

No. WIN/815/1/2025
High Commission of India
Windhoek

Invitation of bids for providing round the clock **Local Security Guards** (LSGs) for a period of two years as per the following details:

- i) Six local Security Guards (three day and three nights shifts) with two radios at residence in Ludwigsdorf, Windhoek;**
- ii) Four Local Security Guards (Two day and Two night shifts) with two radios at High Commission of India, 97, Nelson Mandela Avenue, Klein Windhoek;**
- iii) One Local Security Guard each, for the night shift only with one radio each at 4 residences in Ludwigsdorf, Klein Windhoek and Eros areas.**

(Thus, the total requirement of Local Security guards will be – 5 Local Security Guards for day shift and 9 Local Security Guards for night shift. LSGs on duty should be properly uniformed and in possession of radio, proper security safety stick, pepper spray bottle, handcuff & magnetic clocking etc. The radio in possession of the guard is required for communication between guard and Security agency Control Room in case of emergency or otherwise, if required).

Tender No. WIN/815/1/2025 dated 2 December 2025

Last date for submission of bids: 5th January, 2026 (1700 hrs)

Section-I	Invitation for Tender
Section-II	Terms and condition
Section-III	Special Conditions of contract
Section-IV	General Technical specifications
Section-V	Price Schedule (proforma for financial bid-Annex. II)

Section-I

No. WIN/815/2/2025
High Commission of India
Windhoek

Invitation of bids for providing round the clock Security Guards at residence in Ludwigsdorf, Windhoek (three Security Guards each in day and night shifts with two radios, at High Commission of India, 97, Nelson Mandela Avenue, Klein Windhoek (two Security Guards each in day and night shifts with two radios), and at 4 more residences in Ludwigsdorf, Klein Windhoek, and Eros areas in Windhoek (one Security Guard each in night shift with one radio each), for a period of two years. (Thus, the total requirement of Security Guards will be – 5 Security Guards for day shift and 9 Security Guards for night shift. LSGs on duty should be properly uniformed and in possession of radio, proper security safety stick, pepper spray bottle, handcuff and magnetic clocking etc. The radio in possession of the guard is required for communication between Guard and Security agency control room in case of emergency or otherwise, if required.

The High Commission of India (HCI), Windhoek invites sealed tenders (Bids) for providing round the clock Security Guards at the above mentioned premises. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office in Windhoek for providing security services to above mentioned premises.

2. The tender document can be downloaded from the following websites:

www.hciwindhoek.gov.in
<http://eprocure.gov.in/cppp>

Bidders are requested to go through the terms and conditions mentioned in Section-II in the bid document.

3. The tender should be submitted in two sealed envelopes as below:

(a) The first sealed cover superscripted as **“Technical Bid”** should contain (i) duly filled-in Annexure along with relevant documents/information; and (ii) Acceptance of terms and conditions given in Section-II

(b) The second sealed envelope superscripted **“Financial Bid”** should contain only rates as per Section-V of the Tender Document (**proforma enclosed at Annexure-II**)

(c) Both the sealed covers, i.e., Technical Bid and Financial Bid, should be placed in a third envelope and superscripted as **“Tender for providing Security Guards to High Commission of India”** addressed to the Head of Chancery, High Commission of India, 97 Nelson Mandela Avenue, Klein Windhoek, P.O. Box No. 1209, Windhoek and must reach on or before 05th January, 2026 (by 1700 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. Mission will not be responsible for any postal delay. Bids submitted by email will not be accepted.

4. The High Commission of India reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications/ offers without giving any notice or assigning any reasons thereof. The decision of the High Commission of India in this regard will be final and binding upon the bidders.

5. The important schedules and dates as under :

S.No.	Key Event	Dates
1.	Date of Publication of bids	2 December 2025
2.	Pre-bid meeting (Venue: High Commission of India, 97 Nelson Mandela Avenue, Klein Windhoek.	5 December 2025 (1100 hrs)
3.	Last date for submission of Bids	5 January 2026 (by 1700 hrs)
3.	Date of opening of Technical Bids (Participant bidders may wish to be present. For participation, please send details in advance at adm.n.windhoek@mea.gov.in)	7 January 2026 (at 1530 hrs)
4.	Venue for opening of Bids	High Commission of India, 97 Nelson Mandela Avenue, Klein Windhoek
5.	Opening of Financial Bid	Date to be intimated later

6. All bidders are requested to read and understand the terms and conditions of the contract as detailed in the Section-II before sending their bids, as no change or violation of the aforementioned terms and conditions is permissible once the quotation is received by the High Commission of India.

(K. Vaidyanathan)
Second Secretary (HOC)
27 November 2025

SECTION-II

TERMS AND CONDITIONS

1. The Tender shall be neatly arranged, plain and intelligible. Each page of the Tender should be signed. They should not contain any terms and conditions, printed or otherwise, which are not applicable to the tender. The conditional tender will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.
2. The Bidders shall submit documentary evidence in respect of their technical capabilities.
3. At any time prior to the deadline for submission of bids, HCI, Windhoek may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document. The same, if any, shall be available at www.hciwindhoek.gov.in.
4. Certificate should be provided by the bidders that the tender shall be valid for 180 days from the date of submission of tenders by the bidders. A tender valid for a shorter period shall stand rejected.
5. Any tender received after the deadline for submission of tenders will not be accepted.
6. Interpretation of the clauses in the Tender Document/Contract Document: In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender document, HCI, Windhoek's interpretation of the clauses shall be final and binding on all parties.
7. The successful bidder, on award of contract, must send the acceptance of contract in writing, within seven (7) days of award of contract, failing which the order may be placed to the next successful bidder.
8. High Commission of India, Windhoek reserves the right to terminate the contract at any point of the time during the tenure of contract, if the services are not found satisfactory or the contractor dishonours the contract. Decision of the High Commission of India in this regard shall be final and binding upon the contractor.
9. No request for revision/increase of approved rates during the period of the contract will be entertained. No other charges like transportation fare etc. will be payable for providing the security services.
10. The security guard's services shall in general entail the following:
 - a) Patrolling of premises.
 - b) Access control.
 - c) Assets monitoring.

d) All security staff must be knowledgeable and trained in security work.

11. Local Security Guards (LSGs) duty description:

- a) Maintain a high standard of discipline.
- b) Patrolling of premises with hand hold radio & others security equipment.
- c) The guards must not leave the site without a reliever.
- d) Promptly deal with all security problems.
- e) Protection to buildings and general crime prevention measures as agreed upon. The specific duties of security personnel in respect of the premises shall be described in the specific duties.
- f) Properly uniformed at all times.
- g) Periodically check functioning of fence alarm at the properties under watch and bring any defects/malfunction to the notice of concerned immediately.

12. In case the security agency fails to provide the desired service or breaches the contract and for loss or damage, if any, to property, life and limbs of High Commission of India staff etc. due to negligence of the security personnel or substandard service of the security agency, penalty may be imposed on Security company by the High Commission of India, Windhoek.

13. Security company would be responsible for providing medical facility to the security personnel provided by company. LSGs should not be more than 50 years of age.

14.(a) Local Security Guards (LSGs) should be physically and mentally fit and should not be suffering from an apparent disability. The provider should submit medical fitness certificate in r/o every LSG's from an authorized Medical Practitioner. Additionally, he/she should not be emaciated, feeble and timid in an apparent sense.

(b) LSGs should have been vetted by local government's security department(s) in terms of past record, character and antecedence. The provider should also provide background details of the LSGs and also proof of their vetting.

c) LSGs should possess training in basic security duties such as access control and anti-sabotage (of person, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc.

d) LSGs should have attended education at least up to 10th standard or matriculation.

e) LSGs should be proficient in the local language (so as to deal with local visitors and unruly persons or group of persons) and English language to communicate with the High Commission of India officers, among others.

f) LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.

- g) LSGs should be thoroughly proficient and trained in handling of arms and other security equipment's they are supposed to carry or use.
- h) LSGs should be alert at all times during duty hours.

15. The 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 the norms designed by the High Commission of India, Windhoek. The provider should clearly spell out as 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.

16. The security company should do a weekly parade exercise for all the guards deployed with the High Commission of India under this tender to instill a sense of discipline in them. The same may be conducted in the premises of High Commission of India AS AND WHEN REQUIRED, IN PRESENCE OF High Commission officials.

17. All relevant security clearance will be done to the appointed service provider. Prior to awarding of this contract, High Commission can verify with provided references and reserve right to discontinue and cancel this advert and process under its own discretion. No queries in this regard shall be entertained.

18. The contract shall be valid and effective for a period of two years from the date of provision of services after the contract has been entered into. The contract may be extended for a further period up to one year on same terms and conditions and rates subject to mutual consent.

19. The bidding company should have sufficient manpower to ensure rotation of staff as well as to cater to any emergent situation warranting additional manpower.

20. It would be the responsibility of the Bidding Company/Service Provider to ensure compliance of all local laws.

21. Bid Security: All the prospective bidders are required to submit the bid security declaration as per proforma attached at the end of this notice as per the Annexure-III of the tender document. This should be sealed in the envelope of 'Technical Bid'.

22. Performance Security: An amount of 5% of the total value of the tender as per quotation submitted by the successful bidder, shall be obtained from the successful bidder as Performance Bank Guarantee (as per Annexure-IV). Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects. The performance security would remain valid for a period of 60 days from the start of the contract beyond completion of the contract period. No interest on the PBG during this period would be paid to the successful bidder by the High Commission.

23. The tender is non transferable.

24. Payment will be made directly to service provider by cheque or bank transfer.

25. **Confidentiality and Secrecy:** The company shall ensure that all information, data, and documents shared by the High Commission, in connection with this contract are treated with utmost confidentiality. The company shall not disclose, share, or disseminate any sensitive information to unauthorized personnel, third parties, or external entities without prior written consent from the High Commission. Any breach of confidentiality or unauthorized disclosure will result in immediate termination of the contract and may invoke legal consequences. The Company must also implement adequate security measures to safeguard all data and ensure compliance with relevant data protection regulations throughout the contract period and thereafter. **Proforma enclosed as per Annexure-V.**

SECTION-III

SPECIAL CONDITIONS OF CONTRACT

- 1) Price quoted by the bidder and agreed to the HCI, Windhoek shall be considered final and no price escalation will be permitted thereafter.
- 2) Bidders must quote the price in the format given in Contract Price Schedule at Section-V of this document.
- 3) All prices are to be quoted in Namibian Dollars (N\$) only.
- 4) The prices quoted should be inclusive of all charges and all taxes, including VAT.
- 5) Taxes invoice: Tax invoice should be printed in the name of High Commission of India, P. O. Box No. 1209, Windhoek.

SECTION-IV

GENERAL TECHNICAL SPECIFICATIONS

1. The Bidders should submit a brief introduction, background, company documents and details, credentials, VAT & other registration and references. They should also attach other documents such as company profile, company brochures, achievements of the company, social security and all risk insurance etc.
2. Queries, if any, may be addressed to the email IDs - hoc.windhoek@mea.gov.in and admn.windhoek@mea.gov.in
3. Bidder should not have been blacklisted by any of the Government Departments/Ministries/Organisation. A duly signed undertaking to this effect must be submitted with the bid. If the company had been blacklisted by any Government Department/Ministry/Organisation in the past, details of the same needs to be given.
4. Quoted price by the bidder should be final inclusive of all taxes including VAT. Nothing extra is payable by the High Commission.
5. Details of security work done for at least three other organisations during the last three years needs to be submitted. These organisations could be other Embassies/High Commissions or Organisations of similar or bigger size and responsibilities. The High Commission reserves the right to contact any of these references to ascertain feedback/confirm the details submitted.

Special Note: The security company would be required to provide complimentary 4 to 5 local security guards twice a year for our Independence Day (15th August) & Republic Day (26th January) celebrations at the High Commission of India premises.

SECTION-V

PRICE SCHEDULE

Format for submitting the Price Schedule for providing round the clock Security Services at residence in, Ludwigsdorf, Windhoek (three Security Guards in each shift with two radios), at High Commission of India, 97, Nelson Mandela Avenue, Klein Windhoek (two Security Guards in each shift with two radios), and at 4 more residences in Ludwigsdorf, Klein Windhoek and Eros areas (one Security Guard each in night shift with one radio each), for a period of two years. (Thus, the total requirement of Security Guards will be - 5 Security Guards for day shift and 9 Security Guards for night shift. LSGs on duty should be properly uniformed & in possession of radio, proper security safety stick, pepper spray bottle, Handcuff & magnetic clocking etc. The radio in possession of the Guard is required for communication between Guard and Security agency control room in case of emergency or otherwise, if required.). **Proforma enclosed as per Annexure-II.**

**High Commission of India
Windhoek**

Technical Bid
(in a sealed envelope marked as Technical Bid)

S.No.	Details of the Company	
1.	Name of the Company	
2.	Year of Incorporation	
3.	Registration Certificate (Provide copy of the registration)	
4.	Sales Turnover for the last three years	
5.	Balance Sheet and P&L Statement of the Co. for the last three years	
6.	Details of Running contracts and past contracts	
7.	No. of current employees on payrolls	
8.	Secrecy/Confidentiality undertaking	As per Annexure - V

Signature

Authorised signatory of the Company

Name and Address of Company

Annexure -II

High Commission of India
Windhoek

Financial Bid Proforma
(In a sealed envelope marked as Financial Bid)

[illegible]

High Commission of India
Windhoek

Bid Security 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 a specified period to be decided by the High Commission from being eligible to submit bids for contracts with the Government of India.

Date:

Name:

Place :

Signature:

High Commission of India
Windhoek

Performance/Service Guarantee Format

To:

High Commission of India
Windhoek

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 the total value) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default (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:

Undertaking by the bidder for confidentiality

I/We undertake that I/We shall keep all the information gathered by us during the tendering process including pre-bid meeting as confidential and shall not share with any third party or with any person who is not authorised to have this information. I/We further undertake that the information collected will be shared with any concerned party or person strictly on 'Need to Know' basis.

Authorised Signatory(ies)

Company seal

Place.....

Date.....