

251



## Ministry of Health and Wellness

### Award of Procurement Contract Notice under section 40(7) of the Public Procurement Act

This is to notify that, following the bidding exercise carried out by the Ministry of Health and Wellness for the “**Provision of Security Services for all Hospitals and other Health Institutions for a period of Twenty-Four (24) months- CPB/20/2023**”, the contract has been awarded as follows:

SN.	Lot No.	Name of bidder and address	Contract Price (Rs) exclusive of VAT
1.	Lot No. 1	Top Security Service Ltd 4th Floor, Jade Court	74,239,200.00
2.	Lot No. 2	Jumma Mosque Street, Port Louis	36,855,000.00
3.	Lot No. 4	Premier Security Solutions Limited 98, Avenue Trianon 2	49,308,178.32
4.	Lot No. 5	Quatre Bornes	72,824,103.36
5.	Lot No. 6	Top Security Service Ltd 4th Floor, Jade Court Jumma Mosque Street, Port Louis	23,360,400.00

Senior Chief Executive  
Ministry of Health and Wellness  
5<sup>th</sup> Floor, Emmanuel Anquetil Building  
SSR Street, Port Louis  
02 July 2024

**Ministry of Health and Wellness**

MHPDO/WKS&S/2023-2024/DO33

17 May 2024

The Director  
Top Security Service Ltd  
(Attn: Mr. M. Luchmun)  
4<sup>th</sup> Floor, Jade Court  
Jummah Mosque Street,  
Port Louis  
Tel: 242 5029; Fax No: 242 5061  
Email: topsecureguard@gmail.com

Dear Sir,

**Provision of Security Services for Lot 1, Lot 2 and Lot 6  
for a period of Twenty-Four (24) months – CPB/20/2023**

Please refer to your offer dated 27 September 2023 in response to our Invitation for Bids No. CPB/20/2023, e-Proc Reference No.: HEALTH/IFB/2022/1015 dated 25 August 2023 regarding the above subject.

2. The Central Procurement Board (CPB) has approved your offer for the Provision of Security Services for Lot 1 (Dr A.G. Jeetoo Hospital and others), Lot 2 (SSRN Hospital and Others) and Lot 6 (Other Health Institutions) for the total amount of Rupees One Hundred and Thirty-Four Million Four Hundred and Fifty-Four Thousand Six Hundred only (MUR 134,454,600.00) excluding VAT as detailed below, subject to the terms and conditions of the bidding documents and extract as per annex for an initial period of one year thereafter renewed for a further period of one year at the discretion of the Ministry and subject to satisfactory performance.

Regions	Contract Price (Rs) Exclusive of VAT for Year 1	Contract Price (Rs) Exclusive of VAT for Year 2	Total (Rs) Exclusive of VAT
Lot 1 (Dr A.G. Jeetoo Hospital and others) (As per Annex 1)	35,352,000.00	38,887,200.00	74,239,200.00
Lot 2 (SSRN Hospital and Others) (As per Annex 2)	17,550,000.00	19,305,000.00	36,855,000.00
Lot 6 (Other Health Institutions) (As per Annex 3)	11,124,000.00	12,236,400.00	23,360,400.00
<b>TOTAL</b>	<b>64,026,000.00</b>	<b>70,428,600.00</b>	<b>134,454,600.00</b>

9

Issued  17/5/24

3. You are therefore requested to submit the undermentioned documents at the **Ministry of Health and Wellness, Procurement Registry, 10<sup>th</sup> Floor, Emmanuel Anquetil Building, SSR Street, Port Louis:**

- (i) **a Performance Security** in the amount 10 % of the annual contract value denominated in Mauritian Rupees in the form of Bank/Insurance guarantee as per the format in Section VI, and in accordance with the General conditions of Contract, within **twenty one (21) days** from the date of this Letter of Acceptance. The Performance Security shall be valid 28 days after the Completion Date of the Contract for Year 1;
- (ii) forward the **Insurance Cover Policies (Professional Indemnity Insurance Cover, Third Party Liability Insurance Cover)** within **twenty one (21) days** as from the date of this Letter of Acceptance in accordance with Clause 13.1 (g);
- (iii) submit a valid **Private Security Service Provider Licence** from the Commissioner of Police to operate as Private Security Service Provider in compliance with Section 4 (7) of the Private Security Service Act 2004. The Licence should cover the whole contractual period.
- (iv) An **undertaking** that all security guards are fully registered with the Commissioner of Police under the PSS Act 2004. The **names and details of the Security guards to be posted on their respective sites** shall be communicated two weeks prior to start of services. The Employer reserves the right not to accept the posting of employees who do not meet the above-mentioned requirements.
- (v) an **undertaking** that the salaries and wages to be paid in respect of this bid are **compliant with the relevant Laws, Remuneration Order** and to **PPO Directive No. 37 and 68** where applicable and that you will abide to the sub-clause 4.6 of the General Conditions of Contract.

4. You will be called at the Ministry to sign the Contract Agreement after confirmation that the documents mentioned above are in order and proceed with the execution of the said services in accordance with the Contract Documents, after signature of the contract and possession of the site.

5. The contract shall come into effect as from **Monday 01 July 2024**. You are therefore required to liaise with the respective Regional Health Director/Medical Superintendent/Regional Health Services Administrator/Hospital Administrator or other Officer in Charge of each Hospital/Health Institution for all necessary arrangements to be made in regard to the taking over of the sites.

6. Penalties pursuant to Clause 2.9 of the General Conditions of Contract at Section V of the Bidding documents shall apply in case of non-performance and non-compliance with specifications and Performance requirements. Any penalty to which you shall have rendered yourself liable under any of the Conditions of the Contract and any expenditure incurred by the Ministry as a result of a breach of any such condition shall

*M*

at the option of the Ministry be deducted from any amount due or that may become due to you under this Contract

7. Payment will be made, by the Finance Section of respective Hospitals/Sites, on a monthly basis by the 20<sup>th</sup> of the following month upon submission of your claim (invoice and accompanying documents) not later than the 20<sup>th</sup> of the current month, duly certified by the Officer in Charge of the Health Institution.

8. You may wish to note that the performance of the contract will be monitored on a regular basis and the Ministry may terminate the contract at any time in case of continued poor performance in accordance with the terms and conditions stipulated in the bidding documents.

9. You are required to conduct a complete survey of all the sites and advise the Ministry on means and ways of re-enforcing security measures with respect to the compound, the storage of goods and materials, lighting, alarm and other surveillance facilities. A report of the survey shall be submitted to the Ministry within the first month of the contract period or such period as may be mutually agreed upon.

10. Any correspondence or query in regard to this award should be addressed to the Senior Chief Executive, Attn: **B. S. Gungadeen (Mrs)**, 5th floor, Ministry of Health and Wellness, Emmanuel Anquetil Building, SSR Street, Port Louis.

11. Please acknowledge receipt of this order by return fax (211 6864/ 214 9006) **immediately as from receipt of this letter.**

12. Until and unless a formal agreement is signed, this Letter of Acceptance and your offer dated **27 September 2023** shall constitute a binding agreement between you and the Ministry of Health and Wellness.

Yours faithfully,



**D. Conhye**  
for Senior Chief Executive

**Annex 1**

**Provision of Security Services for Lot 1, Lot 2 and Lot 6  
for a period of Twenty-Four (24) months – CPB/20/2023  
MHPDO/WKS&S/2023-2024/DO 33**

Serial No	Lot	Day shift		Night Shift		Number of security required	No of months	Year 1 monthly rate per security/yr 1	Rate per month/yr 1 Rs	Yearly amount/yr 1 Rs	Year 2 monthly rate per security guard/yr 2	Rate per month/yr 2 Rs	Yearly amount/yr 2 Rs
		Male	Female	Male	Female								
Lot 1													
1	Dr A. G. Jeetoo Hospital	20	0	12	0	32	12	32500.00	1,040,000.00	12,480,000.00	35,750.00	1,144,000.00	13,728,000.00
2	Brown Sequard Mental Health Care Centre	12	3	9	1	25	12	32500.00	812,500.00	9,750,000.00	35,750.00	893,750.00	10,725,000.00
3	Subramania Bharati Eye Hospital	6	0	3	0	9	12	32500.00	292,500.00	3,510,000.00	35,750.00	321,750.00	3,861,000.00
4	Dr Hyderkhan Mediclinic	1	0	1	0	2	12	32500.00	65,000.00	780,000.00	35,750.00	71,500.00	858,000.00
5	Coromandel Mediclinic	1	0	1	0	2	12	32500.00	65,000.00	780,000.00	35,750.00	71,500.00	858,000.00
6	Dr. F. Bouloux AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00
7	Lady Twining AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00
8	Pette Riviere AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00
9	Quernum AHC (St Pierre)	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00
10	Bamboos AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00
11	St Croix CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
12	Ste Croix Methadone	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
13	Pailles West CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
14	Roche Bois CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
15	Cite La Cure CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
16	Baie Du Tombeau CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
17	Ste Croix Methadone	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
18	Odette Leal CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
19	Pointe Aux Sables CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00
Total									35,352,000.00	35,352,000.00	38,887,200.00		

