



EMBASSY OF INDIA
HARARE, (ZIMBABWE)
Telephone: +263-242-795955/6
E-mail: amb.harare@mea.gov.in

No. HAR/815/2/2020

Dated 26 October 2022

Subject: Security service for the Embassy of India properties in Harare

Embassy of India proposes to engage a security company for two years tentatively from 1 January 2023 to 31 December 2024 for providing security guards (without weapons) required for 24 hrs X 7days. A total of 9 security guards are required – eight for 12 hour duties to guard 4 premises round the clock and 1 security guard for 9 hour duty from Monday to Friday (8 AM – 5 PM). The duties will involve guarding five Government of India's properties in Harare, Zimbabwe. In this connection Security companies are requested to submit their bids in two parts.

(a) Technical bid (b) Financial bid in separate closed envelopes.

2. The company applying for the bid should provide a profile of their company and meet the following bench marks in their technical bid:-

Age: Security guards should not be more than 50 years of age

Physical & Mental fitness: Security guards should be physically and mentally fit.

Character & Antecedent verification: The company should provide only such security guards who have been vetted by the Government of Zimbabwe's security department in terms of past record, character and antecedents. The company should enclose proof of vetting.

Uniform: Security guards should perform their duties in smart uniforms and their appearance should be neat and clean.

Training: Security guards should possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as HHMD, DFMD, monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a foreign Mission in general terms and also knowledge of what is suspicious in terms of men and material in the given local context.

Supervision: Service provider should have provisions for real time check of the functioning of the security guards to ensure that the quality of the provided staff and the service they render is always above the benchmark. The provider should be able to provide proof of this to the Embassy.

Knowledge of language: Besides the local language, security guards should have working knowledge of English so that communication essential to smooth discharge of security duties, both routine and emergency between the Embassy and security guard is possible.

Registration: The service provider should provide proof of compliance as regards local laws and statutory regulations in running a private security company.

Other clients: A security company desiring to provide service to this Mission should furnish information about its other clients including period and type of service rendered in broad terms.

Service conditions of the security guards: The security company should agree to provide us details of salary, gratuity, allowances and leave etc it provides for its security guards.

Option to choose & retain: An interested security company should agree and be able to provide a choice of persons three times our requirement to interview and choose from.

Rotation of staff: The Security Company should have sufficient security guards on its roll so that the staff is rotated periodically.

3. In the financial bid the company must quote their rates for providing Security duties of guards at four places for 24 hours (eight security guards) [(7 days a week)] and 1 x 9 hours (Monday to Friday).

4. Financial bids of only those companies which qualify in the technical bid will be opened. Financial bids of the disqualified companies at technical bid will be returned unopened.

5. The bids may be delivered in original, signed and sealed by the company representative to:

Ms. Rajni Kapoor
Attache (Administration)
Embassy of India, 12 Natal Road,
Belgravia, Harare

6. The rates quoted by the security company once accepted by the Embassy would be valid for the contracted period of 2 years and no escalation of security fee would be entertained during the term of running contract.

The last date of submission of bids is 25 November 2022 by 16.30 Hrs


Ms. Rajni Kapoor
Attache (Administration)