

**High Commission of India
London**

Subject: Tender Notice for hiring of 05 Local Security Guards (LSGs) for High Commission of India, London

Invitation for bid for 'contract services for four 24/7 unarmed Security Guards for providing security at the High Commission of India, India House, Aldwych, London and one full-time unarmed Security Guard for providing security at The Nehru Centre, 8 South Audley Street, London.

The High Commission of India, London (hereinafter referred as HCI) invites sealed tenders from professional security companies/firms for providing Contract services for five full-time unarmed Security Guards out of which 04 Security Guards (03 Male + 01 Female) are required for providing security at the HCI, India House, Aldwych, London, WC2B 4NA and one full time unarmed Security Guard (01 Male) for providing Security at The Nehru Centre, 8 South Audley Street, London W1K 1HF.

2. The tenders are invited under two bid systems viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office preferably in London.
3. The tender document can be downloaded from the following websites
www.hcilondon.gov.in
www.http://eprocure.gov.in/cppp

Bidders are requested to go through the terms and conditions contained in the bid document.

4. The tender should be submitted in two sealed envelopes as below:
 - (a) The first sealed envelope superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence) as per section - IV
 - (b) The second sealed envelope superscripted "Financial Bid" should contain rates only for the contract as per section-V of the Tender Document.
 - (c) The Tenderer should submit a certificate along with the tender that they would provide prescribed 5% of the annual contract value as security deposit in the form of a demand draft drawn on any acceptable Bank or a Bank guarantee in favour of High Commission of India, London immediately once the tender is awarded failing which the tender may be awarded to the other bidder. The certificate should have signature of the authorised signatory of the service provider company. The agency which is granted the contract will furnish the performance guarantee for an amount of 5% of the annual contract value at the time of award of the contract by issue of Demand draft in favour of High Commission of India, London or in the form of bank guarantee. The performance guarantee would remain valid for entire duration of the contract.

- (d) The above stated two sealed covers should be placed in the main sealed envelope superscripted "Tender for contract Services for Security Guard, 2020" addressed to the Head of Chancery, High Commission of India, India House, Aldwych, London WC2B 4NA and must reach on or before 23rd April, 2021. Tender should be sent by Registered post to The Head of Chancery, High Commission of India, India House, Aldwych, London WC2B 4NA or may be handed over, against proper receipt, at The High Commission of India, India House, Aldwych, London WC2B 4NA. Envelopes should indicate the name and address of the Tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'. Offers received through Fax/E-mail or through open letter shall be ignored. HCI will not be responsible for any postal delay.
 - (e) All quotations should have date and signature of the authorised signatory of the service provider company with stamp.
 - (f) All quotations must be neatly typed/computer printed. Handwritten offer will be rejected.
 - (g) HCI will not be responsible to compensate for any expense or losses which may be incurred by the Tenderer in the preparation and submission of his Tender.
5. The contract would be valid for a period of two years 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 HCI.
 6. Exit Clause: The High Commission of India, London reserves the right to revoke the contract at any time during the contract or without citing any reason by giving one-month advance notice to revoke the contract.
 7. After examining the Technical bids of all the quotations received, and being fully satisfied on the basis of the above criteria, companies will be shortlisted and Financial bid of only those shortlisted companies will be opened. High Commission reserves the right to disqualify any company during Technical Evaluation.
 8. HCI reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of the Mission in this regard shall be final and binding upon the bidders.

9. The important schedules and dates are as under

Sl No.	Key Event	Dates
1.	Date of publication of bids	01 st April, 2021
2.	Last date of Submission of bids	23 rd April, 2021
3.	Date of opening of Bids (Participant bidders may wish to be present)	26 th April, 2021 at 1500 hrs.
4.	Venue for pre-bid and opening of bids	High Commission of India, India House, Aldwych, London WC2B 4NA

10. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No Change or violation of the aforementioned terms and conditions is permissible once the quotation is accepted by the Mission.

11. For any tender related enquiry/clarification/site visit, please contact India House Security Office via email- apwo.london@mea.gov.in

Head of Chancery

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Section-II

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SCOPE OF WORK

1. (A) Access Control of the premises such as

- (i) Members & Employees of the High Commission
- (ii) Cleaners, Contractors, Caterers and their employees
- (iii) Visitors, Vehicle & Car Parking and garaging
- (iv) Checking of Visitor's Entry of visitors/vehicle in the register
- (v) Baggage Scanning, Control of cell phones/electronic equipments, etc.
- (vi) Guests

(B) Security of India House premises and The Nehru Centre premises.

- (i) Patrol (Internal & External), Static position Key Control, Fire Alarms, Lift Alarms, Sewage Alarms, CCTV monitoring & Emergency first aid.