*Handwritten mark*

**Annex 2**

Serial No	Lot	Day shift		Night Shift		Number of security required	No of months	monthly rate per security/yr 1	Total Rate per month/yr 1 Rs	Yearly amount/yr 1 Rs	monthly rate per security guard/yr 2 Rs	Total rate per month/yr 2 Rs	Yearly amount/yr 2 Rs
		Male	Female	Male	Female								
<b>Lot 2</b>													
1	SSRN Hospital	13	1	12	1	27	12.00	32500	877,500.00	10,530,000.00	35750.00	965,250.00	11,583,000.00
2	Poudre D'Or Hospital	1	1	2	0	4	12.00	32500	130,000.00	1,560,000.00	35750.00	143,000.00	1,716,000.00
3	Long Mountain Hospital	2	1	2	0	5	12.00	32500	162,500.00	1,950,000.00	35750.00	178,750.00	2,145,000.00
4	Triplet Mediclinic	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
5	Goodlands Mediclinic	1	0	0	0	1	12.00	32500	32,500.00	390,000.00	35750.00	35,750.00	429,000.00
6	Riviere Du Rempart AHC	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
7	Grand Bay CHC	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
8	Autism Day Care Centre	0	1	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
									<b>Total</b>	<b>17,550,000.00</b>			<b>19,305,000.00</b>

*Dr*

**Annex 3**

Lot 6 Other Health Institutions														
Serial No	Item No	Lot	Day shift		Night Shift		Number of security required	No of months	monthly rate per security guard/yr 1 Rs	Total Estimated rate per month/yr 1	Yearly Estimated amount/yr 1 2	monthly rate per security guard/yr 2	Total Estimated rate per month/yr 2	Yearly Estimated amount/yr 2
			Male	Female	Male	Female								
Lot 6 Other Institutions														
1	1	Central Supplies Division	1	0	2	0	3	12.00	32500	97500.00	1170000.00	35750.00	107250.00	1,287,000.00
2	2	Tobacco Board Store	1	0	1	0	2	12.00	32500	65000.00	780000.00	35750.00	71500.00	858,000.00
3	3	Department of Operations Support Services	2	0	4	0	6	12.00	32500	195000.00	2340000.00	35750.00	214500.00	2,574,000.00
4	4	Gulbais (EX-DWC)	1	0	1	0	2	12.00	32500	65000.00	780000.00	35750.00	71500.00	858,000.00
5	5	Castel Store (EX-NIC Building)	2	0	3	0	5	12.00	32500	162500.00	1950000.00	35750.00	178750.00	2,145,000.00
6	6	Ex-Government Printing Premises, La Tour Koenig	2	0	3	0	5	12.00	32500	162500.00	1950000.00	35750.00	178750.00	2,145,000.00
7	7	Vector Biology Control Division (Curepipe)	0	0	1	0	1	12.00	49500	49500.00	594000.00	54450.00	54450.00	653,400.00
8	8	Prashantex Building, La Rosa	2	0	2	0	4	12.00	32500	130000.00	1560000.00	35750.00	143000.00	1,716,000.00
<b>Total</b>										<b>11124000.00</b>				<b>12,236,400.00</b>

*SR*

Copy to:

Regional Health Director, Dr. A.G. Jeetoo Hospital ✕  
Regional Health Services Administrator, Dr. A.G. Jeetoo Hospital ✕  
Manager Procurement and Supply, Dr. A.G. Jeetoo Hospital ✕  
Regional Health Director, SSRN Hospital ✕  
Regional Health Services Administrator, SSRN Hospital ✕  
Manager Procurement and Supply, SSRN Hospital ✕  
Manager Procurement and Supply, CSD ✕  
Assistant Manager Procurement and Supply, Castel Warehouse, Castel ✕  
Senior Manager, OSS ✕  
Manager Financial Operations  
Manager, Internal Control  
MHPQ/WKS&S/2023-2024/Q15  
Flimsy

MFO, Jeetoo Hospital

MFO, SSRN Hospital

Vector Biology

ICP + contract





## Contract Agreement

This CONTRACT (hereinafter called the "Contract") is made the <sup>17<sup>th</sup></sup> day of the month of **June 2024**, between, on the one hand, **Ministry of Health and Wellness** (hereinafter called the "Employer") and, on the other hand, **Top Security Service Ltd** (hereinafter called the "Service Provider").

### WHEREAS

- (a) the Employer has requested the Service Provider to provide "Security Services for Lot 1 (Dr A.G. Jeetoo Hospital and others), Lot 2 (SSRN Hospital and Others) and Lot 6 (Other Health Institutions) – CPB/20/2023, e-Proc Reference No.: HEALTH/IFB/2022/1015 (file reference: MHPDO/WKS&S/2023-2024/DO33) " as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of **Rupees One Hundred and Thirty-Four Million Four Hundred and Fifty-Four Thousand Six Hundred only (MUR 134,454,600.00) excluding VAT.**

**NOW THEREFORE** the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule (Included in (b) above); and
- (f) the following Appendices:

Appendix A: Description of the Services (Included in (d) above)

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

*as per*

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

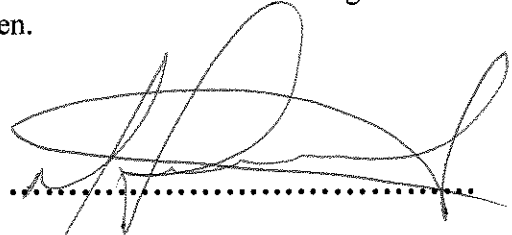


.....  
*Signature of representative of the  
Employer*

*Mr D. Conhye*

*Permanent Secretary*

*for and on behalf of the Senior Chief Executive  
of Ministry of Health and Wellness*

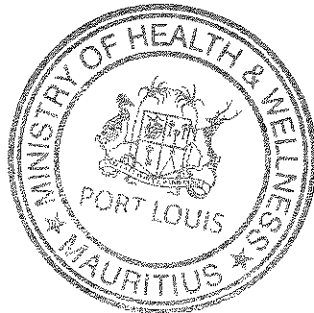


.....  
*Signature of representative of the  
Service Provider*

*Mr Mahensingh Luchmun*

*Managing Director*

*on behalf of  
Top Security Service Ltd*



**TOP SECURITY SERVICE LTD**

4th Floor Jade Court  
Jummah Mosque  
of Port Louis  
Tel: 242 5029

## Government of Mauritius e-Procurement System

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

		technical proposal to comprise detailed information on the requirements listed above		
--	--	--------------------------------------------------------------------------------------------------	--	--

### BID SUBMISSION FORM SECURITY (VER.1.0)

Please click on 'Decrypt' to fill the Bid Submission Form, and to ascertain that the amount and currencies that have been carried forward are the same as per your price breakdown as worked out in the Price Schedules or Bill of Quantities:

Insert N/A if response is NOT APPLICABLE or N/AV if response is NOT AVAILABLE:

To: Ministry of Health and Wellness

We, the undersigned, declare that:

(a) We have examined the bidding documents, including the following addenda documents:

N/A

(b) We offer to execute the following contract in accordance with the conditions of Contract, Scope of Service and Performance Specifications, and Activity Schedule accompanying this Bid: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty Four Months  
Procurement Reference No: MHPQ/NMW&S/2022-2023/Q55

(c) The total price of our Bid in Mauritian Rupees is:

Amount in figures	Item Reference
293058360.00 Mauritian Rupee <small>(Two Hundred Ninety Three Million Fifty Eight Thousand Three Hundred Sixty Rupees Only)</small>	

Discount offered:

Discount	Methodology	Item Reference
0 <small>(Zero Mauritian Rupee Only)</small>		

(d) We hereby confirm that this proposal complies with the bid validity required by the bidding documents.:

(e) We have read and understood the content of the Bid Securing Declaration form and subscribe fully thereto, where this compliance is required by the procuring entity. We further understand that this declaration shall be construed as a signed Bid Securing Declaration which could lead to disqualification on the grounds mentioned therein.:

(f) We are hereby submitting a Bid Security, if so required by the procuring entity, in lieu of the Bid Securing Declaration.:

(g) We confirm that the salaries and wages payable to our personnel in respect of this proposal are in compliance with the relevant Laws, Remuneration Order and Award, where applicable and that we shall abide with the provisions of sub clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.:

(h) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract (if none has been paid or is to be paid, indicate 'NONE'):

## Government of Mauritius e-Procurement System

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

NONE

(i) If our bid is accepted, we commit to obtain a Performance Security (if applicable) in accordance with the Bidding Document.:

(j) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution: i. We shall not, directly or through any other person or firm, offer, promise or give to any of the Public Body's employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract. ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process. iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding. We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.:

(k) We understand that you are not bound to accept the lowest or any bid you receive.:

(l) We understand that this bid, together with your Letter of Acceptance, shall constitute a binding Contract between us, until a formal contract is prepared and executed.:

Name of Person duly authorized to digitally signing the bid: Mahensingh Luchmun

In the capacity of: Director

Duly authorized to digitally sign the bid for and on behalf of: Top Security Service Ltd

Bid securing declaration By subscribing to the undertaking in respect of paragraph (e) of the Bid Submission Form, I/We\* accept that I/we\* may be disqualified from bidding for any contract with any Public Body for the period of time that may be determined by the Procurement Policy Office under section 35 of the Public Procurement Act, if I am/we are\* in breach of any obligation under the bid conditions, because I/we\*: (a) have modified or withdrawn my/our\* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid Submission Form; or (b) have refused to accept a correction of an error appearing on the face of the Bid; or (c) having been notified of the acceptance of our Bid by the Public Body during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We\* understand this Bid Securing Declaration shall cease to be valid, (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us; or (b) if I am/we are\* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiry of the validity of my/our\* Bid. In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.:

### COMMERCIAL EVALUATION TEMPLATE FOR OTHER SERVICES \_ VER 2

The data in this template is in read only mode and will be used for evaluation purposes after opening of bids. You are only required to decrypt and re-encrypt this template.:

Commercial Evaluation - Other Services:

Item	Bid price in MUR (a)	Discount in MUR (b)	Discounted price /	Additions in MUR (d)	Adjustments in MUR (e)	Priced Deviations in	Total Price in MUR (g) =	Upload Working

## Government of Mauritius e-Procurement System

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

			Contract price (c) = (a) - (b)			MUR (f)	(c) + (d) + (e) + (f)	documents
Year 1-Bidder to take into account Renumeration/ wages/ Travelling allowances/ other allowances/ Bonus per Security Guard while submitting their quote	35352000.00	0		0	0	0		
Year 2-Bidder to take into account Renumeration/ wages/ Travelling allowances/ other allowances/ Bonus per Security Guard while submitting their quote	38887200.00	0		0	0	0		

*Handwritten marks:*  
  


## Section V. General Conditions of Contract

### 1. Commencement, Completion, Modification, and Termination of Contract

- 1.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or on such other date as may be stated in the letter of Acceptance.
- 1.2 Commencement of Services**
- 1.2.1 Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general arrangements, order, timing for change of shifts and routine site checks. The Services shall be carried out in accordance with the approved Program as updated.
- 1.2.2 The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the Letter of Acceptance.
- 1.3 Intended Completion Date**
- 13.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities by *[insert date of expiry of contract]* or for an additional period of.....months thereafter, if the contract is renewed at the Employer's discretion.
- 1.4 Modification**
- 14.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the service or of the Contract Price, may only be made by written agreement between the Parties.
- 1.5 Force Majeure**
- 1.5.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 1.5.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract,



and (b) has informed the other Party as soon as possible about the occurrence of such an event.

Failure to provide security guards on sites during cyclone warning class III and IV shall not be considered as Force Majeure.

## 1.6 Notices

1.6.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party.

## 1.7 Termination

1.7.1 The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Sub-Clause :

(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within a prescribed time or after being notified or within any further period as the Employer may have subsequently approved in writing;

(b) if the Service Provider becomes insolvent or bankrupt;

(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days; or

(d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

(i) "corrupt practice"<sup>5</sup> is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

---

<sup>5</sup> For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.



(ii) “fraudulent practice”<sup>6</sup> is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “collusive practice”<sup>7</sup> is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”<sup>8</sup> is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; and

(e) If the maximum of the 10 % penalty has been exceeded as per clause 2.9.

1.7.2 Notwithstanding the above, the Employer, after giving a prior notice of 30 days, may terminate the Contract, in whole or in part, at any time for its convenience upon a determination that because of changed circumstances the continuation of the contract is not in the public interest.

1.7.3 The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-

<sup>6</sup> For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

<sup>7</sup> For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

<sup>8</sup> For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.





Clause:

(a) if the Employer fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 6 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days.

1.7.4 Upon termination of this Contract pursuant to Sub-Clauses 1.7.1, 1.7.2 or 1.7.3 the Employer shall make the following payments to the Service Provider:

(a) remuneration pursuant to Clause 4 for Services satisfactorily performed prior to the effective date of termination;

(b) except in the case of termination pursuant to paragraphs (a), (b), and (d) of Sub-Clause 1.7.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

1.7.5 If the Contract is terminated for the Employer's convenience, the Service Provider will not be entitled to recover anticipated profits on the completion of the contract.

**1.8 Integrity Clause** The Service Provider shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution:

Transgression of the above is a serious offence and appropriate actions will be taken against such Service Provider.

## 2. Obligations of the Service Provider

**2.1 General** The Service Provider shall perform the Services in accordance with the Scope of Service and Performance Specification, the Activity Schedule, and carry out its obligations with all due diligence and efficiency in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate human resources and logistics indicated in Appendix A to the Contract Form. The Service

*ue* 

Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealing with subcontractors or third parties.

**2.2 Confidentiality**

The Service Provider, its subcontractors, and the personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**2.3 Service Provider's Actions Requiring Employer's Prior Approval**

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

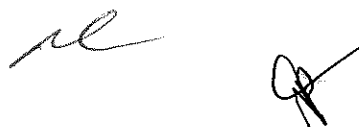
- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the handing over of site.

**2.4 Assignment**

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.

**2.5 Indemnification**

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or subcontractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's Compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or subcontractors. The obligations under this clause do not lapse upon termination of this Contract.

Two handwritten signatures are present at the bottom right of the page. The first signature is a cursive 'R' or 'L' followed by a flourish. The second signature is a cursive 'A' followed by a flourish.

**2.6 Insurance and Liabilities to Third Parties**

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer's Liability and Workmen's Compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- (c) The Service Provider shall provide and thereafter maintain a Professional Indemnity Insurance Cover extended to cover loss and damages of guarded assets (excluding all monies and securities) for at least 0.5 times of the annual contract price, for the whole contract value or apportioned as per the value of contract awarded, to indemnify the Employer against all losses resulting from failure in the services provided
- (d) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract for at least 0.1 times of the annual contract price.
- (e) For the Third Party Insurance Liability cover, the insurance policy shall:
  - (i) name the Employer as additional insured;
  - (ii) include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer; and
  - (iii) provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**2.7 Reporting Obligations**

The Service Provider shall submit to the Employer, the reports and documents specified in Section III- Scope of Service and Performance Specifications and any other matter in the form and time specified therein or as otherwise agreed upon addressed to *[insert name and contact address of Employer's Representative]*.



**2.8 Tax and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the contract price.

**2.9 Damages for non-Performance** The Service Provider shall pay damages for non-performance to the Employer for each day that the services have not been provided on the site. The amount of the damages to be paid are as follows:

(i) For the first day or part thereof of non-performance an amount equivalent to one and a half daily rate payable to the Service Provider for that particular site.

(ii) For any further non-performance on the same site the amount shall be increased to twice the daily rate.

The total amount of the damages shall not exceed 25 % of the monthly remuneration for that service. The Employer may deduct damages from payment due to the Service Provider. Payment of damages shall not affect the Service Provider's other liabilities under the Contract.

**2.10 Performance Security** The Service Provider shall provide the required Performance Security to the Employer not later than the date specified in the Letter of Acceptance. The Performance Security shall be issued in an amount and form indicated in the letter and by a bank/insurance operating in Mauritius. The Performance Security shall be valid until a date 28 days after the Completion Date of the Contract.

### **3. Service Provider's Personnel**

**3.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement of the Service Provider's Key Personnel and security guards for carrying out the Services are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

**3.2 Removal and/or Replacement of Personnel** (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent



or better qualifications.

- (b) If the Employer finds that any of the personnel has (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of any personnel.

#### 4. Payments to the Service Provider

- 4.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 4.5, the Contract Price may only be increased above the amounts stated in Sub-Clause 4.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 1.4 and 4.3.
- 4.2 Contract Price** The amount payable is monthly.  
Prices shall be fixed and inclusive of all taxes, end-of-the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- 4.3 Terms and Conditions of Payment** Payments will be made to the Service Provider on a monthly basis by the 20<sup>th</sup> of the following month subject to the Employer obtaining the invoice and accompanying documents as required by the Employer not later than the 20<sup>th</sup> of the current month.
- Any adjustment in respect of absences and damages for the current month shall be communicated to the Service Provider to enable the latter to make the necessary adjustment in the subsequent invoices.
- 4.4 Interest on Delayed Payments** If the Employer has delayed payments beyond fifteen (15) days after the due date stated, interest shall be paid to the Service Provider for each day of delay at the legal rate.
- 4.5 Price Adjustment** Prices *shall not* be adjusted for fluctuations in the cost of inputs.

*me* 

- 4.6 Labour clause**
- 4.6.1 The rates of remuneration and other conditions of work of the employees of the Contractor shall not be less favourable than those established for work of the same character in the trade concerned-
- (i) by collective agreement applying to a substantial proportion of the workers and employers in the trade concerned;
  - (ii) by arbitration awards; or
  - (iii) by Remuneration Regulations made under the provisions of relevant legislations in Mauritius.
- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work which are not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.
- 4.6.2 No Contractor shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:
- (a) stating the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
  - (b) stating whether any remuneration payable in respect of work done is due;
  - (c) containing such other information as the Chief Executive Officer of the Public Body administering the contract may require to satisfy himself that the provisions under this clause have been complied with.
- 4.6.3 Where the Chief Executive Officer of the Public Body administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 4.3, he may, unless the remuneration is sooner paid by the Contractor, arrange for the payment of the remuneration out of the money payable under this contract.
- 4.6.4 Every Contractor shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.



4.6.5 Every Contractor shall ensure that the number of hours of work of employees employed under this contract is in line with provisions of relevant legislation in Mauritius.

**5. Quality Control**

**5.1 Identifying shortcomings**

The principle and modalities of the monitoring of services by the Employer shall be explained at the handing over of sites. It shall be in line with the procedures defined in Section III- Scope of Service and Performance Specifications. The Service Provider shall be informed of all shortcomings. Such monitoring shall not in any way substitute or alleviate the Service Provider’s contractual obligations towards providing a satisfactory service.

**5.2 Attending to shortcomings**

(a) The Employer shall give notice to the Service Provider of any shortcoming;

(b) Every time notice of a shortcoming is given, the Service Provider shall correct the notified shortcoming within the length of time specified by the Employer’s notice; and

(c) If the Service Provider has not corrected a shortcoming within the time specified in the Employer’s notice, the Employer will consider such act as a lack of performance which could lead to the termination of part or the whole contract as a breach in the good performance of the contract.

**6. Settlement of Disputes**

**6.1 Dispute Settlement**

If a dispute between the parties arises in connection with performance of obligations under this Contract, either party shall serve a written notice of dispute providing adequate details of the nature of the dispute. Notwithstanding the existence of the dispute, all parties shall continue to perform their obligations under the Contract.

After receipt of the notice of dispute, the parties should use their best endeavours to resolve the dispute or to agree methods of doing so. If after 30 days of the service of the notice of dispute there is no resolution of the dispute, it shall be referred to court for settlement under the laws of Mauritius.

**6.2 Applicable Law**

The Contract shall be implemented, interpreted, executed and enforced in accordance with the laws of Mauritius.

## Section VI – Schedules

### 1. Evaluation Criteria

Details of Technical Evaluation Markings ( for security services)- All Sites	Min Marks	Max Marks												
<b>A. Company Profile and Experience</b>														
<b>Profile and insight of activities</b>														
Experience in providing security services to businesses/companies/ public bodies. Bidder to state number of years of experience (minimum 5 years' experience)														
Bidders having less than 5 years' experience will be considered as non-responsive and will not be evaluated.														
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>No of Years of Experience (YoE)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">40</td> <td style="text-align: center;">10 Years or more</td> </tr> <tr> <td style="text-align: center;">Pro-Rata</td> <td style="text-align: center;">More than 5 Years but less than 9 Years</td> </tr> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">= 5 Years</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Less than 5 years</td> </tr> </tbody> </table>	Marks	No of Years of Experience (YoE)	40	10 Years or more	Pro-Rata	More than 5 Years but less than 9 Years	28	= 5 Years	0	Less than 5 years	<b>28</b>	<b>40</b>		
Marks	No of Years of Experience (YoE)													
40	10 Years or more													
Pro-Rata	More than 5 Years but less than 9 Years													
28	= 5 Years													
0	Less than 5 years													
<b>Sub Total (A)</b>	<b>28</b>	<b>40</b>												
<b>B. Site Management and Organization</b>														
<b>Methodology and site management for efficient security services:</b>														
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">20</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">17</td> <td style="text-align: center;">Very Good</td> </tr> <tr> <td style="text-align: center;">14</td> <td style="text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">Satisfactory</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Organization of resources and resource persons:</b>														
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">20</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">17</td> <td style="text-align: center;">Very Good</td> </tr> <tr> <td style="text-align: center;">14</td> <td style="text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">Satisfactory</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													

*nl*





<p><b>Safety and Health Policy and arrangements for ensuring safety and health of security guards.</b>  Bidder/s submitting a comprehensive Safety &amp; Health Policy highlighting how they would meet the requirements of the Occupational Safety &amp; Health Act 2005 will score the maximum mark.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 517 719 719"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<p><b>Replacement Arrangement of security guards during leaves and absences.</b>  Bidder (s) should give details of their pool of replacement guards and specify the lead-time for replacement of guards.  Maximum marks will be given to bidder (s) having adequate pool of replacement guards and minimum lead-time for replacement.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1077 719 1279"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (B)</b>	<b>56</b>	<b>80</b>												
<b>C. Supervision and Monitoring Mechanism</b>														
<p>Administrative controls, plans and processes to monitor and ensure compliance with the Ministry's security requirements. Bidder(s) should demonstrate how their administrative controls, plans and processes are adequate to meet the Ministry's security requirements.  Bidder(s) having a well-defined mechanism will score maximum mark.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1709 719 1910"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	<b>28</b>	<b>40</b>
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<b>Sub Total (C)</b>	<b>28</b>	<b>40</b>												




<b>D. Resource Plan, Recruitment and Screening Mechanism, Training</b>															
<b>Recruitment Mechanism and Screening Process (education, criminal history, substance abuse)</b>  Bidder(s) to state recruitment mechanism for security guards, stating clearly how the screening process is conducted with particular emphasis on education, criminal history, substance abuse.  Bidder(s) having a well-defined recruitment and screening mechanism will score maximum marks. Bidders will be assessed and marked as follows: <table border="1" data-bbox="448 678 716 880" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>		Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	<b>28</b>	<b>40</b>
Marks	Grading														
40	Excellent														
34	Very Good														
28	Good														
20	Satisfactory														
0	Poor														
<b>Job Description of Security Guards</b>  Bidder (s) to provide in general terms the Job Descriptions of the security personnel (Guards & Supervisors).  Bidder (s) having a well-elaborated Job Descriptions, covering the General Duties listed in the Bid Document will score the maximum mark.  Bidders will be assessed and marked as follows: <table border="1" data-bbox="448 1294 716 1496" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>		Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading														
20	Excellent														
17	Very Good														
14	Good														
10	Satisfactory														
0	Poor														
<b>Sub Total (D)</b>		<b>42</b>	<b>60</b>												
<b>E. Contingency Planning</b>															
<b>Contingency plan &amp; emergency response capabilities (e.g. Cyclonic period).</b>  Bidder(s) to provide response mechanism in case of emergencies and cyclonic conditions and to clearly specify how continuity of operations will be ensured.  Bidders having well-defined response mechanism, giving details of measures that would be taken during emergencies, will score maximum marks. Bidders will be assessed and marked as follows:		<b>28</b>	<b>40</b>												

<table border="1" data-bbox="448 322 715 524"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor		
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<p><b>Mechanism for Reporting of incidents</b></p> <p>Bidder(s) to provide mechanism for reporting of incidents, stating clearly how Ministry's staff will be informed in a timely manner and the follow-up measures that would be taken by the Service Provider.</p> <p>Bidders having well-defined reporting will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 878 715 1079"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	28	40
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<p><b>Sample report for reporting of incidents/ theft</b></p> <p>Bidder(s) to provide a sample report for the reporting of incidents/ thefts, indicating clearly the probable causes and remedial measures taken. Bidder(s) having well-defined sample incident report, giving full details of occurrence will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1406 715 1608"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	14	20
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (E)</b>	70	100												
<b>F. Logistics</b>														
<p><b>Details of fleet of vehicles &amp; deployment for rapid response based on submission of registration books of vehicles owned by company</b></p> <p>Bidder(s) providing full details of fleet of vehicles for rapid response will score maximum marks.</p>	14	20												




<p>Bidder should have a minimum of two (2) 2-wheelers and two (2) 4-wheelers per Lot.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="331 488 831 622"> <thead> <tr> <th>Marks</th> <th>No. of Vehicles per Lot</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>&gt;2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> <tr> <td>14</td> <td>2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> <tr> <td>0</td> <td>&lt;2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> </tbody> </table>	Marks	No. of Vehicles per Lot	20	>2 - 2-wheelers & 2 - 4-wheelers	14	2 - 2-wheelers & 2 - 4-wheelers	0	<2 - 2-wheelers & 2 - 4-wheelers						
Marks	No. of Vehicles per Lot													
20	>2 - 2-wheelers & 2 - 4-wheelers													
14	2 - 2-wheelers & 2 - 4-wheelers													
0	<2 - 2-wheelers & 2 - 4-wheelers													
<p>List of control centers operational island wide on a 24-hour, 7 days a week basis with respective active telephone number and reachable contact person.</p> <p>Bidder(s) giving full details of control centers operational together with full contact details occurrence will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 913 715 1115"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	14	20
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<p>List of all equipment and communication facilities available for normal security services and for rapid response</p> <p>Bidder(s) giving full details of all equipment and communication facilities used for normal security services and for rapid response will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1400 715 1601"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	14	20
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (F)</b>	<b>42</b>	<b>60</b>												
<b>Grand Total (A+B+C+D+E+F)</b>	<b>266</b>	<b>380</b>												

The minimum pass mark for the Technical Evaluation shall be **266 marks (70%)** and only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than the pass marks shall be declared not responsive.

The weightage for Technical to Financial proposal shall be as follows:

$W =$  Weightage for financial evaluation (**less than 1**) and the weightage for the technical evaluation is  $(1 - W)$

Weightage for technical evaluation =70%

Weightage for financial evaluation =30%

**Bids Ranking**

The score obtained in Technical and Financial assessment shall be lumped for comparison of bids. The bid which has obtained the highest overall score after adding the technical score and the financial score will be ranked first for each Lot

*al*

*[Signature]*

*[letterhead paper of the Employer]*

## 2. Letter of Acceptance

*[date]*

To: *[name and address of the Service provider]*

This is to notify you that your bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by *(insert name of Employer)*.

The contract shall be for an initial period of ..... months effective as from ..... for the following sites: *(insert list of sites, details of guards, shift hours and rates)*

The contract is renewable after the initial period of .....months, at fixed rates, subject to your satisfactory performance.

We look forward to obtaining the Performance Security in the form of a Bank/Insurance Guarantee as per the format enclosed herein for an amount of Rs..... and the enclosed contract duly signed within 21 days from your receipt of this Notification. The Performance Security shall remain valid until a date 28 days from the Completion Date of the Contract.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

You may also note that failure on your part to sign the contract and submission of the Performance Security in the prescribed time will constitute sufficient ground for the cancellation of the award and execution of your Bid Securing Declaration.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Service Provider: \_\_\_\_\_

*Enclosure: Contract (in two originals)*



### 3. Form of Contract

*[letterhead paper of the Employer]*

#### LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the "Contract") is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Public Body]* (hereinafter called the "Employer") and, on the other hand, *[name of Service Provider]* (hereinafter called the "Service Provider").

