

TENDER INVITATION

Bids are invited from Security Guard Service Providing Companies for providing security guards to High Commission of India, Kuala Lumpur for the period of two years. The Mission will employ 11 Security Guards including one Lady Security Guard for 12 hours shift. Details of quality parameters for service provider companies and parameters for security guards are enclosed herewith. The agencies are required to submit financial bid along with details of quality parameters of company and parameters for security guards while submitting the bids. The bids are to be forwarded to Col Anirudh Chauhan, Defence Adviser, Defence Wing, High Commission of India, Menara 1, Mon't Kiara, Level-28, No 1, Jalan Kiara, Mon't Kiara, 50480, Kuala Lumpur, to reach latest by **10 Apr 2018**. Bids received after due date will not be considered.

**Col Anirudh Chauhan
Defence Adviser
High Commission of India
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50480 Kuala Lumpur
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QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

1. List of other clients the Company is serving in terms of supply of Security Guards in Malaysia and other countries.
2. Past experience, service history, achievements of the company.
3. Evidence of registration of the company under relevant statutory regulations such as labour laws applicable in Malaysia (if registered under more than one law, the same be furnished).
4. Evidence or range of security services provided.
5. Size of the reserve pool of men and logistics such as response teams, patrol vehicles/ security equipment/ control room facilities/ communication equipment under use etc.
6. Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).
7. Training Facilities: Does the company have its own training facility (details thereof)? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors?
8. Industry certification obtained by the company for its quality.
9. Company's relationship with local police.
10. Scope and limit of liability of the company.
11. Take home pay and allowances of the security guards.

QUALITY PARAMETERS FOR SECURITY GUARDS

1. Security Guard should not be more than 50 years of age.
2. He should be physically and mentally fit and should not be suffering from an apparent disability. The Provider should submit Medical Fitness Certificate in r/o every Security Guard from an authorized Medical Practitioner. Additionally, he should not be emaciated, feeble and timid in an apparent sense.
3. He should have vetted by Malaysian Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the Security Guard and also proof of their vetting.
4. He should possess training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc.
5. He should have attended education at least upto 10th Standard or matriculation equivalent.
6. He should be proficient in the Malaysian language including minimum English language skills.
7. He should perform duties in smart uniform and their overall appearance should be neat and clean.
8. He should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry or use.