

High Commission of India
Kuala Lumpur

No.KUA/Prop/815/1/2018

05 September 2022

Notice Inviting Tender

Subject: Notice Inviting Tender for hiring of 9 (nine) Local Security Guards (LSGs) for the Chancery, Old Chancery and the India House

The High Commission of India, Kuala Lumpur invites sealed tenders from professional security companies/firms for providing Local Security Guards for the Chancery, old Chancery and India House at the following locations:

- A) Chancery: Address: Level 1, Wisma Hrih Lotus, 442 Jalan Pahang, Setapak, 53000, Kuala Lumpur
- B) Old Chancery: Address: No.2, Jalan Taman Duta, Taman Duta, 50480, Kuala Lumpur
- ii) India House: Address: No. 1, Lorong Duta 2, Off Persiaran Tuanku Sirajuddin, 50480, Kuala Lumpur

Last date of submission of bids: 29 September 2022

Tender Documents

A. Technical Bid Documents :

- Annexure I : Instructions to bidders
- Annexure II : Scope of work
- Annexure III : Terms and Conditions of the contract
- Annexure IV : Technical Bid (Part-I)
- Annexure-V: Technical Bid (Part-II)
- Annexure VI : Bid Security Declaration

B. Financial Bid Documents :

- Annexure VII : Financial Bid Proforma

Sd/-
(Devender Singh)
Head of Chancery
High Commission of India
Level 1, Wisma Hrih Lotus,
442 Jalan Pahang,
Setapak 53000 Kuala Lumpur
Email: hoc.kl@mea.gov.in

(Annexure-I)

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Instructions to Bidders

Subject: Notice Inviting Tender for hiring of Local Security Guards (LSGs) for the Chancery and the India House.

Tenders are invited under two bid system viz. Technical Bid and Financial bid from professional security companies/firms on the subject.

2. The tender should be submitted in two sealed envelopes as below:

a) The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations **(as per Annexure-IV & V)**).

b) The second envelope superscripted "Financial Bid" should contain rates only for Annual contract as per **Annexure-VII**.

c) Both sealed covers, along with Bid Security Declaration (**Annexure-VI**), should be placed in the main sealed envelope superscripted "Tender for Hiring of Local Security Guards" addressed to the Head of Chancery, High Commission of India, Level 1, Wisma Hrih Lotus, 442 Jalan Pahang, Setapak 53000 Kuala Lumpur and must reach on or before Monday 26 Sept, 2022 by 1730 hrs. Bids may be hand delivered or sent by courier/post at the aforementioned address so as to reach on or before the prescribed date and time. The High Commission will not be responsible for any postal delay.

3. The Embassy reserves the right to amend any of the terms and conditions contained in the tender document or reject or all bids without giving any notice of assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon all the bidders.

4. Bidders are requested to go through the terms & condition of the contract (**Annexure-III**).

5. The important schedule and dates are given below:

S. No.	Key event	Dates
1	Tender publish date	05 September 2022
2	Bid submission start date	06 September 2022
3	Bid submission end date	29 September 2022
4	Opening of technical bids	30 September 2022
5	Opening of financial bids	Date to be intimated later (only to technically qualified bidders)

6. For any tender related enquiry/clarification/site visit, please contact the undersigned by email hoc.kl@mea.gov.in or by phone at 603-40244545.

7. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the High Commission.

Devender Singh
Head of Chancery
High Commission of India, Kuala Lumpur

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Scope of work

1. To provide manned security of High Commission of India premises at Level 1, Wisma Hrih Lotus, 442 Jalan Pahang, Setapak 53000 Kuala Lumpur, Old Chancery and India House. The positioning of LSGs will be as follows:

- (a) Building Entrance (Ground floor): 01 LSG (12 hours from 0800 hrs to 2000 hrs) (only on working days)
- (b) Consular Entrance: 01 LSG (from 0800 to 2000 hrs) – Only on Working days
- (c) Level 1/ Chancery entrance: 02 LSGs in morning shift from 0800 to 2000 hrs; 1 LSG in Night Shift from 2000 hrs to 0800 hrs)
- (d) Old Chancery: 02 LSGs (01 LSG at a time on 12- hour shifts)
[Please note that the provision of 02 LSGs at Old Chancery will be initially for a period of 06 months and thereafter will be continued only on the discretion of High Commission of India.]
- (e) 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.