*[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: "...(hereinafter called the "Employer") and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider's obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the "Service Provider").]*

#### WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule; and
- (f) the following Appendices: *[Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments



Appendix C: Key Personnel and Subcontractors

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
  - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

\_\_\_\_\_  
*[Authorized Representative]*

For and on behalf of *[name of Service Provider]*

\_\_\_\_\_  
*[Authorized Representative]*

*[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*





**Ministry of Health and Wellness**

MHPDO/WKS&S/2023-2024/DO33

17 May 2024

The Director  
Top Security Service Ltd  
(Attn: Mr. M. Luchmun)  
4<sup>th</sup> Floor, Jade Court  
Jummah Mosque Street,  
Port Louis  
Tel: 242 5029; Fax No: 242 5061  
Email: topsecureguard@gmail.com

Dear Sir,

**Provision of Security Services for Lot 1, Lot 2 and Lot 6  
for a period of Twenty-Four (24) months – CPB/20/2023**

Please refer to your offer dated 27 September 2023 in response to our Invitation for Bids No. CPB/20/2023, e-Proc Reference No.: HEALTH/IFB/2022/1015 dated 25 August 2023 regarding the above subject.

2. The Central Procurement Board (CPB) has approved your offer for the Provision of Security Services for Lot 1 (Dr A.G. Jeetoo Hospital and others), Lot 2 (SSRN Hospital and Others) and Lot 6 (Other Health Institutions) for the total amount of Rupees One Hundred and Thirty-Four Million Four Hundred and Fifty-Four Thousand Six Hundred only (MUR 134,454,600.00) excluding VAT as detailed below, subject to the terms and conditions of the bidding documents and extract as per annex for an initial period of one year thereafter renewed for a further period of one year at the discretion of the Ministry and subject to satisfactory performance.

Regions	Contract Price (Rs) Exclusive of VAT for Year 1	Contract Price (Rs) Exclusive of VAT for Year 2	Total (Rs) Exclusive of VAT
Lot 1 (Dr A.G. Jeetoo Hospital and others) (As per Annex 1)	35,352,000.00	38,887,200.00	74,239,200.00
Lot 2 (SSRN Hospital and Others) (As per Annex 2)	17,550,000.00	19,305,000.00	36,855,000.00
Lot 6 (Other Health Institutions) (As per Annex 3)	11,124,000.00	12,236,400.00	23,360,400.00
<b>TOTAL</b>	<b>64,026,000.00</b>	<b>70,428,600.00</b>	<b>134,454,600.00</b>

9

Issued  17/5/24

3. You are therefore requested to submit the undermentioned documents at the **Ministry of Health and Wellness, Procurement Registry, 10<sup>th</sup> Floor, Emmanuel Anquetil Building, SSR Street, Port Louis:**

- (i) **a Performance Security** in the amount 10 % of the annual contract value denominated in Mauritian Rupees in the form of Bank/Insurance guarantee as per the format in Section VI, and in accordance with the General conditions of Contract, within **twenty one (21) days** from the date of this Letter of Acceptance. The Performance Security shall be valid 28 days after the Completion Date of the Contract for Year 1;
- (ii) forward the **Insurance Cover Policies (Professional Indemnity Insurance Cover, Third Party Liability Insurance Cover)** within **twenty one (21) days** as from the date of this Letter of Acceptance in accordance with Clause 13.1 (g);
- (iii) submit a **valid Private Security Service Provider Licence** from the Commissioner of Police to operate as Private Security Service Provider in compliance with Section 4 (7) of the Private Security Service Act 2004. The Licence should cover the whole contractual period.
- (iv) An **undertaking** that all security guards are fully registered with the Commissioner of Police under the PSS Act 2004. The **names and details of the Security guards to be posted on their respective sites** shall be communicated two weeks prior to start of services. The Employer reserves the right not to accept the posting of employees who do not meet the above-mentioned requirements.
- (v) an **undertaking** that the salaries and wages to be paid in respect of this bid are **compliant with the relevant Laws, Remuneration Order** and to **PPO Directive No. 37 and 68** where applicable and that you will abide to the sub-clause 4.6 of the General Conditions of Contract.

4. You will be called at the Ministry to sign the Contract Agreement after confirmation that the documents mentioned above are in order and proceed with the execution of the said services in accordance with the Contract Documents, after signature of the contract and possession of the site.

5. The contract shall come into effect as from **Monday 01 July 2024**. You are therefore required to liaise with the respective Regional Health Director/Medical Superintendent/Regional Health Services Administrator/Hospital Administrator or other Officer in Charge of each Hospital/Health Institution for all necessary arrangements to be made in regard to the taking over of the sites.

6. Penalties pursuant to Clause 2.9 of the General Conditions of Contract at Section V of the Bidding documents shall apply in case of non-performance and non-compliance with specifications and Performance requirements. Any penalty to which you shall have rendered yourself liable under any of the Conditions of the Contract and any expenditure incurred by the Ministry as a result of a breach of any such condition shall

*M*

at the option of the Ministry be deducted from any amount due or that may become due to you under this Contract

7. Payment will be made, by the Finance Section of respective Hospitals/Sites, on a monthly basis by the 20<sup>th</sup> of the following month upon submission of your claim (invoice and accompanying documents) not later than the 20<sup>th</sup> of the current month, duly certified by the Officer in Charge of the Health Institution.

8. You may wish to note that the performance of the contract will be monitored on a regular basis and the Ministry may terminate the contract at any time in case of continued poor performance in accordance with the terms and conditions stipulated in the bidding documents.

9. You are required to conduct a complete survey of all the sites and advise the Ministry on means and ways of re-enforcing security measures with respect to the compound, the storage of goods and materials, lighting, alarm and other surveillance facilities. A report of the survey shall be submitted to the Ministry within the first month of the contract period or such period as may be mutually agreed upon.

10. Any correspondence or query in regard to this award should be addressed to the Senior Chief Executive, **Attn: B. S. Gungadeen (Mrs)**, 5th floor, Ministry of Health and Wellness, Emmanuel Anquetil Building, SSR Street, Port Louis.

11. Please acknowledge receipt of this order by return fax (211 6864/ 214 9006) **immediately as from receipt of this letter.**

12. Until and unless a formal agreement is signed, this Letter of Acceptance and your offer dated **27 September 2023** shall constitute a binding agreement between you and the Ministry of Health and Wellness.

Yours faithfully,



**D. Conhye**  
for Senior Chief Executive

**Annex 1**

**Provision of Security Services for Lot 1, Lot 2 and Lot 6  
for a period of Twenty-Four (24) months – CPB/20/2023  
MHPDO/WKS&S/2023-2024/DO 33**

Serial No	Lot	Day shift		Night Shift		Number of security required	No of months	Year 1 monthly rate per security/yr 1	Rate per month/yr 1 Rs	Yearly amount/yr 1 Rs	Year 2		Rate per month/yr 2 Rs	Yearly amount/yr 2 Rs
		Male	Female	Male	Female						monthly rate per security guard/yr 2	Yearly amount/yr 2 Rs		
Lot 1														
1	Dr A. G. Jeetoo Hospital	20	0	12	0	32	12	32500.00	1,040,000.00	12,480,000.00	35,750.00	1,144,000.00	13,728,000.00	
2	Brown Sequard Mental Health Care Centre	12	3	9	1	25	12	32500.00	812,500.00	9,750,000.00	35,750.00	895,750.00	10,725,000.00	
3	Subramania Bharati Eye Hospital	6	0	3	0	9	12	32500.00	292,500.00	3,510,000.00	35,750.00	321,750.00	3,861,000.00	
4	Dr Hyderkhan Mediclinic	1	0	1	0	2	12	32500.00	65,000.00	780,000.00	35,750.00	71,500.00	858,000.00	
5	Coromandel Mediclinic	1	0	1	0	2	12	32500.00	65,000.00	780,000.00	35,750.00	71,500.00	858,000.00	
6	Dr. F. Bouloux AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00	
7	Lady Twining AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00	
8	Petite Riviere AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00	
9	Quernum AHC (St Pierre)	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00	
10	Bambous AHC	0	0	1	0	1	12	45100.00	45,100.00	541,200.00	49,610.00	49,610.00	595,320.00	
11	St Croix CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
12	Ste. Croix Methadone	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
13	Pailles West CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
14	Roche Bois CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
15	Cite La Cure CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
16	Bate Du Tombeau CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
17	Ste Croix Methadone	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
18	Odette Leal CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
19	Pointe Aux Sables CHC	0	0	1	0	1	12	49500.00	49,500.00	594,000.00	54,450.00	54,450.00	653,400.00	
Total									35,352,000.00	35,352,000.00	38,887,200.00			

*Handwritten mark*

**Annex 2**

Lot 2													
Serial No	Lot	Day shift		Night Shift		Number of security required	No of months	monthly rate per security/yr 1	Total Rate per month/yr 1 Rs	Yearly amount/yr 1 Rs	monthly rate per security guard/yr 2 Rs	Total rate per month/yr 2 Rs	Yearly amount/yr 2 Rs
		Male	Female	Male	Female								
Lot 2													
1	SSRN Hospital	13	1	12	1	27	12.00	32500	877,500.00	10,530,000.00	35750.00	965,250.00	11,583,000.00
2	Poudre D'Or Hospital	1	1	2	0	4	12.00	32500	130,000.00	1,560,000.00	35750.00	143,000.00	1,716,000.00
3	Long Mountain Hospital	2	1	2	0	5	12.00	32500	162,500.00	1,950,000.00	35750.00	178,750.00	2,145,000.00
4	Triolet Mediclinic	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
5	Goodlands Mediclinic	1	0	0	0	1	12.00	32500	32,500.00	390,000.00	35750.00	35,750.00	429,000.00
6	Riviere Du Rempart AHC	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
7	Grand Bay CHC	1	0	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
8	Autism Day Care Centre	0	1	1	0	2	12.00	32500	65,000.00	780,000.00	35750.00	71,500.00	858,000.00
<b>Total</b>									<b>17,550,000.00</b>	<b>17,550,000.00</b>			<b>19,305,000.00</b>

