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Contract

Provision of Security Guarding Services at the British Embassy and Expat Residences in In Kathmandu (Nepal)

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2023/S 000-032262

Procurement identifier (OCID): ocds-h6vhtk-03d320

Published 1 November 2023, 11:36am

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

British Embassy, Kathmandu

Kathmandu

SW1A 2AH

Email

Shristi.Chaudhary@fcdo.gov.uk

Telephone

+91 8376809241

Country

Nepal

Region code

NP - Nepal

Internet address(es)

Main address

www.gov.uk/fcdo

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Security Guarding Services at the British Embassy and Expat Residences in In Kathmandu (Nepal)

II.1.2) Main CPV code

- 79713000 - Guard services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is to obtain a Security Guarding services at the British Embassy and Expat Residences in In Kathmandu (Nepal)

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £336,865

II.2) Description

II.2.3) Place of performance

NUTS codes

- NP - Nepal

Main site or place of performance

British Embassy, Kathmandu

II.2.4) Description of the procurement

The requirement is to obtain a Security Guarding services at the British Embassy and Expat Residences in In Kathmandu (Nepal).

II.2.5) Award criteria

Quality criterion - Name: TAKE-OVER/MOBILISATION: Please provide details of your arrangements for effective and smooth take-over of/mobilisation from the incumbent provider. Highlight any anticipated problems and mitigation plans. Please provide a detailed timetable/transition plan to support your response. / Weighting: 6

Quality criterion - Name: COMPETITIVE ADVANTAGE AND KNOWLEDGE OF SECURITY ISSUES: Please provide details (of any) competitive advantage you have over your competitors in the Nepal market and explain how these will deliver greater value for money for the Authority in respect of delivering the required services? Please provide evidence of your knowledge of the current security threats, risks and issues as you see them for the Authority in Nepal in particular. Set out any additional information you think would be helpful in support of your tender, including any additional services/ facilities not included in the Statement of Service Requirements which you think might benefit both the Authority and Contractor. Please provide details of any suggestions for innovation either at the outset, or during the lifetime of the Contract which would lead to efficiency savings for both parties. / Weighting: 6

Quality criterion - Name: FINANCIAL CONTROL/INVOICING: Explain how you will manage financial control of the contract and ensure appropriate reporting/invoicing arrangements are put in place with the Authority. Explain how you will ensure that the service is delivered as cost effectively as possible ensuring you deliver real value for money to the Authority throughout the lifetime of the contract. / Weighting: 6

Quality criterion - Name: RESOURCES, VETTING AND TRAINING: Please provide details of your recruitment and vetting process for security staff. Please ensure that your response is specific to the Authority's requirement in India. Please outline any risks and mitigations in relation to the recruitment and vetting process. Describe your training proposals and ongoing development available to the guards. Give details of the resources you propose to use. Please provide an organisational chart indicating responsibilities and reporting lines, with CV's of key personnel / Weighting: 8

Quality criterion - Name: RISKS & CONTINGENCIES: Describe how you will manage risks and contingencies in relation to this contract and to delivering the services. For example site lock-down or absence of key staff etc. Please indicate readiness times for replacement of staff for all types of absences, example sickness or a no show of a guard and out of office hours reporting system. Please indicate the lead time for the provision of additional manpower for absences or temporary surge in requirement. How will you provide extra staff at short notice if required to do so by the Authority? Describe how you would handle uplifts and downsizing of Staff from time to time under these contracts, and how you would ensure a continuously flexible and responsive approach to the Authority's requirements. Please provide evidence of your knowledge of the current security threats, risks and the issues as you see them for the authority in India. In relation the contract please provide a list and your proposed mitigation / Weighting: 10

Quality criterion - Name: CONTRACT MANAGEMENT / QUALITY ASSURANCE / CUSTOMER RELATIONS: This should indicate your proposals for engaging with the authority both at strategic level, and day to day working level. Please provide a clear contract management strategy and describe your supervisory systems for continuous monitoring and reporting. Please include your proposed quality assurance procedures and proposals for engaging with the authority on key performance indicators. Describe your customer support arrangements including procedures for complaints, problems and escalation procedures, including out of hours. Please indicate how these will extend to your proposed sub-contractor if applicable. / Weighting: 8

Quality criterion - Name: EQUIPMENT AND PERFORMANCE Please set out how you will ensure strong performance and continuous improvement throughout the contract period. Please describe your supervisory systems for continuous monitoring and reporting on the quality of service delivery. Please include details of your proposed Quality Assurance procedures. Please provide your proposals for engaging with the Authority on Key Performance Indicators Documents in Excel format. Please provide your proposed approach and methodology to performing each element of the requirement. Please describe how you

will manage the procurement and delivery of equipment necessary for the provision of service, where it is not provided by the authority. / Weighting: 6

Quality criterion - Name: Social Value: Theme – Tackling Economic Inequality a) Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 2.1, MAC 2.2 and MAC 2.3]. Please include: Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: timed action plan use of metrics tools/processes used to gather data reporting feedback and improvement transparency Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table for more information on how to structure your answer. / Weighting: 10

Cost criterion - Name: Competitiveness and sustainability of rates quoted for the regular guards to demonstrate value for money. / Weighting: 30

Cost criterion - Name: Competitiveness and sustainability of rates quoted for the Ad-hoc guards to demonstrate value for money. / Weighting: 10

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-015630](#)

Section V. Award of contract

Contract No

CPG-8020-2023

Title

Provision of Security Guarding Services at the British Embassy and Expat Residences in In Kathmandu (Nepal)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 August 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

G4S Security Services Nepal Pvt.Ltd

Kathmandu

Email

maresh.shrestha@np.g4s.com

Telephone

+97 7-1-4434983

Country

Nepal

NUTS code

- NP - Nepal

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £336,865

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Foreign, Commonwealth & Development Office

London

SW1A 2AH

Telephone

+44 02070081467

Country

United Kingdom

Internet address

www.gov.uk/fcdo