- 2. The total numbers are indicative in nature and actual numbers, who would be deployed, may vary. High Commission of India, Kuala Lumpur reserves the right to increase or reduce the number of Security Guards without assigning any reason.
- 3. To ensure security of the premises (as indicated above).
- 4. To assist in regulating visitors to the premises while being polite and courteous with visitors.
- 5. Take periodic patrolling and surveillance for suspected activities of visitors in premises.
- 6. Keep watch over any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.

7. To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.
8. Security Guards have to be very alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Embassy.
9. Company will ensure to maintain proper supervision over the security personnel with regards to their discipline, alertness, proper uniform, conduct in the course of their duty and carry out periodic inspections.
10. Perform all security duties assigned by the High Commission of India, Kuala Lumpur.
11. Must possess basic qualification for training in Fire Fighting.

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Terms and Conditions

A. Quality parameters for local Security Guard

1. 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.
2. The security guard should have passed 10th standard or matriculation.
3. 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.
4. The security guards should perform their duties in uniforms and their overall appearance should be neat and clean.
5. 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.
6. The security company should have provisions for real time checks of the functioning of the security guards and should produce the proof thereof.
7. Besides the local language, the security guards should have working knowledge of Hindi and or English.
8. 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.
9. Subject to above condition, the company should have sufficient security guards on its roll so that the staff is rotated periodically.
10. Company should furnish the information about its other clients including the period and type of service rendered.

11. 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.

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Selection Criteria

Quality parameters for service provider companies: -

There are 10 basic parameters against which competing Security companies shall provide detailed information in descriptive terms along with supporting documents and records. Technical Evaluation Committee shall go through these supporting records and documents, verify and cross check the authenticity of these records through due diligence and award marks on a scale of 10 against each parameter. This way each bidder shall have a composite score out of 100 marks.

1. List of other clients to which the company is serving in terms of supply of LSGs in the host country and other countries to ascertain the level of global security knowledge and experience the bidder has.
2. Past experience, service history, achievements of company.
3. Evidence of registration of the company under relevant statutory regularities such as labour laws applicable in the host country.
4. Evidence of range of security services provided.
5. Size of reserve pool of men and logistics such as response time, patrol vehicles/security equipment/control room facilities/communication equipment etc. Whenever a new person is posted to replace the previous one, the brief CV of the new person must be provided to HCI for record. Provision of periodical rotation of LSGs.
6. Attrition rate of security guards and security supervisors.
7. Training facilities: does the company have its own training facilities (details thereof)? or tie up with another provider or a company that focuses on training? What is the curriculum and duration of training of security guards and supervisors?
8. Industry certification obtained by the company for its quality, company relationship with local police.
9. Scope and limit liability of the company -compensation, insurance etc.
10. Take home pay and allowances of the LSGs.

It is also desirable that Security Companies also provide details of contracts completed in the last 5 years, wherein, security services have been rendered to Diplomatic Missions, Malaysian Government Offices and reputed establishments, which demonstrates their experience in fulfilling requirements of our scope of work.

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Other terms and conditions

1. 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.
2. The bids will remain valid for 180 days from tender closing, for award of contract after obtaining approval of competent Indian authorities.
3. 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 for a period of two years from the date of signing of contract, extendable by a further period of one year at mutual consent of both parties.
4. 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.
5. 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.
6. The winning bidder would be required to dedicate one supervisor / manager who can be contacted for all queries / requirements.

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Bid Securing Declaration

I/We accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:
Name:

Place:
Signature:

FINANCIAL BID

(On Company Letter Head)

To: High Commission of India, Kuala Lumpur

Subject - Financial Proposal for Supply of 9 (nine) Security Guards

Sir,

Having examined the bid documents I/we offer to supply 9 Local Security Guards to the High Commission of India, Kuala Lumpur in accordance with the terms and conditions and scope of works accompanying this bid document for the price mentioned below:-

Sl No	Description	Cost/Rate per guard/1 hour inclusive of SST	Remarks, if any
1.	Manned security (in shift duty) of the buildings of High Commission of India premises, Hiring of 9 Local Security Guards for: 1. Ground Floor- Building Entrance 2. Chancery (Level 1)- Main Entrance 3. Consular Wing- Chancery 4. India House 5. Old Chancery Complex (Jalan Taman Duta)		

(Above rates should be inclusive of all applicable taxes)

Signature of Authorised Person

Name & Designation:

Office Seal:

Date: