

**No. WIN/815/1/2021
High Commission of India
Windhoek**

Invitation of bids for Alarm monitoring and armed response services for the period of two years from 1st January, 2022 up to 31st December 2023 at 10 properties in Windhoek at the following locations:

**Nelson Mandela Avenue, Klein Windhoek
Anna Street, Ludwigsdorf, Windhoek
Quenta Street, Ludwigsdorf, Windhoek
Nelson Mandela Avenue, Klein Windhoek
Asuriet Street, Eros, Windhoek
Asuriet Street, Eros, Windhoek
Mokke Street, Klein Windhoek
Fabri Street, Pioneer Park- Extn.I, Windhoek
Shameerah Court, Hockland Park, Windhoek
Mission Village, Quenta Street, Ludwigsdorf, Windhoek**

Tender No. WIN/815/1/2021 dated 8th December, 2021

Last date for submission of bids: 29th December 2021 (by 1645 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

No. WIN/815/1/2021
High Commission of India
Windhoek

Invitation of bids for Alarm monitoring and armed response services for the period of two years from 1st January, 2022 up to 31st December 2023 at 10 different properties of High Commission of India, situated in Windhoek.

Section-I

The High Commission of India (HCI), Windhoek invites sealed tenders for Invitation of bids for Alarm monitoring and armed response services at 10 different locations of High Commission of India for the period of two years from 1st January, 2022 up to 31st December 2023. 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 services.

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

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

Bidders are requested to go through the terms and conditions contained 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 & 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.

(c) Both the sealed covers, should be placed in the main sealed envelope superscripted "**Invitation of bids for alarm monitoring and armed response services**" 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 **29th December 2021 latest by 1645 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. High Commission of India, Windhoek will not be responsible for any postal delay.

Bids will not be accepted by e-mail.

4. The High Commission of India, Windhoek 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 reason thereof. The decision of the High Commission of India, Windhoek in this regard will be final and binding upon the bidders.

5. The important schedules and dates are as under:

Sl. No.	Key Event	Dates
1.	Pre-Bid meeting (please send an email to hoc.windhoek@mea.gov.in and admn.windhoek@mea.gov.in to participate)	10 th December 2021 at 1100hrs
2.	Last date for submission of Bids	29 th December 2021 by 1645 hrs
3.	Date of opening of Technical Bids (Participant bidders may wish to be present)	29 th December 2021 at 1650 hrs
4.	Venue for pre-Bid meeting & opening of Bids	Conference Room, High Commission of India 97, Nelson Mandela Ave. Klein Windhoek

6. All bidders are requested to read and understand the terms & 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 accepted by the High Commission of India, Windhoek.


(Vipul Bawa)
Head of Chancery

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.
4. Tender shall be valid for 90 days from the date of submission of tenders. 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, High Commission of India, 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 contract/acceptance 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, Windhoek in this regard shall be final and binding upon the contractor.
9. No request for revision/increase of approved rates during the currency of the contract will be entertained. No other charges including transportation fare etc will be payable for providing the services.

10. All relevant clearances will be done for the appointed service provider. Prior to awarding of this contract, High Commission can verify with provided references and reserves right to discontinue and cancel this tender and process under its own discretion. No queries in this regard shall be entertained.
11. The tender is non transferable.
12. Payment will be made directly to service provider by bank transfer.

SECTION – III : SPECIAL CONDITIONS OF CONTRACT

1. Prices:

- (a) Bidders must quote the price in the format given in Contract Price Schedule at Section-V of this document.
- (b) Price quoted by the bidder and agreed to the HCI, Windhoek shall be considered final and no price escalation will be permitted thereafter for any type of service i.e. false alarm charges, SMS charges and Radio frequency charges etc.
- (c) Billing would be settled on monthly basis at the end of every month; not in advance.
- (d) Monthly payable amount will be determined by dividing the accepted quote for two years by 24.
- (e) All prices are to be quoted in Namibian Dollars (N\$) only.
- (f) The prices quoted should be inclusive of all charges and all taxes including VAT.

2. Taxes and Duties:

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 may attach any other documents such as company profile, company brochures, achievements of the company, social security and all risk insurance etc.
2. Technical queries if any may addressed to the email ID - adm.windhoeck@mea.gov.in and prop.windhoeck@mea.gov.in
3. Bidder shall not have been blacklisted by any of the Departments/Ministries, Organisations. A duly signed undertaking to this effect must be submitted with the bid.
4. Quoted price by the bidder should be final inclusive of all taxes including VAT. Nothing extra is payable for such variation.
5. Details of work done at at least three other organisations during the last 3 years should be mentioned. 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. Meeting this criteria is important for technical qualification of the bidders.

SECTION – V : PRICE SCHEDULE

Format for submitting the Price Schedule Invitation of bids for Alarm monitoring and armed response services for the period of two years from 1st January, 2022 up to 31st December 2023 at 10 different locations of High Commission of India.

Form of Tender

(To be submitted by the Bidder in following format)
High Commission of India, Windhoek.

Tender No. WIN/815/1/2021

Date: 8th December 2021

We have examined tender conditions for the above named service and have inspected the sites and general conditions under which the services to be provided.

SI No.	Name of premises	Amount in Namibia Dollar (N\$) without VAT (for two years)	Total Amount in Namibian Dollar (N\$) including VAT & other taxes (for two years)
1	2	3	4
1	Nelson Mandela Avenue, Klein Windhoek		
2	Anna Street, Ludwigsdorf, Windhoek		
3	Quenta Street, Ludwigsdorf, Windhoek		
4	Nelson Mandela Avenue, Klein Windhoek		
5	Asuriet Street, Eros, Windhoek		
6	Asuriet Street, Eros, Windhoek		
7	Mokke Street, Klein Windhoek		
8	Fabri Street, Pioneer Park- Extn.I, Windhoek		
9	Shameerah Court, Hockland Park, Windhoek		
10	Mission Village, Quenta Street, Ludwigsdorf, Windhoek		
Grand Total			

2. We understand that the High Commission of India is not bound to accept the lowest or any tender it may receive.

3. Certified that rates quoted for the above items are as per specifications, terms & conditions mentioned in the tender document.

Yours sincerely,

(Signature of Authorised Signatory)

Name & Designation:

Company Seal: