



ASEAN SECRETARIAT

Request for Proposal

**Provision of Security Services
at ASEC Premises**

**Contract Period: 12 months from 1 January 2022 - 31 December 2022,
With a possibility to extend for another period of 12 months**

**PROPOSAL MUST BE RECEIVED BY
Friday, 5 November 2021**

DELIVER/MAIL PROPOSAL TO:

ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared by: Administration and General Affairs Division
Date: October 2021

1 EXECUTIVE SUMMARY

The Association of Southeast Asian Nations (ASEAN) Secretariat was set up in February 1976 by the Foreign Ministers of ASEAN. The ASEAN Secretariat (ASEC) moved to the current premises at Jalan Sisingamangaraja 70A, Jakarta in 1981. Over the past 30 years, the Secretariat has expanded tremendously, both in the number of staff and scope of its mandates. With the handover of another new building from the Government of Indonesia in August 2019, the Secretariat is housed in two buildings in the same compound:

- The Heritage Building has 9 stories with a total floor area of approximately 11,000 sqm.
- The New Building has two towers of 16 stories each and two-level basements with the total floor area of approximately 44,000sqm.

Apart from those buildings at ASEC compound, ASEC also given one more property to be used as the residence for ASEAN Secretary General on jalan Imam Bonjol no 49, Menteng, Central Jakarta. ASEC Compound and SG residence further identified as ASEC premises.

As an international organization, ASEC needs to ensure security of the staffs and all properties within ASEC premises. Present number of security guard employed by ASEC cannot meet the standard security requirement therefore since 2016, an engagement with a security service provider is required. This TOR consists all requirements and specifications for security service provider company to supply security guards and list all the responsibility of the company to ASEC for the period of 1 year from 1 January 2022 to 31 December 2022 with possibility to extend for another 12 months based on performance.

2 BACKGROUND AND CURRENT STATUS

The objective of this contract is to provide 30 trained security guards who are mentally and physically healthy which has passed security background check, fully trained minimum Garda Pratama and fully equipped with but not limited to uniform and security gear, for the period of 1 January 2021 to 31 December 2022 with possible extension for another 12 months based on satisfactory service of the first year.

3 SCOPE OF WORK

The appointed vendor shall provide the following services:

- i. Securing at the ASEC's premises and its properties, including building, parking area and its surrounding areas according to the requirements as specified in this TOR.
- ii. In general, all the security guards shall perform following duties in their daily work:
 - a. Guarding pedestrian entrance and check the bag / luggage of visitors;
 - b. Guarding Blue Gate area, managing traffic and parking, screening vehicle which is granted to access the premises and operate drop arms and gate
 - c. Standing by at Trunojoyo Post (Post 1), screening visitors, doing administrative task;
 - d. Guarding Raden Patah Post and monitor area along the perimeter fence, screening vehicle and operate drop arms and gate
 - e. Guarding Red Gate Post and monitor area along perimeter fence, managing and monitor parking
 - f. Guarding Heritage and New Building entrance lobby
 - g. Stand by at New Building basement, monitor movement and managing parking, monitor loading and unloading activities
 - h. Car checking using provided mirror
 - i. Monitoring and controlling areas at ASEC Premises as instructed by the Chief of Security, including occasional duty at SG's residence
 - j. Any other relevant duties as instructed by the head of Administration and General Affairs Division
 - k. Weekly checking safety tools and equipment.
 - l. Related to safety, security guards shall monitor, observe and remind vendor's workers on the compliance with the safety procedure.
- iii. Provide required SOP and training for related to the security and safety within ASEC premise.
- iv. Provide required supervision and coordination to ensure quality of security service provided

3.1 PROJECT OVERVIEW

The appointed security service company shall provide the following Manpower, Uniform, Security Gear and Tools as general requirements. The list can be adjusted according to changing ASEC requirement and need:

1. Manpower

No	Description	Qty	Unit	Remarks
1	Male Security	26	Personnel	CVs to be provided upon ASEC's request before contract signing
2	Female Security	4	Personnel	

2. Uniform - to be provided to all security guards at the beginning of contract

No	Description	Qty	Unit
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1	Uniform (2 sets/personnel/year)	60	Set
2	Shoes	30	Pairs
3	Name tags + lanyard	4	Pieces

3. *Security equipment – to be provided at the beginning of contract*

No	Description	Qty	Unit
1	Handheld metal detector (for daily use)	2	pcs
2	Handy Talky at same frequency with ASEC HT (UHF 403-445mh)	5	pcs
3	Handcuffs	13	pcs
4	Whistle	30	pcs
5	Security Baton	13	pcs
6	Flashlight	5	pcs
7	Raincoats and Boots	13	pcs

