contract or there is no claim for damages from High Commission's side. No interest shall be payable on the service guarantee.

25. **The price quoted shall be on an all-inclusive monthly basis and must cover the cost of all services, personnel, transportation, rentals, taxes, consumables, VAT, social security contributions, insurance for the security guards, and any other applicable charges. Payments for the security services rendered by the company will be made on a monthly basis by bank transfer.**

H. Additional Information:

26. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignments/contract without the express written consent of High Commission of India.

27. If any information or document submitted by the bidder is found to be false or incorrect at any stage, the High Commission reserves the right to cancel the tender and take appropriate action as deemed fit, including termination of the contract and forfeiture all dues including Earnest Money.

28. The High Commission reserves the right to accept or reject any or all tenders without assigning any reasons thereof.

29. **Point of Contact:** For any tender-related enquiry/ query/ clarification please contact: -

- (i) **Head of Chancery High Commission of India, Port Moresby**
- (ii) **Shri Vikas Punetha, High Commission of India, Port Moresby**

Email: hoc.pmoresby@mea.gov.in; admn.pmoresby@mea.gov.in

30. **Sign and seal:** The Bidder must sign and affix his seal on every page of the Tender Document and the complete signed tender document must be submitted along with the affidavit at Annexure D.

TECHNICAL BID PROFORMA

I) General Information

1. Name of the firm:
2. Address of the Registered Office:
3. Annual Turnover of the Company
4. Correspondence address:
5. Contact Details:
 - Telephone:
 - Fax:
 - E-mail:

II) Company's Profile & Credentials

6. Brief introduction of the company:
7. Previous experience in the field (please provide detailed information with supporting documents)
8. Local level security industry knowledge (documented references of Govt and private clients needed) [local security industry experience (include documented references from government and private clients)]
9. Registration certificate & license of the services (duly attested copies to be enclosed)

III) Qualifications & Experience

10. Current Contracts: Details of ongoing security service engagements including deployment of armed and unarmed guards in Papua New Guinea and other countries
11. Past contracts: Summary of previous engagement:
12. Testimonials (Clients/letters/certificates etc.)
13. Qualification and experience of the armed security guards proposed to be deployed:
14. Qualification & experience of the unarmed security guards proposed to be deployed:
15. Particulars of dogs to be deployed:

IV) Operation & Technical capabilities

16. What industry certifications does your company hold, especially in terms of quality and compliance?
17. Where do you train your staff – in-house or through an external provider? Please provide the training curriculum, duration, the reputation of the training provider and expenses on it.
18. What communication and monitoring systems do you use to ensure guard presence and performance?
19. Do you operate a 24x7 control room? If so, what are its key features?
20. Describe your firm's working relationship with the local police.
21. Do you provide clients with direct access to top management? If yes, how?
22. Where is the top management based – locally or elsewhere?
23. What is your policy and practice regarding regular client visits?
24. Do you offer only manpower, or a full range of security management services? Please describe the range and scope.
25. What is the size of your reserve manpower and logistics capacity (e.g., response teams, patrol vehicles, equipment, control rooms, communication tools etc.)?
26. What is the attrition rate of your security staff and supervisors (average tenure with your firm)?
27. What is the scope and limit of your company's liability? What types of security failures are you most focused on preventing, and what compensation mechanisms are in place?
28. The bidder must enclose a copy of the company's detailed brochure along with the Technical Bid.
29. Any other information the bidder would like to provide:

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

Financial Bid Proforma

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

Sl. NO.	Item	Charges (excluding taxes)	Applicable Taxes	Total Charges (inclusive of taxes)	Remarks, if any
(I)	Monthly charges for providing armed Security Guards at Chancery as detailed in the Tender Notice				
(ii)	Monthly charges for providing one unarmed Security Guard with dog (night shift only) at Chancery as detailed in the Tender Notice				
(iii)	Monthly charges for providing armed Security Guards at India House as detailed in the Tender Notice				
	Total monthly charges				

Note: The service provider shall not pay wages lower than the minimum wages prescribed by the local authorities. This must be certified in the bid.

(Bidders may provide all relevant information including detailed breakup of charges in their financial bid in a separate sheet attached to this Annexure)

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

Performance / Service Guarantee Format

To

High Commission of India
Port Moresby

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 annual invoice) 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)

Date:

Address: