

High Commission of India  
Kuala Lumpur

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No.KUA/Prop/815/01/1976-II

16 June 2025

**Notice Inviting Tender**

**Subject: Notice Inviting Tender for hiring of 8 (eight) Local Security Guards (LSGs) for the Chancery, the India House, and the NSCBICC**

The High Commission of India, Kuala Lumpur invites sealed tenders from professional security companies/firms for providing Local Security Guards for the Chancery, India House and Netaji Subhas Chandra Bose Indian Cultural Centre (NSCBICC) at the following locations:

- A) Chancery: Address: Level 1. Wisma HRIH Lotus, 442 Jalan Pahang, Setapak 53000 Kuala Lumpur
- B) India House: Address: 1, Lorong Duta 2, Taman Duta, Kuala Lumpur
- ii) NSCBICC: Address: Level 17-2 & 17-3A, Menara Sentral, Brickfields, 50470 Kuala Lumpur

**Last date of submission of bids: 09 JULY 2025 by 3 pm**

**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/-  
(Harjeet Singh Sethi)  
Second Secretary / 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

High Commission of India  
Kuala Lumpur

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### Instructions to Bidders

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

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, 09 July 2025 by 1500 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 High Commission 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 High Commission 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/Time
1	Tender publish date	16 June 2025

2	Bid submission start date	16 June 2025*
3	Pre-bid Meeting	Thursday, 26 June 2025 at 1600 hrs MST**
4	Bid submission end date	09 July 2025 by 3 pm (MST)
5	Opening of technical bids	09 July 2025 at 4 pm (MST)**
6	Opening of financial bids	Date to be intimated later (only to technically qualified bidders)

\* Bids to be submitted during Office Hours (Monday to Friday : 9am to 5.30 pm except public holidays – details on High Commission website : [www.hcicl.gov.in](http://www.hcicl.gov.in))

\*\* Subject to change at the discretion of the High Commission. All bidders will be informed of this by email, if required.

6. For any tender related enquiry/clarification/site visit, please contact the undersigned by email [hoc.kl@mea.gov.in](mailto:hoc.kl@mea.gov.in).

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.

8. The 'Earnest Money Deposit (EMD) / Bid Security' of RM 7660/- in the form of Account Payee Demand Draft/Pay Order drawn in favor of "High Commission of India, Kuala Lumpur" is required to be submitted along with tender bids. Bids shall not be considered in case the EMD is not submitted and would be rejected summarily.

9. The bidders have an option to submit, in lieu of 'EMD / Bid Security' of RM 7660/-, a judicially valid Undertaking (as per Annexure-VI) to the effect that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the stipulated deadline, they will be suspended for one year period from being eligible to submit bids for contracts with the High Commission.

10. The Technical Bids will be opened on 09.07.2025 at 1600 hrs by a Committee authorized by the Competent Authority of the High Commission of India at the High Commission premises (Level 1, Wisma HRIH Lotus, 442 Jalan Pahang, Setapak 53000 Kuala Lumpur), in the presence of the authorized representatives of the companies, who may wish to attend.

11. The bid has to be submitted as per the format specified at the Annexes with all the supporting documents. The bid is to be submitted in English.

12. The financial bids of only those bidders, whose Technical Bids are found eligible, shall be opened by the Committee authorized for the purpose. For any query, please write to [hoc.kl@mea.gov.in](mailto:hoc.kl@mea.gov.in) and [da.kl@mea.gov.in](mailto:da.kl@mea.gov.in).

13. Pre-bid meeting: All bidders, if required, may visit the site to understand the specific job requirements. During the meeting, all bidders are welcome to clarify all their concerns regarding submission of bid etc., if any. High Commission's decision on the pre-qualification and selection of the service provider shall be final. The pre-bid meeting will be held on Thursday, 26 June 2025 at 1600 hrs at High Commission of India.

14. Validity of Bids: The bids shall have a minimum validity of ninety days (180 days) from the date of opening of bids. A bid for a shorter period of validity shall be rejected.

15. Payment terms: The payment will be made to the service provider on monthly basis preferably in the first week of the following month as per the rates of the lowest bidder. This will be subject to satisfactory work.

16. The Tenderer should submit a certificate along with the tender that they would provide prescribed 5% of the annual contract value as 'Performance Security' in the form of a demand draft drawn on any acceptable Bank or a Bank guarantee in favor of High Commission of India, Kuala Lumpur, immediately once the tender is awarded, failing which the tender may be awarded to the second lowest bidder. The certificate should have signature of the authorised signatory of the service provider company. The performance guarantee would remain valid for entire duration of the contract.

17. The contract would be valid for a period of one year and the contract could further be extended by the High Commission for one more year at the same cost, terms and conditions and depending upon the performance of the company or until terminated by the High Commission.

18. Exit Clause: The High Commission of India reserves the right to revoke the contract at any time during the contract period or without citing any reason by giving one-month advance notice to revoke the contract.

Harjeet Singh Sethi  
Second Secretary / Head of Chancery  
High Commission of India, Kuala Lumpur

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**Scope of work**

1. To provide manned security at High Commission of India premises at Level 1, Wisma HRIH Lotus, 442 Jalan Pahang, Setapak 53000 Kuala Lumpur, India House and Netaji Subhas Chandra Bose Indian Cultural Centre. The positioning of LSGs will be as follows:

- (1) Building Entrance (Ground floor): 02 LSG (12 hours from 0700 hrs to 1900 hrs) (only on working days)
- (2) Consular Entrance: 01 LSG (from 0700 to 1900 hrs) – Only on Working days.
- (3) Level 1/ Chancery entrance: 02 LSGs (01 LSGs in morning shift from 0700 to 1900 hrs; 1 LSG in Night Shift from 1900 hrs to 0700 hrs)
- (4) Embassy Residence (India House) : 02 LSGs (01 LSG at a time on 12-hour shifts)
- (5) NSCBICC: 01 LSGs (01 LSG for 12-hour shift from 0800 – 2000 hrs from Tuesday to Saturday)

**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. The High Commission of India reserves the right to reposition the Security Guards at other places within the High Commission premises and within the assigned working hours. High Commission of India, Kuala Lumpur reserves the right to increase or reduce the number of Security Guards at any time during the contract 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 High Commission.
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. 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. 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 one year from the date of signing of contract, extendable by a further period of one year subject to satisfactory performance.
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 bidders 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, medical, 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.

**Annexure-VI**

High Commission of India  
Kuala Lumpur

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**Notice Inviting Tender for hiring of Local Security Guards (LSGs) for the  
Chancery, the India House and the NSCBICC**

**Bid Security 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 one year from being eligible to submit Bids for contracts with the Government of India.

Date: Place:

Name: Signature:

## Annexure-VII

### FINANCIAL BID

(On Company Letter Head)

To: High Commission of India, Kuala Lumpur

#### Subject - Financial Proposal for Supply of 8 (eight) Security Guards

Sir,

Having examined the bid documents I/we offer to supply 8 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:-

SI 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 8 Local Security Guards for: 1. Ground Floor- Building Entrance 2. Chancery (Level 1)- Main Entrance 3. Consular Wing- Chancery 4. India House 5.NSCBICC (Brickfields)		

(Above rates should be inclusive of all applicable taxes)

Signature of Authorised Person

Name & Designation:

Office Seal:

Date: