

**High Commission of India
Lilongwe**

High Commission of India invites bids through tender process from interested Security Companies for Security arrangement involving provision of two Security Guards (one each in day and night shifts) at High Commissioner's Residence in Area 9, Lilongwe. Eligible companies can submit their Technical and Financial bid by 24.08.2026 by 1100 hrs. and 1500 hrs. in a sealed envelope. In case of any query, please write at hoc.malawi@mea.gov.in

Please click the link to download the Tender Documents with all details : Link for Tender Document

**High Commission of India
Lilongwe

No. LIL/813/01/2024

30th July, 2026

SUBJECT:-TENDER FOR HIRING OF TWO LOCAL SECURITY GUARD AT HIGH COMMISSIONER'S RESIDENCE (INDIA HOUSE), Plot No. 51-52, AREA 9, LILONGWE

Important Schedule & Dates

Key Event	Dates/Remarks
Publishing of Tender / Bid Submission	30.07.2026
Visit to the premises	30.07.2026 to 07.08.2026 (in working days between 0900 am to 1200 pm with prior appointment)
Last date for submission of Bids	20.08.2026 by 1700 hrs.
Validity of Bids	120 days
Opening of Technical Bids	24.08.2026 at 1100 hrs.
Opening of Financial Bid	24.08.2026 at 1500 hrs.
Venue for opening Bids	High Commission of India, Plot No. 55, Area 9, Lilongwe, Malawi

1. Scope of Work: The High Commission of India, Lilongwe invites Technical and Financial bids/quotations for hiring of Local Security Guard for the High Commissioner's Residence (India House) which is located at Plot No. 51 & 52 in Area 9, Lilongwe. **Total two Security Guards are required who will perform their duties in 12 hrs. shift alternatively. Duration of the contract will be for two years from 01.09.2026 to 31.08.2028.**

- (i) **The job specifications of local security agency services are as follows: -**
- (a) To prevent any unauthorized entry of person/object inside premises
 - (b) Patrolling India House premises (24X7) courtyard and intervention and necessary action.
 - (c) Informing local police, authority and activating panic button in case of any attack or crises situation.
 - (d) Prevent unauthorized parking in front of India House.
 - (e) Assist in case of Fire, Medical or other emergencies.
 - (f) Prevent any defacing of India House wall /building or disrespect to the national flag.
 - (g) Record the details of persons permitted inside India House. Also maintain record for any vehicle permitted e.g. GDIP, Traffic Police, Ambulance, Fire van etc.

- (h) 24-hour watch/vigil of High Commissioner's Residence Premises Technical Bid-Eligibility Criteria for perspective companies

2. The bidder shall examine the scope of work and other Documents and all Addenda (if any) before submitting his Tender / Bid. It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in the tender document. Bidders are required to quote monthly prices for hiring two local security guards. The amount must be quoted both in figures and in words in **Malawian Kwacha** only. In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.

(ii) **The last date of submission of sealed bids is 20.08.2026(1700 hours) at High Commission of India, Area 9, Plot no 55, P.O. Box 1482, Lilongwe, Malawi.**

(iii) The date and time for submission may be deferred by an official notification in writing issued by the High Commission of India, Lilongwe, Malawi to all Bidders. Any Bid received after date and time of submission will not be considered and will not be opened. Any such unopened Bid will be returned to respective bidder.

(iv) The Bid shall remain valid for a period of 90 (ninety) days from the date of the opening of the Financial Bids or up to any mutually extended period.

3. **Submission of bids:** Bidders shall submit their bid in a large sealed envelope super-scribed with **"TENDER FOR HIRING OF TWO LOCAL SECURITY GUARD AT HIGH COMMISSIONER'S RESIDENCE (INDIA HOUSE), Plot No. 51-52, AREA 9, LILONGWE"** which shall have following three sealed envelopes inside:

(a) **Envelope A** should contain Bid Security or Certificate as mentioned in 7(b). This envelope is to be super-scribed as **"Bid Security"**.

(b) **Envelope B** should contain the documents mentioned in Para 4. This envelope should be super-scribed as **"Technical Bid"**.

(c) **Envelope C** should contain the documents mentioned in para 13. This envelope should be super-scribed as **"Financial Bid"**.