*Dr*

**Annex 3**

Lot 6 Other Health Institutions														
Serial No	Item No	Lot	Day shift		Night Shift		Number of security required	No of months	monthly rate per security guard/yr 1 Rs	Total Estimated rate per month/yr 1	Yearly Estimated amount/yr 1 2	monthly rate per security guard/yr 2	Total Estimated rate per month/yr 2	Yearly Estimated amount/yr 2
			Male	Female	Male	Female								
Lot 6 Other Institutions														
1	1	Central Supplies Division	1	0	2	0	3	12.00	32500	97500.00	1170000.00	35750.00	107250.00	1,287,000.00
2	2	Tobacco Board Store	1	0	1	0	2	12.00	32500	65000.00	780000.00	35750.00	71500.00	858,000.00
3	3	Department of Operations Support Services	2	0	4	0	6	12.00	32500	195000.00	2340000.00	35750.00	214500.00	2,574,000.00
4	4	Gulbries (Ex-DWC)	1	0	1	0	2	12.00	32500	65000.00	780000.00	35750.00	71500.00	858,000.00
5	5	Castel Store (Ex-NIC Building)	2	0	3	0	5	12.00	32500	162500.00	1950000.00	35750.00	178750.00	2,145,000.00
6	6	Ex-Government Printing Premises, La Tour Koenig	2	0	3	0	5	12.00	32500	162500.00	1950000.00	35750.00	178750.00	2,145,000.00
7	7	Vector Biology Control Division (Curepipe)	0	0	1	0	1	12.00	49500	49500.00	594000.00	54450.00	54450.00	653,400.00
8	8	Prashantex Building, La Rosa	2	0	2	0	4	12.00	32500	130000.00	1560000.00	35750.00	143000.00	1,716,000.00
<b>Total</b>										<b>11124000.00</b>	<b>11124000.00</b>	<b>12,236,400.00</b>		

*Handwritten mark*



## Contract Agreement

This CONTRACT (hereinafter called the "Contract") is made the <sup>17<sup>th</sup></sup> day of the month of **June 2024**, between, on the one hand, **Ministry of Health and Wellness** (hereinafter called the "Employer") and, on the other hand, **Top Security Service Ltd** (hereinafter called the "Service Provider").

### WHEREAS

- (a) the Employer has requested the Service Provider to provide "Security Services for Lot 1 (Dr A.G. Jeetoo Hospital and others), Lot 2 (SSRN Hospital and Others) and Lot 6 (Other Health Institutions) – CPB/20/2023, e-Proc Reference No.: HEALTH/IFB/2022/1015 (file reference: MHPDO/WKS&S/2023-2024/DO33) " as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of **Rupees One Hundred and Thirty-Four Million Four Hundred and Fifty-Four Thousand Six Hundred only (MUR 134,454,600.00) excluding VAT.**

**NOW THEREFORE** the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule (Included in (b) above); and
- (f) the following Appendices:

Appendix A: Description of the Services (Included in (d) above)

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

*as per*

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

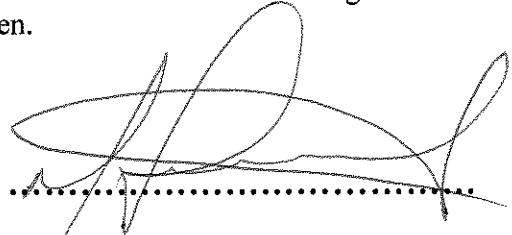


.....  
*Signature of representative of the  
Employer*

*Mr D. Conhye*

*Permanent Secretary*

*for and on behalf of the Senior Chief Executive  
of Ministry of Health and Wellness*

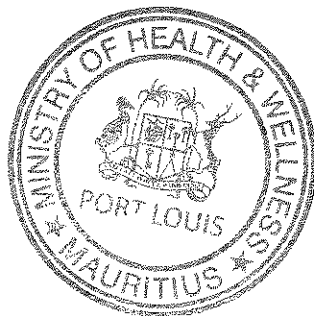


.....  
*Signature of representative of the  
Service Provider*

*Mr Mahensingh Luchmun*

*Managing Director*

*on behalf of  
Top Security Service Ltd*



**TOP SECURITY SERVICE LTD**

4th Floor Jade Court  
Jummah Mosque  
of Port Louis  
Tel: 242 5029



## Government of Mauritius e-Procurement System

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

		technical proposal to comprise detailed information on the requirements listed above			
--	--	--------------------------------------------------------------------------------------------------	--	--	--

### BID SUBMISSION FORM SECURITY (VER.1.0)

Please click on 'Decrypt' to fill the Bid Submission Form, and to ascertain that the amount and currencies that have been carried forward are the same as per your price breakdown as worked out in the Price Schedules or Bill of Quantities:

Insert N/A if response is NOT APPLICABLE or N/AV if response is NOT AVAILABLE:

To: Ministry of Health and Wellness

We, the undersigned, declare that:

(a) We have examined the bidding documents, including the following addenda documents:

N/A

(b) We offer to execute the following contract in accordance with the conditions of Contract, Scope of Service and Performance Specifications, and Activity Schedule accompanying this Bid: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty Four Months  
Procurement Reference No: MHPQ/NMW&S/2022-2023/Q55

(c) The total price of our Bid in Mauritian Rupees is:

Amount in figures	Item Reference
293058360.00 Mauritian Rupee <small>(Two Hundred Ninety Three Million Fifty Eight Thousand Three Hundred Sixty Rupees Only)</small>	

Discount offered:

Discount	Methodology	Item Reference
0 <small>(Zero Mauritian Rupee Only)</small>		

(d) We hereby confirm that this proposal complies with the bid validity required by the bidding documents.:

(e) We have read and understood the content of the Bid Securing Declaration form and subscribe fully thereto, where this compliance is required by the procuring entity. We further understand that this declaration shall be construed as a signed Bid Securing Declaration which could lead to disqualification on the grounds mentioned therein.:

(f) We are hereby submitting a Bid Security, if so required by the procuring entity, in lieu of the Bid Securing Declaration.:

(g) We confirm that the salaries and wages payable to our personnel in respect of this proposal are in compliance with the relevant Laws, Remuneration Order and Award, where applicable and that we shall abide with the provisions of sub clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.:

(h) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract (if none has been paid or is to be paid, indicate 'NONE'):

## Government of Mauritius e-Procurement System

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

NONE

(i) If our bid is accepted, we commit to obtain a Performance Security (if applicable) in accordance with the Bidding Document.:

(j) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution: i. We shall not, directly or through any other person or firm, offer, promise or give to any of the Public Body's employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract. ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process. iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding. We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.:

(k) We understand that you are not bound to accept the lowest or any bid you receive.:

(l) We understand that this bid, together with your Letter of Acceptance, shall constitute a binding Contract between us, until a formal contract is prepared and executed.:

Name of Person duly authorized to digitally signing the bid: Mahensingh Luchmun

In the capacity of: Director

Duly authorized to digitally sign the bid for and on behalf of: Top Security Service Ltd

Bid securing declaration By subscribing to the undertaking in respect of paragraph (e) of the Bid Submission Form, I/We\* accept that I/we\* may be disqualified from bidding for any contract with any Public Body for the period of time that may be determined by the Procurement Policy Office under section 35 of the Public Procurement Act, if I am/we are\* in breach of any obligation under the bid conditions, because I/we\*: (a) have modified or withdrawn my/our\* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid Submission Form; or (b) have refused to accept a correction of an error appearing on the face of the Bid; or (c) having been notified of the acceptance of our Bid by the Public Body during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We\* understand this Bid Securing Declaration shall cease to be valid, (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us; or (b) if I am/we are\* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiry of the validity of my/our\* Bid. In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.:

### COMMERCIAL EVALUATION TEMPLATE FOR OTHER SERVICES \_ VER 2

The data in this template is in read only mode and will be used for evaluation purposes after opening of bids. You are only required to decrypt and re-encrypt this template.:

Commercial Evaluation - Other Services:

Item	Bid price in MUR (a)	Discount in MUR (b)	Discounted price /	Additions in MUR (d)	Adjustments in MUR (e)	Priced Deviations in	Total Price in MUR (g) =	Upload Working

**Government of Mauritius e-Procurement System**

Government of Mauritius e-Procurement System

Document Name: Provision of Security Services for all Hospitals and Other Health Institutions for a period of Twenty-four months

Tender NO. : HEALTH/IFB/2022/1015

			Contract price (c) = (a) - (b)			MUR (f)	(c) + (d) + (e) + (f)	documents
Year 1-Bidder to take into account Renumeration/ wages/ Travelling allowances/ other allowances/ Bonus per Security Guard while submitting their quote	35352000.00	0		0	0	0		
Year 2-Bidder to take into account Renumeration/ wages/ Travelling allowances/ other allowances/ Bonus per Security Guard while submitting their quote	38887200.00	0		0	0	0		

*Handwritten marks/signatures*

## Section V. General Conditions of Contract

### 1. Commencement, Completion, Modification, and Termination of Contract

- 1.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or on such other date as may be stated in the letter of Acceptance.
- 1.2 Commencement of Services**
- 1.2.1 Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general arrangements, order, timing for change of shifts and routine site checks. The Services shall be carried out in accordance with the approved Program as updated.
- 1.2.2 The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the Letter of Acceptance.
- 1.3 Intended Completion Date** 13.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities by *[insert date of expiry of contract]* or for an additional period of.....months thereafter, if the contract is renewed at the Employer's discretion.
- 1.4 Modification** 14.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the service or of the Contract Price, may only be made by written agreement between the Parties.
- 1.5 Force Majeure**
- 1.5.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 1.5.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract,

and (b) has informed the other Party as soon as possible about the occurrence of such an event.