4. *Safety equipment during COVID-19*

No	Description	Qty	Unit
1	Surgical Face Mask	1	Pcs/Person/Day
2	Face shield	1	Unit/person

3.2 PROJECT REQUIREMENTS

The appointed vendor must agree to the following terms:

- a. To provide security guards at the salary at or higher than minimum wage of DKI Jakarta including *Tunjangan Hari Raya* in accordance to the applicable regulations. The date of salary must be fixed and salary distribution will always be on time on the chosen date. Vendor to submit copy of salary transfer receipt to ASEC monthly. Late salary distribution will lead to contract termination.
- b. Overtime payment shall be paid to security guards in accordance to the applicable regulations from Government of Indonesia.
- c. The selected vendor must register the security guards to the National Insurance Scheme (BPJS Kesehatan dan Ketenagakerjaan) and submit copy of BPJS payment receipt to ASEC monthly.
- d. To provide at least 3 personnel who are able to handle and operate Visitor Management System that ASEC is using for recording visitors (EasyLobby ver.10.0 and Communication Management Software ver. 4.0.4). Vendor shall provide evidence in their proposal that these personnel have computer literacy and/or experience in handle similar visitor management system in their previous job.
- e. Provide set of uniforms (shirt and trousers), shoes and name tags and required security gear to the Security Guards.
- f. To provide training to improve and maintain skill and knowledge of all Security Guards – including organic team – minimum 4 (four) times in a year which covers following topic:

- i. Security Training
- ii. Safety Training
- iii. English Training
- iv. Excellent Service Training

Above topic may be changed based on the requirement and subject to ASEC approval. Training material and schedule to be submitted to ASEC for review and approval.

g. Indicative security staff deployment (this may change depends on condition):

a. Weekday:

Shift 1 (06.00-14.00) : 13 personnel
Shift 2 (14.00-22.00) : 13 personnel
Shift 3 (22.00-06.00) : 4 personnel

b. Weekend and holiday:

Shift 1 (06.00-14.00) : 4 personnel
Shift 2 (14.00-22.00) : 4 personnel
Shift 3 (22.00-06.00) : 4 personnel

- h. In the event of VVIP visit/big events/other special occasion, ASEC may ask for additional manpower and longer work hour. Vendor shall submit quotation for this purpose and will not proceed without ASEC approval. ASEC will not pay any additional cost charged without proof of prior ASEC written approval. The unit cost shall refer to the hourly price submitted during initial proposal.
- i. In the event the service provided by the vendor is unsatisfactory to ASEC due to insufficient number of personnel as indicated above, the vendor shall make available additional and/or replacement of personnel to perform the services. In case the vendor cannot provide the personnel required, ASEC have the right to appoint a security guard at the vendor's cost which will be deducted from next payment.
- j. ASEC will pay the service fee to the vendor every month on the 1st week of each month the earliest starting on February 2021 upon receiving satisfactory invoice and report.
- k. ASEC will amend the contract shall there is a new requirement for additional manpower or other requirement.
- l. Vendor shall maintain quality control by doing regular and impromptu inspection and minimize number of security guards turn over. Vendor shall appoint one supervisor who will be in charge for security at ASEC premise and serve as the main contact for between ASEC and the vendor on the ground
- m. Working instruction for the premises:

Working Time	Security Guard Requirements
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Shift 1: 06.00-14.00 Shift 2: 14.00-22.00 Shift 3: 22.00-06.00 Public holidays will be based upon ASEC official holidays	• Must be smartly dressed in full uniform and well groomed. • Must be punctual for duty • Clock-in and clock-out should be reported to the Security Leader • Passed security background check with no criminal record (Copy of SKCK (Police Record) must be submitted) • Must behave polite, professional and with integrity • Not do any criminal act and consume prohibited substances • Not to use the office equipment of the ASEC for personal usage • Age not more than 35 years old • Has passed security basic training/Garda Pratama (self-defense, marching, handcuffing etc.) • Healthy Physically and mentally • 4 out of all personnel must be able to operate computer and have acceptable English skill • Comply to direction given by ASEC Security Chief Officer • Comply to other requirement such as but not limited to health protocol
Other days/Special event	• Security Guards will be notified in advance when required to serve for special events on days not specified above. ASEC approval required before vendor can proceed.
Lunch Window Time 11.00-15.00 Dinner Window Time 18.00-21.00	• Unless on duty, Security Guards should always be in the dedicated Security Guards Resting Area. • Take break in turn.

