

## Bahrain Development Bank B.S.C (c)

Tender Title	Supply of Security Guards Services
Tender Number	RFP/BDB/2024/08
Month/Year	December / 2024
Publishing Date	29 <sup>th</sup> December 2024
Closing Date	26 <sup>th</sup> January 2025

### 1. Introduction

Bahrain Development Bank B.S.C (c) is a company existing under the laws of the Kingdom of Bahrain and licensed by the Central Bank of Bahrain as a conventional retail bank licensee (the “**Bank**”). In line with its operations, the Bank is looking for the Services (as defined below).

To this end, the Bank is requesting proposals from suitable qualified service providers to provide the Services by no later than the Closing Date (as defined below).

Upon award, the successful proposal shall be formulated into a final contract based on the terms and conditions of this RFP Document and particulars of the successful proposal.

#### 1.1. Document Structure

This document and all its attachments and appendices shall be read and considered as one and a whole document, and any attachments and appendices shall be considered an integral part of this document.

#### 1.2. Definitions

- 1.2.1. “**Bidder(s)**” means the company(ies) that are providing proposals to carry out the Services.
- 1.2.2. “**Closing Date**” means [26<sup>th</sup> January 2025].
- 1.2.3. “**Contract**” means the final awarded contract.
- 1.2.4. “**Contractor**” means the Bidder awarded for carrying out the Services.
- 1.2.5. “**RFP Document**” means this document and all its attachments and appendices.
- 1.2.6. “**Services**” means [Supply of Security Guards Services].
- 1.2.7. “**Scope of Work**” means the specific requirements, tasks, deliverables, timelines, and responsibilities associated with the provision of the Services by the Bidder as outlined in Section 2.
- 1.2.8. “**Proposal(s)**” means the submission of the Bidder, which shall include the Scope of Work, fee schedule and all other requirements detailed in this RFP Document.

#### 1.3. Point of Contact of the Bank and Address of the Bank

The point of contact for all clarifications relating to this RFP Document shall be:

Name: Ali Abdulkarim

Designation: Security & Safety Specialist

Department: Administration

Email: [abaqer@bdb-bh.com](mailto:abaqer@bdb-bh.com) and [Administration@bdb-bh.com](mailto:Administration@bdb-bh.com)

Tel: +973 17511147 -

and CC [Procurements@bdb-bh.com](mailto:Procurements@bdb-bh.com).

Any notice required or permitted to be given under this RFP Document shall be in writing and shall be deemed to have been duly given if sent by email to the email address outlined above or to the Bank's registered address as follows:

Bahrain Development Bank B.S.C (c),  
Building 170  
Road 1703  
Block 317  
Diplomatic Area, Kingdom of Bahrain

#### **1.4. Submission of Proposals**

The Bidders shall submit the Proposal no later than 3:00 pm on the mentioned Closing Date. Proposals submitted later than the prescribed Closing Date and time may be rejected by the Bank at its sole discretion.

Bidders shall submit their Proposals for this tender electronically, via BDB website. For any bid that was not submitted on the BDB website, may be rejected by the Bank at its sole discretion. All queries shall be submitted to the email address mentioned in section 1.3 of this RFP.

#### **1.5. Non-Disclosure**

This RFP Document and all its appendices and attachments shall remain the property of the Bank and is transmitted to the Bidder solely for the purpose of preparing and submitting a Proposal in accordance therewith. Bidders shall maintain confidentiality of this RFP Document and shall not release the same, or any part thereof, to any third party for any purpose other than for obtaining quotations directly relating to their Proposal.

#### **1.6. Notice of Receipt of the RFP Document**

Bidders shall acknowledge receipt of this RFP Document within three (3) business days upon its receipt. Notification of receipt shall be by e-mail to the email address outlined in Section 1.3 or by letter delivered by registered mail to the Bank's registered address outlined in Section 1.3.

#### **1.7. Examination of the RFP Document**

The Bidder shall be solely responsible for examining, with appropriate care, the RFP Document, including any addenda issued during the bidding period. The Bidder shall familiarize itself with respect to any and all detailed requirements and/or conditions, which may in any way affect the Proposal, or the provision of the required Services.

Failure on behalf of the Bidder to carefully examine and study the RFP Document shall be at the Bidder's sole risk and no relief for resulting errors or omissions will be entertained.

#### **1.8. Interpretation of the RFP Document**

The Bidder may reasonably request the Bank in writing, during the bidding period, for clarification and/or interpretation of any aspect of the RFP Document. All queries or clarifications are to be submitted to the email address outlined in Section 1.3.

Any interpretation or clarification by the Bank will be made in writing to each and every Bidder. Where such interpretation and/or clarification requires a change in the RFP Document, the Bank, may, at its sole discretion, prepare and issue to all Bidders an addendum to the RFP Document.

The Bank shall not be bound by, nor shall the Bidder rely on, any verbal interpretation and/or clarification of the RFP Document that may be given by any person whomsoever.

### **1.9. Preparation and Content of Proposals**

The Bidder shall initial and stamp all pages of their Proposal, including any attachments provided by the Bank and filled in by the Bidder or submitted by the Bidder in support of their Proposal, in order to signify the Bidder's acceptance of the terms, conditions and provisions contained therein. In addition, all Bidders shall formally stamp and initial any corrections or alterations made on the Proposal. All Proposals shall be prepared by, and at the expense of the Bidder. All Proposals and other submissions must be in English unless otherwise provided in this RFP Document.

The Proposal shall include the following:

1. The Scope of Work in line with the requirements stipulated in this RFP Document.
2. The lump sum price which shall be inclusive of the full Scope of Work, which shall account for mobilization, demobilization, remobilization, provision of plant, equipment, tools, labor, supervision, transportation, travel expenses, housing of contractor's personnel, materials, storage of items, removal of waste, construction and installation costs, insurances, maintenance, overheads and profits, taxes, surcharges, levies, safety supplies, hoardings, signage, PPE, special site conditions, and any and all other criteria which may affect the reasonable provision of the Scope of Work, whether specifically mentioned in this RFP Document, or not mentioned. The lump sum price shall encompass all expenses associated with executing the Scope of Work and ensuring the protection of all deliverables (if any) from any damage up to the final handover to the Bank.
3. The fee schedule.
4. A Company Classification Certificate issued to SMEs by the Ministry of Industry and Commerce (MOIC) to small and medium size companies.
5. Valid Commercial Registration Certificate.
6. Bahrainization Certificate (in the case of local Bidders).
7. VAT Certificate.
8. Declaration of any conflicts of interest.

### **1.10. Amendment of Requirements**

The Bank reserves the right, at its sole discretion, during any stage of the submission period to add to, vary, change or modify the requirements, on its own initiative or at the request of one or more Bidder(s). In such event the Bank shall notify the Bidders of such a change via an addendum and of any time adjustment which may be granted for the submission of Proposals. Such an addendum and time adjustment may be notified to the Bidders at any time prior to the Closing Date.

### **1.11. Withdrawal of Proposals**

Bidders may withdraw or modify a Proposal at any time prior to the Closing Date, provided the Bank has received written and signed documentation of withdrawal or modification before such date and time. Written notification shall be by registered mail to the Bank's registered address or via email to the email address stipulated in Clause 1.3.

### **1.12. Validity of Proposals**

Proposals shall remain valid and binding upon the Bidders for a period of one hundred and eighty (180) calendar days, with a provision for extension upon mutual agreement, commencing from the Closing Date ("Validity Period"). A Proposal may be accepted at any time before the expiration of the Validity Period.

### **1.13. Ownership of Proposals**

Upon submission, the Proposal shall become the sole and absolute property of the Bank and no documentation shall be returned to the Bidder.

### **1.14. Compliance with Applicable Laws**

Bidders shall comply with all local and international laws, ordinances, regulations, and codes that are applicable to the execution of the Services specified in this RFP Document, including but not limited to labor laws, health and safety regulations, and environmental standards.

It is the Bidder's responsibility to ensure that their Proposal and, if awarded, their performance under the Contract will comply with legal and regulatory requirements. Evidence of such compliance may be requested by the Bank at any stage of the procurement process or Contract execution.

### **1.15. Disclosure of Conflicts of Interest**

Bidders must disclose, as part of their Proposal, any potential conflicts of interest that might affect their ability to perform the Contract with impartiality and the best interest of the Bank. This includes any financial or personal interest in the outcome of the procurement process.

Failure to disclose a conflict of interest may result in disqualification from the bidding process or termination of the Contract, should such a conflict be discovered after Contract award.

### **1.16. Evaluation of Proposals**

The Bidder shall meet all the eligibility criteria stipulated in this RFP. It is the responsibility of the Bidder to ensure that they meet the mandatory requirements set in this RFP before submitting the tender. Any tender that does not meet those requirements will not be considered. Tender shall be submitted in the manner and within the date, time and place of lodgment specified in the RFP.

The Proposal shall be evaluated based on the technical and commercial criteria contained below in this RFP Document. The Bidder may be required to attend meetings at the Bank's offices or at site, during the period of evaluation, to clarify and/or detail any part of their Proposal in order to satisfy the Bank that the Bidder has carefully considered all matters affecting the execution of the Services.

### **1.17. Rejection and Acceptance of Proposals**

The Bank reserves the sole and absolute right to reject any and all Proposals submitted in response to this RFP Document for any reason, including but not limited to non-compliance with submission requirements, failure to meet eligibility criteria, or if it is in the best interest of the Bank not to proceed with a particular Proposal. Bidders acknowledge that no claim is admissible for any expense or cost incurred in preparation of the Proposal(s), or for any other reason.

The Bank reserves the right to accept any Proposal in whole or in part and to negotiate with any Bidder to serve the best interests of the Bank. This may include negotiating terms, conditions, scope of work, or any other aspect of the Proposal.

### **1.18. Award**

The Bank will issue a letter of award and purchase order to the Contractor. Subsequently, the Bank and the Contractor will enter into a contract governing their relationship and the Services that will be performed by the Contractor.

### 1.19. Terms and Conditions

These general terms and conditions shall govern the provision of Services outlined in this RFP Document:

- 1- The Bank reserves the right to withhold payment in the event of unsatisfactory performance or failure to meet deadlines.
- 2- Payment by the Bank shall be made within thirty (30) days of the Bank's receipt of an undisputed invoice from the Contractor or as otherwise agreed upon in writing by the Bank and the Contractor.
- 3- Any intellectual property developed or created as a result of the Services shall belong solely to the Bank.
- 4- The Contractor recognizes and acknowledges that during the course of performing the Services, it may have access to and become acquainted with confidential information of the Bank, including but not limited to proprietary technology, business strategies, financial information, customer data, and any other information deemed confidential by the Bank (hereinafter collectively referred to as "**Confidential Information**").
- 5- The Contractor agrees to maintain the confidentiality of all Confidential Information received from the Bank, both during the term of the contract and for five (5) years after its termination or expiry.
- 6- The Contractor shall not use any Confidential Information for any purpose other than the performance of the Services under the Contract, nor shall it disclose or permit access to any Confidential Information to any third party without the prior written consent of the Bank, except as required by law or a court order, provided that the Contractor promptly notifies the Bank in writing of such requirement to disclose and cooperates with the Bank in seeking appropriate protective measures.
- 7- The Contractor shall take all reasonable precautions to safeguard the Confidential Information and prevent its unauthorized use or disclosure, including implementing physical, technical, and administrative security measures.
- 8- The obligations of confidentiality set forth in this Clause shall survive the termination of the Contract.
- 9- The Bank may terminate the Contract entered into for the provision of the Services upon serving the Contractor with a thirty (30) day written notice.
- 10- The Bank reserves the right to terminate the Contract with immediate effect by providing written notice to the Contractor in any of the following circumstances:
  - a) If the Contractor commits a material breach of any provision of the contract and fails to remedy such breach within five (5) days of receiving written notice from the Bank specifying the nature of the breach;
  - b) If the Contractor becomes insolvent, bankrupt, or enters into liquidation or receivership proceedings, or if a petition for bankruptcy or winding-up is filed against the Contractor;
  - c) If the Contractor undergoes a change in control or ownership that, in the reasonable judgment of the Bank, adversely affects the Contractor's ability to fulfill its obligations under the contract;
  - d) If the Contractor engages in conduct that brings disrepute to the Bank or otherwise damages the Bank's reputation, as determined by the Bank in its sole discretion.
- 11- Upon termination of the Contract, the Contractor shall promptly return to the Bank any Confidential Information or other property of the Bank in its possession or control, and shall cease all use of the Bank's name, trademarks, logos, and other intellectual property.
- 12- Upon termination for convenience, the Contractor shall be compensated for all work performed up to the termination date. Upon termination for cause, the Contractor shall not be entitled to further payment until the Services are satisfactorily completed, and any additional costs incurred by the Bank may be deducted from any due payment to the Contractor.
- 13- The Contractor agrees to indemnify, defend, and hold harmless the Bank, its affiliates, officers, directors, employees, agents, successors, and assigns from and against any and all claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or in connection with the Services provided under the contract, except to the extent such claims arise from the gross negligence or

willful misconduct of the Bank.

