Invitation to Tender

Project title : GIZ Office

Project No : 99.9245.4-001.00

Purpose of Bid: Hiring of Security Guard Services for GIZ Offices in New Delhi as per the terms & Conditions specified below

Dear Sir

We are pleased to send in attachment following documents for reference:

I. Invitation to Tender / Bidding conditions
II. Terms of Reference
III. Assessing of Eligibility of firms – Annexure A
IV. Technical Evaluation Criteria – Ref Page Nr. 3 & 4
V. Format for financial proposal – Ref Page Nr. 5
VI. Bank Guarantee format – Annexure A5
VII. General Conditions

We request you to submit your bid in a sealed envelope for the scope of services indicated. Your bid must reach GIZ Office latest by **17:30hrs on June 27th, 2017** at the below given address.

Head of Procurement
GIZ GmbH
46, Paschimi Marg
Vasant Vihar
New Delhi – 110 057

Please mark your envelope **Tender Ref: Bid '' Hiring of Security Guard Services"**

Please **send your queries (if any) only via e-mail** to **gtzproc@giz.de** **marking the subject line "Query on Security Guard Services". Deadline for seeking clarifications – 15th June'2017.**

The queries will be answered latest by 19th June 2017.

Please refrain from personal / telephonic / telefax contact on the subject of this tender

The bids received shall be evaluated as per the evaluation criteria here below;

Kindly specify following data on your envelope / offers :

1. Tender REF Number : **83257394**
2. Ref PN **: 99.9245.4-001.00**

We look forward to receiving your offers.
Thanking you

Bidding Conditions

a) A performance guarantee equivalent INR 100,000/- to be provided by the agency at the time of signing of Contract. This could be in the form of Demand Draft or Bank Guarantee, valid upto 90 days from the commencement of Contract. BG/DD will be returned after the successful completion of 3 months.

b) Payment Terms ; Payment will be made in arrears within 10 working days after receipt of Invoice / Bill from the firm with evidence of statutory compliances.

c) Offers must indicate taxes applicable (with respective tax rates and amounts)

d) Offers must indicate minimum time for deployment of staff after signing of Contract.

e) The validity of the offers should be at least for 30 days from the date of deadline for submission of bids.

f) Copy of PAN Card, Service Tax and evidences for information requested about your organization / clients wherever applicable, should be included in the technical bid.

Evaluation Criteria

i. The selection process has some pre-selection criteria for the bidders. Please refer to format for "**Assessing of eligibility of firms**" for details. The bidders who are unable to meet the pre-selection criteria will not be evaluated any further. Hence, the bidder, will have to provide all the necessary documents/ evidence to meet the pre-selection criteria. The pre-selection process will be followed by the technical evaluation and then followed by the financial evaluation.

ii. All the bids will be evaluated technically as per the evaluation criteria given at page 3.

iii. Price quotation to be submitted together with the technical bid, **but in a separate envelope** marked **"Financial Proposal for Providing Security Guard Services" and duly sealed.**

iv. **Financial proposal**- should be very much clear with all the relevant heading like- different wages for supervisor and guards, PF, PF administrative charges, ESI, gratuity, bonus, medical, leave encashment, service charges, service tax, uniform, misc etc. No lump sum proposal will be accepted. Also provide the rates for two categories- Duty for 8 hours (b) duty for 12 hours – *Refer Page 4 for financial format.*

v. The bidders are required to provide documentary evidence (photo copies) wherever relevant in support of below criteria as part of the Technical bid.

vi. The final decision will be based on the composite scoring for quality of services and pricing.

vii. Weightage for technical and financial offers will be equal i.e. 50% each. Minimum qualifying threshold for technical scoring = 50.

viii. No costs for submitting the tenders / quotations / drawings will be reimbursed by GIZ

ix. Incomplete offers will be summarily rejected

x. There will be no public opening of bids

xi. GIZ reserves the right to waive off any formalities thereof or reject any or all the bids received without assigning any reason thereof.

