

**No. Kua/P/815/1/2018**  
**High Commission of India**  
**Kuala Lumpur**

3 May 2019

**TENDER NOTICE**

**Subject: Services for providing security at High Commission of India, Kuala Lumpur - Hiring of 10 Local Security Guards reg.**

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**Chapter I - Instructions to Bidders**

1. Bids from experienced & registered firms, complete in all respects should be submitted in sealed envelopes addressed to the High Commission of India, Kuala Lumpur in person, or by postal mail or courier to reach before the deadline of 1200 hrs on Friday, 27 May 2019. Two Separate sealed envelopes containing Technical Bid and Financial Bid proposals must be sent. These would be enclosed in an envelope that should be clearly marked "Tender for round-the-clock security (in shift duty) for High Commission of India, Kuala Lumpur". All tenders received after the deadline will be summarily rejected.
2. All bidders should submit along with the Tender the following documents:
  - i. Separate bids in the sealed envelopes in the prescribed Technical Bid Document and Financial Bid Document (proformas attached in chapter II and III).

- ii. Both the above documents must be signed by authorized signatories of the bidding firm with a seal / stamp.
- iii. Self-attested photo-copy of registration of the company / firm / proprietorship with the concerned Malaysian authorities.
- iv. Annual Report (where statutorily required to be filed) and Financial Reports for the last 3 years.
- v. Details of experience in the field of security services with Embassies / reputed Companies/Government agencies.
- vi. Bidders are required to deposit Earnest Money Deposit (EMD) of RM 2700/-(Malaysian Ringgit two thousand seven hundred only) in the form of Demand Draft or Bank Guarantee from any Scheduled bank of Malaysia in favour of "High Commission of India". Bids received without EMD will not be considered and rejected summarily. EMD of all unsuccessful bidders shall be refunded within 30 days of awarding the Contract. No interest shall be payable for EMDs.

3. Quality parameters for Local Security Guards (LSGs) shall be as under:

- a. Manned security of High Commission of India premises at Level 28, 1 Mon't Kiara, Jalan Kiara, The Pravasi Bhartiya Sewa Kendra on Level 20, 1 Mon't Kiara, Jalan Kiara, Old Chancery Complex on Jalan Taman Duta and Embassy Residence at 1, Lorong Duta Dua. The positioning of LSGs will be as follows:
  - (1) Main Entrance: 02 LSGs (01 LSG at a time on 12- hour shifts)
  - (2) Consular Wing: 03 LSGs (03 personnel in from 0800 hrs to 2000 hrs) as detailed below:
    - Male visitor Physical Checking-1 LSG
    - Female visitor Physical Checking- 1 LSG (preferable Female) - As of now, physical frisking of female visitors is not being done. Hence it has been recommended that one female guard be deployed to enable physical frisking of female visitors.
    - X-Ray machine- 1 LSG during working hours- As of now, the X-Ray machine in the Chancery is non-functional and therefore, no guard is deployed. A

proposal for procurement and installation of access control measures for the Chancery premises is already in process.

- (3) Labour Wing: 01 LSG from 0800 to 2000 hrs
- (4) Old Chancery: 02 LSGs (01 LSG at a time on 12- hour shifts)
- (5) Embassy Residence: 02 LSGs (01 LSG at a time on 12- hour shifts)

Note: The firm may also be asked to provide security services for additional hours when required.

- b. The security guard should not be more than 50 years of age. The security guard should be physically and mentally fit. He/she should not suffer from an apparent disability including obesity/overweight.
- c. The security guard should have passed 10<sup>th</sup> standard or matriculation.
- d. The company should provide only such security guards who have been vetted by local government's security departments in terms of past record, character and antecedents. Also the company should be able to provide background details of the security guards and also proof of their vetting.
- e. The security guards should perform their duties in uniforms and their overall appearance should be neat and clean.
- f. The security guards should possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as HHMD, DFMD, monitoring CCTV, baggage and letter scanners, etc. They should possess knowledge of the potential threats to High Commission in general terms and also knowledge of what is suspicious in terms of men and material in the given local context. They should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.
- g. The security company should have provisions for real time checks of the functioning of the security guards and should produce the

proof thereof.

- h. Besides the local language, the security guards should have working knowledge of Hindi and or English.
  - i. Also the security guard on duty will be responsible for switching on (in the evening) and switching off (in the morning) the security lights and sensors of the premises.
  - j. Subject to above condition, the company should have sufficient security guards on its roll so that the staff is rotated periodically.
  - k. Company should furnish the information about its other clients including the period and type of service rendered.
  - l. The Company should agree to provide the details of salary, gratuity, social security, insurance, leave and other allowances etc paid to the security guards.
  - m. The interested company should agree and be able to provide a choice of persons three times our requirements to interview and choose from. Mission should have option to retain a particular good performing guard.
  - n. Security agency/firm must have their own security and communication gadgets/equipments and transportation arrangement for sending guards to the place of duty.
4. Quality parameters for service provider companies on the basis of which contract will be awarded shall be as under:
- (a) List of other clients the Company is serving in terms of supply of LSGs at national as well as international level.
  - (b) Past experience, service history, achievements of the company
  - (c) Proof of registration of the company under relevant statutory regulations such as labour laws, etc.
  - (d) Evidence of range of security services provided
  - (e) Size of the reserve pool of men and logistics viz. response teams, patrol vehicles/security equipments/control room facilities/communication equipments etc.
  - (f) Attrition rate of security guards and supervisors
  - (g) Training facilities: own or outsourced, if own curriculum and duration of training to guards and supervisor
  - (h) industry certification obtained by the company for its quality & company's relationship with local police.