- 14- The Contractor may not assign or transfer its rights or obligations under the contract without seeking the prior written consent of the Bank.
- 15- The Contractor agrees to perform the Services in accordance with prevailing industry standards and best practices.
- 16- The deadlines for the provision of Services are of the essence of the contract.
- 17- The Contractor shall bear any additional costs or expenses incurred by the Bank as a result of delays in the provision of Services, unless such delays are attributable to acts or omissions of the Bank.
- 18- Any matter, claim or dispute arising out of or in connection with Services, whether contractual or non-contractual, is to be governed by and determined in accordance with the laws of the Kingdom of Bahrain.
- 19- In carrying out the Services the Contractor will comply with all applicable laws and prevailing regulations and judicial requirements in the Kingdom of Bahrain. The Bank will not be liable to the Contractor to the extent that any such legislation, decision, direction, order or determination prohibits or restricts its performance under or compliance with its obligations.
- 20- In alignment with the regulations of the Central Bank of Bahrain, the Contractor irrevocably and unconditionally agrees to and acknowledges the following:
  - a) Each Party's obligations under the Contract are conditional upon and subject to the respective compliance with all applicable laws and prevailing regulations and judicial requirements in the jurisdiction over either party to or the subject matter of the Contract. Neither Party will be liable to any other Party to the extent that any such legislation, decision, direction, order, or determination prohibits or restricts its performance under or compliance with the Contract.
  - b) On the expiry or termination of the Contract for whatsoever reason, or if the Contractor ceases to deliver the Services, the Contractor agrees to cooperate and promptly take all steps required to assist in effecting a complete transition of the Services to the new service provider at no additional cost to the Bank while maintaining the required service levels.
  - c) The Contractor agrees that during the term of the Contract, it will ensure, the uninterrupted provision of all Services and obligations defined in the Contract, regardless of any crisis situation, recovery, or resolution event (collectively "**Adverse Events**") that may affect the Bank. Furthermore, the Contractor shall not have the right to terminate, suspend, amend or otherwise modify its obligations under the Contract due to any Adverse Events that may affect the Bank. This section shall prevail over any other clause that may be construed to the contrary in the Contract or in any other agreement between the Parties.
  - d) This section is intended to ensure compliance with the applicable regulations of the Central Bank of Bahrain and shall be interpreted accordingly.

## Scope of Work

### a) Manpower Requirements:

#### BDB BRANCHES

LOCATION	SHIFT	SECURITY GUARD	TIMING	Days
Main Branch	Day	1	8am – 4pm	Sunday to Thursday
Sitra Branch	Day	1	8am – 4pm	Sunday to Thursday
Aali Branch	Day	1	8am – 4pm	Sunday to Thursday
<b>Total</b>		<b>3</b>		<b>5 days per week</b>

#### BDB HQ Building

SHIFT	SECURITY GUARD	TIMING	Days
Day	1	12 Hours	7 days
Night	1	12 Hours	7 days
<b>Total</b>	<b>2</b>		<b>7 days</b>

#### RIYADAT MALL

SHIFT	SECURITY GUARD	TIMING	Days
Morning Supervisor	1	12 Hours	7 days
Morning	1	12 Hours	7 days
Night	2	12 Hours	7 days
<b>Total</b>	<b>4</b>		<b>7 days</b>

#### FARMERS MARKET

SHIFT	SECURITY GUARD	TIMING	Days
Bahraini Morning Supervisor	1	8 Hours	Monday to Saturday (6 days)
Morning	1	12 Hours	7 days
Night	1	12 Hours	7 days
<b>Total</b>	<b>3</b>	<b>24 Hours</b>	-

## SITRA MALL

SHIFT	SECURITY GUARD	TIMING	Days
Morning Supervisor	1	12 Hours	7 days
Day	6	12 Hours	7 days
Night	5	12 Hours	7 days
Total	12	24 Hours	7 days

All security guards assigned under this contract must report for duty 15 to 30 minutes before their shift starts to ensure smooth transition, verify that all areas are in proper order, complete the handover and address any issues before commencing their duties.

### b) General Requirements

- Three-year term contract
- Well-Trained and licensed security guards.
- Proficiency in Arabic and English speaking and understanding.
- Sponsorship by the contractor at all the times and have a resident permit and valid work permit that issued by the LMRA.
- Security services provider is responsible for providing its staff uniforms according to the specifications and requirements. Additionally, they are responsible for all aspects of employee compensation, including salaries, accommodation, transportation, uniform, laundry, food, healthcare, staff welfare, and all other statutory benefits mandated by the law of the kingdom of Bahrain.
- Security services providers may be requested to provide additional Security Guards as needed for Events or VIP Visits. The Charges for the additional supply of manpower will be calculated based on the prorated rate per security guard.
- The mentioned number of security guards and days required is based on current business requirements and subject to increase, decrease or change depending on business need.

### c) Scope of Service

The security guard shall carry out regularly the following duties and responsibilities:

- Deter crime and maintain a safe environment.
- Conduct a regular patrol of assigned areas.
- Control Access to premises by verifying the identity of visitors, employees, and contractors.
- Respond to emergencies, knowledge of using Firefighting system, disturbances, or incidents promptly and appropriately, take immediate remedial measures for any emergency incidents/ accidents, including fire, injuries, theft, electrical incidents, car accidents, etc. Measures shall include securing the premises, removal of hazard, isolating the area or isolating the hazard, coordinating with police, civil defense, national ambulance, and traffic directorate if required.
- Document all incidents, observations, and actions taken in detailed written reports, and provide a monthly general report.
- Adhere to all legal and regulatory requirements pertaining to security services.
- Control the tenant's deliveries and removal to be within the approval time as well as to control maintenance and constructions work to be within the approved time and permitted by the premises management. Make sure all construction workers must wear Personal Protective Equipment.



- Provide courteous and helpful assistance to visitors, employees, and stakeholders. Address inquiries, provide directions, crowd control, protect the property visitors and staff, assist with lost children, and offer support in a professional manner, maintaining a positive image of the organization.
- Operate security equipment such as CCTV cameras, access control systems, and alarm panels proficiently. Conduct routine checks and maintenance to ensure equipment functionality and reliability.
- Monitoring electrical and mechanical rooms.
- Customer care attitude.
- Proficiency in understanding security and facilitation processes and procedures.
- Relievers/ or floaters are required to cover for breaks or leaves, the coverage arrangement shall be arranged by the supervisor on duty.

## 2. Evaluation Criteria

The below criteria shall be utilized to select the Bidder who satisfies and fulfills the required conditions mentioned in this RFP Document. Bidders must pass the mandatory criteria to qualify for the technical evaluation.

### a) Mandatory Criteria

- Bidder must have completed at least three similar security services in the past five years.
  - Proof of experience is to be submitted
- Successfully completed “Guards Training School” (GTS) program
  - Proof of completion to be submitted

### b) Financial and Technical Evaluation

Criteria	Value
Financial Evaluation	70%
Technical Evaluation	30%
<b>1. References</b>	15%
The bidder with the most number of reference letters will score 15% and the rest will be scored in proportion.	
<b>2. Malls and banks managed</b>	15%
Note: Bidders to provide supporting documents such as (not limited to) Work Completion Certificates, Contract Agreements, Letter of Awards, or any relevant document to support the Bidders Experience and ability to deliver similar nature projects in malls or banks.	
The bidder with the most managed projects will score 15% and the rest will be scored in proportion.	

Bidders who meet the mandatory requirements shall be evaluated with the mentioned technical criteria. Each bidder must achieve a minimum score of **18 out of 30 (i.e. 60%)** to proceed to the financial evaluation.

**Note:** in recognition of the vital role played by Small and Medium Enterprises (SMEs) in the economy, and to foster their participation in the Bank’s procurement processes, registered SMEs will be accorded a preferential weighting of ten percent (10%) in the financial evaluation. This preference is designed to enhance the competitiveness of SMEs and support their growth within the industry. Bidders seeking to benefit from SME preferences must provide a valid SME certificate at the time of the submission of the Proposal and no certificates will be accepted after tender closing.

Bidders that qualify in the technical evaluation only will be evaluated financially. Each Bidder shall be evaluated based on the bid submitted as well as the thoroughness of the financial breakdown and rates. The highest score shall be awarded to the bidder with the best offer under the condition that there are no arithmetic or numerical issues with the submission.