Failure to provide security guards on sites during cyclone warning class III and IV shall not be considered as Force Majeure.

## 1.6 Notices

1.6.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party.

## 1.7 Termination

1.7.1 The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Sub-Clause :

(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within a prescribed time or after being notified or within any further period as the Employer may have subsequently approved in writing;

(b) if the Service Provider becomes insolvent or bankrupt;

(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days; or

(d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

(i) "corrupt practice"<sup>5</sup> is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

---

<sup>5</sup> For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.



(ii)“fraudulent practice”<sup>6</sup> is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii)“collusive practice”<sup>7</sup> is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv)“coercive practice”<sup>8</sup> is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; and

(e) If the maximum of the 10 % penalty has been exceeded as per clause 2.9.

1.7.2 Notwithstanding the above, the Employer, after giving a prior notice of 30 days, may terminate the Contract, in whole or in part, at any time for its convenience upon a determination that because of changed circumstances the continuation of the contract is not in the public interest.

1.7.3 The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-

<sup>6</sup> For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

<sup>7</sup> For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

<sup>8</sup> For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.



Clause:

(a) if the Employer fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 6 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days.

1.7.4 Upon termination of this Contract pursuant to Sub-Clauses 1.7.1, 1.7.2 or 1.7.3 the Employer shall make the following payments to the Service Provider:

(a) remuneration pursuant to Clause 4 for Services satisfactorily performed prior to the effective date of termination;

(b) except in the case of termination pursuant to paragraphs (a), (b), and (d) of Sub-Clause 1.7.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

1.7.5 If the Contract is terminated for the Employer's convenience, the Service Provider will not be entitled to recover anticipated profits on the completion of the contract.

**1.8 Integrity Clause** The Service Provider shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution:

Transgression of the above is a serious offence and appropriate actions will be taken against such Service Provider.

## 2. Obligations of the Service Provider

**2.1 General** The Service Provider shall perform the Services in accordance with the Scope of Service and Performance Specification, the Activity Schedule, and carry out its obligations with all due diligence and efficiency in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate human resources and logistics indicated in Appendix A to the Contract Form. The Service

*ue* 

Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealing with subcontractors or third parties.

**2.2 Confidentiality**

The Service Provider, its subcontractors, and the personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**2.3 Service Provider's Actions Requiring Employer's Prior Approval**

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:


- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the handing over of site.

**2.4 Assignment**

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.

**2.5 Indemnification**

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or subcontractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's Compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or subcontractors. The obligations under this clause do not lapse upon termination of this Contract.

Handwritten signatures in black ink, located at the bottom right of the page. There are two distinct signatures, one appearing to be 'RL' and the other a more complex scribble.



**2.6 Insurance and Liabilities to Third Parties**

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer's Liability and Workmen's Compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- (c) The Service Provider shall provide and thereafter maintain a Professional Indemnity Insurance Cover extended to cover loss and damages of guarded assets (excluding all monies and securities) for at least 0.5 times of the annual contract price, for the whole contract value or apportioned as per the value of contract awarded, to indemnify the Employer against all losses resulting from failure in the services provided
- (d) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract for at least 0.1 times of the annual contract price.
- (e) For the Third Party Insurance Liability cover, the insurance policy shall:
  - (i) name the Employer as additional insured;
  - (ii) include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer; and
  - (iii) provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**2.7 Reporting Obligations**

The Service Provider shall submit to the Employer, the reports and documents specified in Section III- Scope of Service and Performance Specifications and any other matter in the form and time specified therein or as otherwise agreed upon addressed to *[insert name and contact address of Employer's Representative]*.



**2.8 Tax and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the contract price.

**2.9 Damages for non-Performance** The Service Provider shall pay damages for non-performance to the Employer for each day that the services have not been provided on the site. The amount of the damages to be paid are as follows:

(i) For the first day or part thereof of non-performance an amount equivalent to one and a half daily rate payable to the Service Provider for that particular site.

(ii) For any further non-performance on the same site the amount shall be increased to twice the daily rate.

The total amount of the damages shall not exceed 25 % of the monthly remuneration for that service. The Employer may deduct damages from payment due to the Service Provider. Payment of damages shall not affect the Service Provider's other liabilities under the Contract.

**2.10 Performance Security** The Service Provider shall provide the required Performance Security to the Employer not later than the date specified in the Letter of Acceptance. The Performance Security shall be issued in an amount and form indicated in the letter and by a bank/insurance operating in Mauritius. The Performance Security shall be valid until a date 28 days after the Completion Date of the Contract.

### **3. Service Provider's Personnel**

**3.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement of the Service Provider's Key Personnel and security guards for carrying out the Services are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

**3.2 Removal and/or Replacement of Personnel** (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent



or better qualifications.

- (b) If the Employer finds that any of the personnel has (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of any personnel.

#### 4. Payments to the Service Provider

- 4.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 4.5, the Contract Price may only be increased above the amounts stated in Sub-Clause 4.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 1.4 and 4.3.
- 4.2 Contract Price** The amount payable is monthly.  
Prices shall be fixed and inclusive of all taxes, end-of-the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- 4.3 Terms and Conditions of Payment** Payments will be made to the Service Provider on a monthly basis by the 20<sup>th</sup> of the following month subject to the Employer obtaining the invoice and accompanying documents as required by the Employer not later than the 20<sup>th</sup> of the current month.
- Any adjustment in respect of absences and damages for the current month shall be communicated to the Service Provider to enable the latter to make the necessary adjustment in the subsequent invoices.
- 4.4 Interest on Delayed Payments** If the Employer has delayed payments beyond fifteen (15) days after the due date stated, interest shall be paid to the Service Provider for each day of delay at the legal rate.
- 4.5 Price Adjustment** Prices *shall not* be adjusted for fluctuations in the cost of inputs.

- 4.6 Labour clause**
- 4.6.1 The rates of remuneration and other conditions of work of the employees of the Contractor shall not be less favourable than those established for work of the same character in the trade concerned-
- (i) by collective agreement applying to a substantial proportion of the workers and employers in the trade concerned;
  - (ii) by arbitration awards; or
  - (iii) by Remuneration Regulations made under the provisions of relevant legislations in Mauritius.
- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work which are not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.
- 4.6.2 No Contractor shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:
- (a) stating the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
  - (b) stating whether any remuneration payable in respect of work done is due;
  - (c) containing such other information as the Chief Executive Officer of the Public Body administering the contract may require to satisfy himself that the provisions under this clause have been complied with.
- 4.6.3 Where the Chief Executive Officer of the Public Body administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 4.3, he may, unless the remuneration is sooner paid by the Contractor, arrange for the payment of the remuneration out of the money payable under this contract.
- 4.6.4 Every Contractor shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.



4.6.5 Every Contractor shall ensure that the number of hours of work of employees employed under this contract is in line with provisions of relevant legislation in Mauritius.

### 5. Quality Control

#### 5.1 Identifying shortcomings

The principle and modalities of the monitoring of services by the Employer shall be explained at the handing over of sites. It shall be in line with the procedures defined in Section III- Scope of Service and Performance Specifications. The Service Provider shall be informed of all shortcomings. Such monitoring shall not in any way substitute or alleviate the Service Provider’s contractual obligations towards providing a satisfactory service.

#### 5.2 Attending to shortcomings

- (a) The Employer shall give notice to the Service Provider of any shortcoming;
- (b) Every time notice of a shortcoming is given, the Service Provider shall correct the notified shortcoming within the length of time specified by the Employer’s notice; and
- (c) If the Service Provider has not corrected a shortcoming within the time specified in the Employer’s notice, the Employer will consider such act as a lack of performance which could lead to the termination of part or the whole contract as a breach in the good performance of the contract.

### 6. Settlement of Disputes

#### 6.1 Dispute Settlement

If a dispute between the parties arises in connection with performance of obligations under this Contract, either party shall serve a written notice of dispute providing adequate details of the nature of the dispute. Notwithstanding the existence of the dispute, all parties shall continue to perform their obligations under the Contract.

After receipt of the notice of dispute, the parties should use their best endeavours to resolve the dispute or to agree methods of doing so. If after 30 days of the service of the notice of dispute there is no resolution of the dispute, it shall be referred to court for settlement under the laws of Mauritius.

#### 6.2 Applicable Law

The Contract shall be implemented, interpreted, executed and enforced in accordance with the laws of Mauritius.

Handwritten signatures in black ink, appearing to be initials or names, located at the bottom right of the page.