4 (A). **Technical Bid- Eligibility Criteria for local perspective companies.**

The bidder should provide the following detailed information in descriptive terms along with sporting documents and records as part of technical bid:-

(a) The bidder should have an experience of providing such services for at least 3 years. Documents for past experience, service history, achievements of the company must be enclosed.

(b) The bidder should have experience in providing services in security to sensitive

organizations, offices and large commercial establishments.

- (c) The bidder should be able to provide user satisfaction certifications from at least 3 organizations
- (d) The bidder should provide valid service Tax and VAT number
- (e) The bidder should provide LSGs which have been vetted by Local Government security department in terms of past records, character and antecedents. Background details of LSG along with proof of vetting to be provided.
- (f) List of other clients the company is servicing in terms of supply of local security guards.
- (g) Evidence of Registration of the company under relevant statutory regulations applicable to Malawi.
- (h) Range of security services provided by the firm.
- (i) Reserve pool of men and logistics such as response teams, patrol vehicles, security equipment and communication equipment's under use etc.
- (j) Average period for which as security guard and security supervisors remain with the company.
- (k) Training facilities, does the company have its own training facility? Or does the company avail the facility of another provider or company that only focus on training? What is the curriculum and training duration of security guards and the supervisor?
- (l) Industry certificate obtained by the company for its quality and companies' relationship with local police.
- (m) Average home take pay allowances for security guards.

4 (B) Technical Bid- Eligibility Criteria for local security Guard (LSG)

The parameters pertain to personal qualities and attributes of LSGs and their eligibility criteria to be provided by the firm along with Technical details as follows: -

- (a) Age Limit: - LSG should not be more than 45 years of age.
- (b) Physically and mentally fit and should not suffer from apparent disability including obesity/overweight etc. The provider should provide fitness certificate in respect of every LSG from an authorized medical practitioner. LSG should not be emaciated, feeble and timid in an apparent sense.
- (c) Provide background details of the LSGs along with certification vetted by the Government security department in terms of record, character and antecedents.

- (d) Should perform their duties in smart uniform and their overall appearance should be neat and clean.
- (e) Should have attended school at least up to 12 Standard/ Form IV Level.
- (f) Besides local language, should be able to speak and read English.
- (g) Should be thoroughly proficient and trained in handling of arms/other security equipment they are permitted to carry as per Local regulation.
- (h) An interested security company should agree and be able to provide a choice of persons three times our requirement to interview and choose from. In case of good performance our Mission should have the option of retaining a particular LSG.
- (i) Subject to above condition, the company should have sufficient LSGs on its roll so that the staff is rotational periodically. Ideally the staff should change after every 3 months.

5. **Visit to High Commission premises:** - Interested parties may visit the site (India House) from **30.07.2026 to 07.08.2026** to familiarize with the premises seeking prior appointment.

6. **Commencement of Services:** - The service will need to be made operational w.e.f. **01.09.2026 for a period of two years till 31.08.2028** with no escalation in monthly rates. The High Commission reserves the right to cancel the contract and award it to another agency in case of failure to deliver satisfactory services.

7. **Instructions for bidders**

- (a) Bidders are required to submit their bids by **20.08.2026 by 1700 hrs.** to the address mentioned below.

Address details:

High Commission of India
 Plot Number 55, Area 9
 Lilongwe
 E-mail: hoc.malawi@mea.gov.in
 Tel: +265 1 755 348

- (b) **Bid Security:** To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, the bidder shall submit a Demand Draft or Banker's Cheque or Bank Guarantee amounting **MK 200,000**. If a proposal is withdrawn after due date and time, the bid security deposited by the applicant will be forfeited. Bids submitted without bid security shall be summarily rejected. Bid Security in respect of all unsuccessful applicants shall be returned without any interest, after the successful signing of agreement. In case of the selected bidder, the Bid Security shall be returned on submission of performance guarantee by them. The bid security/EMD should remain valid for a period of 45(forty-five) days beyond the final bid validity period.

In place of a bid security, Bidders may submit a signed copy of **Bid Securing Declaration** accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit Performance Security before the deadline defined in the request for bids document, they will be suspended for the period of time 3 years from being eligible to submit bids for contracts with the High Commission of India.