- (i) Scope and limit of liability of the company-compensation, insurance etc.
- (j) Take home pay and allowances of the security guards.

5. The bidder should be a company or firm duly registered with the concerned authorities in Malaysia as a private security company for

providing security guards/ services. Bidder must be a firm with a past record of providing security services in Malaysia. High Commission of India reserves the right to reject bids from firms who are blacklisted by Governments of Malaysia or India for poor performance in the past, or those who do not have adequate experience in the field of security services.

6. The bids will remain valid for 120 days from tender closing, for award of contract after obtaining approval of competent Indian authorities.

7. The successful bidder has to sign a contract with the High Commission of India, Kuala Lumpur in an appropriate form for execution of the contract.

8. First the Technical bid will be opened and the pre-qualification of the bidder will be assessed and then financial document of only those bidder [s] who meet the technical criteria will be opened.

9. The winning bidder would be responsible for its security guards in terms of their antecedents and conduct, service performance & behaviour as also the payment of salaries, compensation etc. High Commission of India, Kuala Lumpur would not be responsible for any dues other than the agreed contract amount. The security guards shall not have any claim for regularization of their services or enhancement of wages with the High Commission of India, Kuala Lumpur.

10. The winning bidder would be required to dedicate one supervisor / manager who can be contacted for all queries / requirements.

11. ASSIGNMENT SPECIFIC INFORMATION IN BRIEF:

- 1. LAST DATE FOR BID SUBMISSION: 1200 hrs, Friday, 27 May 2019
- 2. DATE OF OPENING TECHNICAL BIDS: 1500 hrs, Friday, 27 May 2019

3. DATE OF OPENING FINANCIAL BIDS: Will be intimated to the technically qualified bidders.

12. EVALUATION CRITERIA: The Tender Evaluation Committee [TEC] will evaluate the Technical information individually using the following criteria in addition to the quality parameters mentioned above in para 4:

- (a) The Organization's relevant experience for the Assignment.
- (b) Quality of Service Plan and methodology for undertaking the job.
- (c) Qualifications and experience of the staff proposed.
- (d) Past track record.
- (e) Training facilities
- (f) Scope and limit of liability of the company, etc.

13. Bids may be submitted physically or by courier / post to

Head of Chancery,  
High Commission of India,  
1 Mont Kiara, 1, Jalan Mon't Kiara,  
Mont Kiara, 50480 Kuala Lumpur,  
Wilayah Persekutuan Kuala Lumpur

14. For clarifications / queries, if any, prior to submission of bid, prospective bidders may contact the undersigned during office hours from 0930 hrs to 1730 hrs. on working days.

(Lakshmikant Kumbhar)  
Head of Chancery  
E-mail : [hoc.kl@mea.gov.in](mailto:hoc.kl@mea.gov.in)  
Tel No. - +603-6143-1172

## Chapter II - TECHNICAL BID PROFORMA

1. **Name of the firm:**
2. **Address of the Registered Office:**
3. **Correspondence address:**
4. **Contact details:**
  - Telephone:**
  - Fax:** **Mob.:**
  - E-mail:**

Sl. No.	Requirements	Reply	Remarks, if any
1	List of other clients the Company is serving in terms of supply of LSGs at national as well as international level.		
2	Past experience, service history, achievements of the company: a. Brief introduction of the Company b. Previous experience in the field (minimum of three years)		
3	Proof of registration of the company under relevant statutory regulations such as labour laws, etc		
4	Evidence of range of security services provided		
5	Size of the reserve pool of men and logistics viz. response teams, patrol vehicles/security equipments/control room facilities/communication equipments etc		
6	Attrition rate of security guards and supervisors. What is the rate of turnover of managerial and field staff? High or Low? Please obtain statistics that can be cross checked from labour department records.		
7	Training facilities: own or outsourced, if own curriculum and duration of training to guards and supervisor		

8	Industry certification obtained by the company for its quality & company's relationship with local police.		
9	Scope and limit of liability of the company- compensation, insurance etc		
10	Does it meet the minimum wage directive of the host government and also meets other legal, labour and governmental obligations? Please specify take home pay and allowances of the security guards.		
11	Plan of action and methodology proposed to secure the premises		
12	Qualification and experience of the security guards proposed to be deployed for the job		
13	<ul style="list-style-type: none"> <li>a. Details of Current contracts of security services undertaken by the firm</li> <li>b. Details of past contracts of security services undertaken by the firm</li> <li>c. Testimonials [Clients' letters / certificates, etc.]</li> </ul>		
14	Is it familiar with local policies, plans and procedures associated with the local contractual and their practical applications?		
15	What is the communication system does it have? What kind of technology and supervision mechanism does it have to monitor guard presence and efficiency?		
16	Does it have a 24x7 control room? What are the salient features?		
17	Is it a member of the local industry associations? if yes, attach details.		
18	Is it licensed by the local police or statutory authority on the subject? Details of evidence be attached?		



Chapter III - FINANCIAL BID PROFORMA

1. **Name of the firm:**
2. **Address of the Registered Office:**
3. **Correspondence address:**
4. **Contact details:**
  - Telephone:**
  - Fax:** **Mob.:**
  - E-mail:**

Sl. No.	Items	Rate per hour (RM) (incl.SST)	Remarks, if any
1	Manned security(in shift duty) of the buildings of High Commission of India premises, Hiring of 10 Local Security Guards for: 1. Chancery- Main Entrance 2. Consular Wing 3. PBSK (20th floor) 4. Embassy Residence 5. Old Chancery Complex		
Note : Price quoted should be on an all- inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, SST, social security, insurance of the security guards, etc			