Technical Scoring Criteria

Evaluation Criteria: Security Services in GIZ Offices		
Sr. Nr	Criteria	Scores
1	Safety and security measures	30
3	Approach & Methodology	40
4	Internal Rules & Policies	20
5	Presentation	10
	Total Score 100	100

***Note:**

* Bidders must provide the documentary evidence in support of above criteria where relevant. All the documents must be self-attested with company stamp on each document(s). The documents are mandatory & must part of overall Technical Proposal.

** Offers that score 50 points or less shall be eliminated from the competition.
The evaluation matrix that will be devised to score on above points will be in a manner that the companies with limited experience and expertise will score lower points as against a company with diverse experience on the required expertise and skill set.

Technical Scoring Rationale				
Sr. Nr	**Criteria**	**Score**	**Scoring rational**	**Scoring parameters**
1	**Safety and security audit aspect**	**30**	**Objective**	
1a	Fire and evacuations related processes/ safety audits and emergency drills	15	**Objective**- to check the overall experience of company in respect of safety and security measures	1- To check the existing SOP in respect of fire safety and security audits. 2- Number of Training and drills provided in last 2 years 3. Support provided to companies for establishing security systems
1b	New security measures and applicability of quick reaction teams/ networking with local bodies	15	**Objective**- to check the proactiveness and willingness of company in respect of adopting new security measures and building networking with local bodies	1- To check the existence of quick reaction teams for emergencies. 2- Networking support in case of accidents/events etc.
3	**Approach & Methodology -**	**40**	**Objective**	**Methodology**
3a	Organisational chart plus CV of top executives	10	**Objective**- to check professional expertise of top management and board director	CV's of- MD/ Vice President/General Manager/ Board Of Director
3b	Hiring & Selection process of security personnels	15	**Objective**- to check the quality assurance and transparancy during recruitment process	1. Screening of CV 2. Method of obtaining CV's 3. Interview process 4. Documentation verification process 5. Reference or Police Verification 6. Method of submission of record to company
3c	Operational and Monitoring Techniques (also includes backup/replacement system)	15	**Objective-** to check the efficiency, timeliness & Proactiveness during actual rendering of services	1. Backup system during absence/leave of personnel 2. Monitoring method through Senior Management 3. Support of operation team during extra requirement. 4. Code of conduct plus deciplinary process 5- Training and orientations of Guards
4	**Internal Rules and Policies**	**20**	**Objective**	**Methodology**
4a	Social Benefits	10	**Objective**- to check what benefits companies are providing to employees apart from statutory provision mandate by law in terms of social security/ or benefits	1. Medical/Hospitalization policies. 2. Personal Accident coverage 3. Token of appreciation during festivals 4. Any superannuation plan 5. Loan facilities due to personal/medical emergencies
4c	Payroll and Accounting Process	10	Objective- To check the salary disbursement process plus usgage of any additional payroll software which takes care of the statutory deduction (social benefits)	1. Wage disbursement process- manual (cash)/electronic 2. Accounting Process plus payroll software 3. Statutory Challans Preparation
5	**Presentation by company**	**10**		
	Total Score	**100**		

Format for Financial Offer;

The financial offer must be on a company's letterhead duly signed & stamped, and should be in a separate envelope.

Detailed Break-up of Wages for		
A		
(i)	Basic salary	
(ii)	P.F	
(iii)	E.S.I.C	
(iv)	Bonus	
(v)	Gratuity	
(vi)	Leave	
(vii)	Uniform	
(viii)	Relieving Charges (1/6)	
(ix)	**Any Other component**	
(x)	**Any Other component**	
(xi)	**Any Other component**	
(xii)	Service Charges	
	TOTAL	
	(FOR 8 HRS)	
	(FOR 12 HRS)	

**Kindly provide the applicable rate(s) wherever applicable*
**Please provide the rates excluding taxes (GST)*