- (c) Bidders shall furnish all the documents, data/information called for under the bidding documents to the complete satisfaction of the High Commission falling which the Bid will be considered as incomplete and nonresponsive and the High Commission reserves the right to reject the Bid.
- (d) All data information and any other material submitted by the bidders in the process of bidding and part of bidding documents shall remain the exclusive property of the High Commission all the time.
- (e) A prospective bidder requiring any clarification may contact undersigned in writing, either by e-mail at least three–four business days before the deadline of the submission of the Bid.
- (f) The Bid and all correspondence and documents relating to the Bid exchanged between the Bidder and the High Commission shall be written **in English Language**.
- (g) The Bid shall contain no alterations, omissions or additions overwriting except those to comply with instructions issued by the High Commission or as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.
- (h) The High Commission reserves the right to accept/ reject the Bid and does not bind itself to accept the lowest bid or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part.
- (i) The Successful Bidder should not sub-contract any part of the scope of work to be undertaken by them without written permission from the High Commission. The Bidder to whom the contract is awarded is solely responsible to the High Commission for the completion of the awarded contract.
- (j) **No mid-term price escalation** will be allowed during the contract period.
- (k) **Performance Security:** To ensure due performance of the contract, Performance Security shall be submitted by the successful bidder within 15 days after notification of award. This will be equal to 3% of Accepted Tender Amount.

8. Confidentiality: The Contractor shall maintain strict confidentiality of all information, documents, security arrangements, and activities of the High Commissioner of India, Lilongwe, obtained during the performance of the Contract. The Contractor and its personnel shall not disclose any such information to any third party without prior written permission of the High Commission. Any breach of confidentiality shall constitute a material breach of the Contract and may lead to termination of the Contract and forfeiture of the Performance Security.

9. Force Majeure: Neither party shall be liable for any failure or delay in performing its obligations under the Contract if such failure or delay is due to Force Majeure events such as natural disasters, war, civil unrest, pandemics, or other events beyond its reasonable control. The affected party shall notify the

other party in writing within seven (7) days. If the Force Majeure event continues for more than sixty (60) days, the High Commission may terminate the Contract without any financial liability except for payment for services satisfactorily rendered.

10. Arbitration: Any dispute arising out of or relating to this Contract, which cannot be resolved amicably, shall be referred to a Sole Arbitrator appointed by the High Commission as per procedure laid by Government of India. The arbitration shall be conducted in English, and the seat of arbitration shall be in **India**. The award of the Arbitrator shall be final and binding on both parties. The Contract shall be governed by the laws of India.

11. Rejection: The High Commission of India, Lilongwe, Malawi reserves the right to accept or reject proof of credentials at its sole discretion without having to furnish reasons thereof, to the applicants. Submission of false information / document shall render the bidder ineligible.

12. The vendors should agree following penalty clause for shortcoming in services:

SI No.	Shortcoming	Penalty
1.	Unauthorized absence	1% of the total contract value
2.	Guard found sleeping on duty	1% of the total contract value
3.	Consumption of alcohol or any other narcotic substances while on duty	2% of the total contract value
4.	Use of mobile phones for chatting/watching video/making unnecessary calls which may affect his normal performances of his duty	1% of the total contract value
5.	Inappropriate or unbecoming behavior with Mission's staff or visitors	2% of the total contract value
6.	Unauthorized use of Mission's property by guards	2% of the total contract value
7.	Any other unbecoming action on the part of guards which may bring bad name to the Mission	2% of the total contract value
8.	Guards found involved/conniving with adversary	2% of the total contract value
9.	Failure to discharge duty properly	1% of the total contract value
10.	Any of the member of India House harmed due to carelessness/negligence of guards	2% of the total contract value

13. Financial Bid: The price to be quoted by the Bidders shall be in **Malawi Kwacha only**. The price shall include all, VAT, taxes, miscellaneous services, overtime duties and services. However, VAT amount must be specified separately. The prices quoted by the bidder shall be kept open and valid for acceptance for a minimum period of one hundred and twenty (120) days. The Financial Bid should be submitted on the official Letter Head of the Firm in the below format:

Name of the Firm	
Address of the Firm	
Contact Person and Mobile No.	
E-mail ID	
Unit Rate per Security Guard (without VAT)	
VAT Amount	
Total amount for two Security Guards (with VAT)	

14. The High Commission of India may extend the contract period for the agreed period on same rate, terms and conditions subject to the satisfactory service provided by the selected bidder.

15. **Terms of Payment:** The settlement of the bills for the company selected for the job would be on monthly basis and through bank transfer/cheque.



(Sandeep Kumar)
Head of Chancery
30.07.2026