3.3 VENDOR QUALIFICATIONS

- Have at least five year experience in providing security services to office buildings;
- Be a registered company in Indonesia by providing evidence of legal documents such as valid business license, tax number identification and other supporting documents from National Police and/or Regional Police recommendation;
- Neither the members of the board of directors nor the company are listed on the blacklist;
- Be a member of Association of Security Guards Indonesia *ABUJAPI* (Assosiasi Badan Usaha Jasa Pengamanan Indonesia) which will be proved by the Certificate of membership;
- Have experience in managing visitor management system, at least midsize company with minimum 300 active security personnel and having adequate facilities to support urgent requests from ASEAN Secretariat;
- Have a good/excellent track record from existing/past users. ASEC reserve a right to communicate/check with the clients for confirmation;
- Have experience in deploying security personnel in diplomatic compound will be a plus point

4 RFP REQUIREMENTS PROCESS

4.1 PROPOSAL SUBMISSION INSTRUCTION

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal, but only in the separate envelope titled Financial Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and send to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

4.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Friday, 5 November 2021** by following options:

2.2.1 HARDCOPY

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial Rules and Procedures (AFRP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) **First Envelope (Technical Proposal):**

a. **Technical Proposals (original and copy)**

First Set, which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

b. **Second Set**, which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2) **Second Envelope (Financial Proposal):**

Financial Proposal (original and copy) which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**

Any notices with respect to this RFP should also be mailed to the above contact and address.

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in **IDR**

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

2.2.2 **SOFTCOPY**

The Technical and Financial proposals shall be sent separately to the following email address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Compliance

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format of PDF/ZIP file.

1. **Technical Proposals;**

a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

b. **Second Set**; which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2. Financial Proposal:

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in **IDR**

3. Do not mention the password in body email.

4. Inform the password only when the Procurement staff contact you to request it.

4.3. RFP TERMS & CONDITIONS

4.3.1. Bid Expiration Date

*Received tender proposals shall be valid until **31 December 2021***

4.3.2. Implementation/Delivery Schedule

As stated in the Term of Reference'

4.3.3 Pre-Bid Meeting

The Pre-bid meeting is to be held on :

Date	: Thursday, 21 October 2021
Time	: 10:00-11:00
Google Link	: https://meet.google.com/aqq-fabp-ixq

Participant's confirmation to the pre-bid meeting and questions can be shared via email to: procurement@asean.org beforehand.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1
 Company General Information
*To be submitted together in the **Technical Proposal***

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1a.
Customer Reference
*To be submitted together in the **Technical Proposal***

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project Title	

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	remarks
1	Experience in providing security services	Minimum 5 years	Vendor to comply
2	Registered company in Indonesia	Submit evidence of legal documents	Vendor to comply
3	Clearance of board of director	Provide CV and SKCK for board of director	Vendor to comply
4	Member of ABUJAPI	Submit certificate of membership	Vendor to comply
5	Mid size company with minimum 300 active security personnel and have adequate facilities	Submit list of active security and list of facilities	Vendor to comply
6	Excellent track record from existing/past customers	Submit list of existing/previous client with contact information and/or reference letter	Vendor to comply
7	Experience in providing security personnel in diplomatic compound	Submit list of existing/previous client with contact information and/or reference letter	Vendor to comply if applicable
8	Knowledge in security operation, safety and good recruitment procedure	Provide standard SOP for security, safety and recruitment	Vendor to comply

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit	Price
1	e.g. Development Cost, Implementation Cost, Travel Cost		

APPENDIX 4

Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender.
The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes	
3	The envelope must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelopes	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal	
2	All required information have been addressed accordingly	
3	Schedule of delivery	
4	Manpower requirement	
5	List of vendor's facilities	
6	Customer Reference Customer testimonials on the similar project	
7	Company profile	
8	Copy Company Legal Documents, i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number	
9	One original signed copy	
10	One copy of technical proposal duplicate	
11.	Latest audited financial statement	
12.	ABUJAPI certificate	
13	CV and SKCK board of director	
14	SOP for security, safety and recruitment	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount	
3	Payment schedule	
4	Authority of signatory	
5	One original signed copy	
6	One copy of Financial Proposal Duplicate	

APPENDIX 5
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company Name &
Address**

Technical Proposal - Title of the Tender

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Second Envelope – Financial Proposal

**Company Name &
Address**

Financial Proposal - Title of the Tender

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**