## Section VI – Schedules

### 1. Evaluation Criteria

Details of Technical Evaluation Markings ( for security services)- All Sites	Min Marks	Max Marks												
<b>A. Company Profile and Experience</b>														
<b>Profile and insight of activities</b>														
Experience in providing security services to businesses/companies/ public bodies. Bidder to state number of years of experience (minimum 5 years' experience)  Bidders having less than 5 years' experience will be considered as non-responsive and will not be evaluated.	<b>28</b>	<b>40</b>												
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Marks</th> <th style="text-align: center;">No of Years of Experience (YoE)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">40</td> <td style="text-align: center;">10 Years or more</td> </tr> <tr> <td style="text-align: center;">Pro-Rata</td> <td style="text-align: center;">More than 5 Years but less than 9 Years</td> </tr> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">= 5 Years</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Less than 5 years</td> </tr> </tbody> </table>	Marks	No of Years of Experience (YoE)	40	10 Years or more	Pro-Rata	More than 5 Years but less than 9 Years	28	= 5 Years	0	Less than 5 years				
Marks	No of Years of Experience (YoE)													
40	10 Years or more													
Pro-Rata	More than 5 Years but less than 9 Years													
28	= 5 Years													
0	Less than 5 years													
<b>Sub Total (A)</b>	<b>28</b>	<b>40</b>												
<b>B. Site Management and Organization</b>														
<b>Methodology and site management for efficient security services:</b>	<b>14</b>	<b>20</b>												
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Marks</th> <th style="text-align: center;">Grading</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">20</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">17</td> <td style="text-align: center;">Very Good</td> </tr> <tr> <td style="text-align: center;">14</td> <td style="text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">Satisfactory</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor		
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Organization of resources and resource persons:</b>	<b>14</b>	<b>20</b>												
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Marks</th> <th style="text-align: center;">Grading</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">20</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">17</td> <td style="text-align: center;">Very Good</td> </tr> <tr> <td style="text-align: center;">14</td> <td style="text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">Satisfactory</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor		
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													

*nl*



<p><b>Safety and Health Policy and arrangements for ensuring safety and health of security guards.</b>  Bidder/s submitting a comprehensive Safety &amp; Health Policy highlighting how they would meet the requirements of the Occupational Safety &amp; Health Act 2005 will score the maximum mark.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 517 719 719"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<p><b>Replacement Arrangement of security guards during leaves and absences.</b>  Bidder (s) should give details of their pool of replacement guards and specify the lead-time for replacement of guards.  Maximum marks will be given to bidder (s) having adequate pool of replacement guards and minimum lead-time for replacement.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1077 719 1279"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (B)</b>	<b>56</b>	<b>80</b>												
<b>C. Supervision and Monitoring Mechanism</b>														
<p>Administrative controls, plans and processes to monitor and ensure compliance with the Ministry's security requirements. Bidder(s) should demonstrate how their administrative controls, plans and processes are adequate to meet the Ministry's security requirements.  Bidder(s) having a well-defined mechanism will score maximum mark.  Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1709 719 1910"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	<b>28</b>	<b>40</b>
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<b>Sub Total (C)</b>	<b>28</b>	<b>40</b>												




<b>D. Resource Plan, Recruitment and Screening Mechanism, Training</b>															
<b>Recruitment Mechanism and Screening Process (education, criminal history, substance abuse)</b>  Bidder(s) to state recruitment mechanism for security guards, stating clearly how the screening process is conducted with particular emphasis on education, criminal history, substance abuse.  Bidder(s) having a well-defined recruitment and screening mechanism will score maximum marks. Bidders will be assessed and marked as follows: <table border="1" data-bbox="448 678 716 882" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>		Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	<b>28</b>	<b>40</b>
Marks	Grading														
40	Excellent														
34	Very Good														
28	Good														
20	Satisfactory														
0	Poor														
<b>Job Description of Security Guards</b>  Bidder (s) to provide in general terms the Job Descriptions of the security personnel (Guards & Supervisors).  Bidder (s) having a well-elaborated Job Descriptions, covering the General Duties listed in the Bid Document will score the maximum mark.  Bidders will be assessed and marked as follows: <table border="1" data-bbox="448 1294 716 1498" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>		Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading														
20	Excellent														
17	Very Good														
14	Good														
10	Satisfactory														
0	Poor														
<b>Sub Total (D)</b>		<b>42</b>	<b>60</b>												
<b>E. Contingency Planning</b>															
<b>Contingency plan &amp; emergency response capabilities (e.g. Cyclonic period).</b>  Bidder(s) to provide response mechanism in case of emergencies and cyclonic conditions and to clearly specify how continuity of operations will be ensured.  Bidders having well-defined response mechanism, giving details of measures that would be taken during emergencies, will score maximum marks. Bidders will be assessed and marked as follows:		<b>28</b>	<b>40</b>												



<table border="1" data-bbox="448 322 715 524"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor		
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<p><b>Mechanism for Reporting of incidents</b></p> <p>Bidder(s) to provide mechanism for reporting of incidents, stating clearly how Ministry's staff will be informed in a timely manner and the follow-up measures that would be taken by the Service Provider.</p> <p>Bidders having well-defined reporting will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 878 715 1079"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>Excellent</td> </tr> <tr> <td>34</td> <td>Very Good</td> </tr> <tr> <td>28</td> <td>Good</td> </tr> <tr> <td>20</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	40	Excellent	34	Very Good	28	Good	20	Satisfactory	0	Poor	<b>28</b>	<b>40</b>
Marks	Grading													
40	Excellent													
34	Very Good													
28	Good													
20	Satisfactory													
0	Poor													
<p><b>Sample report for reporting of incidents/ theft</b></p> <p>Bidder(s) to provide a sample report for the reporting of incidents/ thefts, indicating clearly the probable causes and remedial measures taken. Bidder(s) having well-defined sample incident report, giving full details of occurrence will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1406 715 1608"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	<b>14</b>	<b>20</b>
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (E)</b>	<b>70</b>	<b>100</b>												
<b>F. Logistics</b>														
<p><b>Details of fleet of vehicles &amp; deployment for rapid response based on submission of registration books of vehicles owned by company</b></p> <p>Bidder(s) providing full details of fleet of vehicles for rapid response will score maximum marks.</p>	<b>14</b>	<b>20</b>												

<p>Bidder should have a minimum of two (2) 2-wheelers and two (2) 4-wheelers per Lot.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="331 488 831 622"> <thead> <tr> <th>Marks</th> <th>No. of Vehicles per Lot</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>&gt;2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> <tr> <td>14</td> <td>2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> <tr> <td>0</td> <td>&lt;2 - 2-wheelers &amp; 2 - 4-wheelers</td> </tr> </tbody> </table>	Marks	No. of Vehicles per Lot	20	>2 - 2-wheelers & 2 - 4-wheelers	14	2 - 2-wheelers & 2 - 4-wheelers	0	<2 - 2-wheelers & 2 - 4-wheelers						
Marks	No. of Vehicles per Lot													
20	>2 - 2-wheelers & 2 - 4-wheelers													
14	2 - 2-wheelers & 2 - 4-wheelers													
0	<2 - 2-wheelers & 2 - 4-wheelers													
<p>List of control centers operational island wide on a 24-hour, 7 days a week basis with respective active telephone number and reachable contact person.</p> <p>Bidder(s) giving full details of control centers operational together with full contact details occurrence will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 913 715 1115"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	14	20
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<p>List of all equipment and communication facilities available for normal security services and for rapid response</p> <p>Bidder(s) giving full details of all equipment and communication facilities used for normal security services and for rapid response will score maximum marks.</p> <p>Bidders will be assessed and marked as follows:</p> <table border="1" data-bbox="448 1400 715 1601"> <thead> <tr> <th>Marks</th> <th>Grading</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Excellent</td> </tr> <tr> <td>17</td> <td>Very Good</td> </tr> <tr> <td>14</td> <td>Good</td> </tr> <tr> <td>10</td> <td>Satisfactory</td> </tr> <tr> <td>0</td> <td>Poor</td> </tr> </tbody> </table>	Marks	Grading	20	Excellent	17	Very Good	14	Good	10	Satisfactory	0	Poor	14	20
Marks	Grading													
20	Excellent													
17	Very Good													
14	Good													
10	Satisfactory													
0	Poor													
<b>Sub Total (F)</b>	<b>42</b>	<b>60</b>												
<b>Grand Total (A+B+C+D+E+F)</b>	<b>266</b>	<b>380</b>												

The minimum pass mark for the Technical Evaluation shall be **266 marks (70%)** and only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than the pass marks shall be declared not responsive.

The weightage for Technical to Financial proposal shall be as follows:

$W =$  Weightage for financial evaluation (**less than 1**) and the weightage for the technical evaluation is  $(1 - W)$

Weightage for technical evaluation =70%

Weightage for financial evaluation =30%

**Bids Ranking**

The score obtained in Technical and Financial assessment shall be lumped for comparison of bids. The bid which has obtained the highest overall score after adding the technical score and the financial score will be ranked first for each Lot

*[letterhead paper of the Employer]*

## 2. Letter of Acceptance

*[date]*

To: *[name and address of the Service provider]*

This is to notify you that your bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by *(insert name of Employer)*.

The contract shall be for an initial period of ..... months effective as from ..... for the following sites: *(insert list of sites, details of guards, shift hours and rates)*

The contract is renewable after the initial period of .....months, at fixed rates, subject to your satisfactory performance.

We look forward to obtaining the Performance Security in the form of a Bank/Insurance Guarantee as per the format enclosed herein for an amount of Rs..... and the enclosed contract duly signed within 21 days from your receipt of this Notification. The Performance Security shall remain valid until a date 28 days from the Completion Date of the Contract.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

You may also note that failure on your part to sign the contract and submission of the Performance Security in the prescribed time will constitute sufficient ground for the cancellation of the award and execution of your Bid Securing Declaration.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Service Provider: \_\_\_\_\_

*Enclosure: Contract (in two originals)*



### 3. Form of Contract

*[letterhead paper of the Employer]*

#### LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the "Contract") is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Public Body]* (hereinafter called the "Employer") and, on the other hand, *[name of Service Provider]* (hereinafter called the "Service Provider").

*[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: "...(hereinafter called the "Employer") and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider's obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the "Service Provider").]*

#### WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule; and
- (f) the following Appendices: *[Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

*ole*

*[Signature]*

Appendix C: Key Personnel and Subcontractors

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
  - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

\_\_\_\_\_  
*[Authorized Representative]*

For and on behalf of *[name of Service Provider]*

\_\_\_\_\_  
*[Authorized Representative]*

*[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*