(C) Carrying out searching/frisking as defined by security threat and Mission internal procedure.

- (i) Person Bags, materials, vehicles & Premises.

(D) Emergency procedure in case of fire, Bomb threat & Evacuation procedure as per UK norms.

(E) Dealing with suspects as per UK legislation.

(F) In case of any incident bring it into the notice of APWO/CSO immediately.

(G) Communication: Through Walkie-Talkie. Telephone, verbal or written.

2. The deployment of Security Guards would be as follows: -

SI No.	Details of the premises	No. of Security Guards
(i)	High Commission of India, India House, Aldwych London WC2B 4NA	04 (03 Male + 01 female)
(ii)	The Nehru Centre. 8 South Audley Street, London W1K 1HF	01 (Male)

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Section-III

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Terms & Conditions

A. Quality parameters for local security guards (LSGs)

1. LSGs should not be more than 50 years of age and Supervisor should not be more than 55 years of age.
2. Should have attended education at least up to 10th standard (Year 11 in UK) or matriculation equivalent.
3. Should be proficient in local language (English) and basic knowledge of Hindi language.
4. Brief CV of LSGs for record is mandatory. It should have details such as: name, DOB, Place of Birth, Gender, Passport Number, Nationality (Current and previous if any). Cell Phone No. Residential address, Education qualification, Language spoken and Industry skill certification.
5. Should be physically and mentally fit and should not suffer from an apparent disability. Provider should submit Medical Certificate in r/o every LSGs from an authorized Medical practitioner. LSG'S should not be emaciated, feeble and timed in apparent sense
6. Should have been vetted by the Local Government's Security Department(s) in terms of past record, character and antecedents. The service provider should be able to provide details of the Security Guard and also proof of their vetting.
7. Security Guards should perform their duty in smart uniform and their overall appearances should be neat and clean.
8. Should possess basic training in security duties such as access control and anti-sabotage checks (of person, baggage and vehicle) including the use of basic security tools such as HHMD DFMD, monitoring of CCTV, baggage and letter scanner etc.
9. Supervisor should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and service rendered is above benchmark. The provider should be able to provide proof of this to the Mission.
10. Counter Terrorism Clearance (CTC) of each Security Guard.

B. 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.
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, UK Government Offices and reputed establishments, which demonstrates their experience in fulfilling requirements of our scope of work.

C. Other terms and conditions that should be a part of the Service Agreement:

- **Penalty Clause:** In case of any loss to the property of Mission, life or limbs of Mission staff/other, etc., due to negligence of the security personnel or substandard services of the security agency, the damages will be assessed by a committee formed by the Mission who will fix the amount of liability to the tendered. In case of any damages, the security deposit of 5% will be withheld/forfeited as penalty. The decision of the Mission regarding fixing of damage/defect liability and withholding/forfeiting of security charges will be final and binding on the tenderer.
- **Medical Facility:** The transportation, food, medical and other statutory requirements in respect of each personnel of the security agency shall be the responsibility of the security agency.

- Security Deposit: The Performance Guarantee/Security Deposit made out to the value of five percent (5%) of the Accepted Contract Price in the form of Bank Guarantee/ Demand Draft shall be submitted by the tenderer. The Security Bank Guarantee/ Demand Draft shall be remain valid for a period of minimum 27 months (three months plus the contract period) w.e.f. the date of commencement of the contract. In case, security agency fails to provide the desired services or breaches the contract, the security deposit will be forfeited.
- Arbitration: All disputes and differences between the parties shall be subjected to the jurisdiction of the English Courts.

D. Miscellaneous

1. Interested security company should be willing to furnish information about its other clients including period and type of service rendered in broad terms.
2. Service Conditions of the Security Guards; The Security company should agree to provide details of salary, gratuity, allowance, leave, other benefits/facilities etc.
3. Option to choose and retain: Service provider should agree and be able to provide a choice of LSGs three times our requirements for interview in order to select them for duty at India House.
4. Take home pay and allowances of the Security Guards: Obviously, higher the pay and allowances, higher the marks. It is made mandatory that the bidder have to disclose the take home pay and other allowances including gratuity and leave facilities they give to their security guards. They should also agree to allow perusal of pay slips/bank account statements to cross-check the claim. This is one of the most important criteria as LSG service is human centric and motivation is critical in better performance and better pay is crucial.
5. Rotation of Staff: The Company should have sufficient Security Guards on its roll so that the Security Guards is rotated periodically, if needed.
6. The Security Guards deployed if required could also be temporarily used at the events organised by the High Commission outside the premises, if required as well as on some holidays/beyond office hours, if felt necessary. Only Government of India Holidays as notified by High Commission of India will be applicable. The duty hours are 5 days in a week (Monday-Friday).
7. The High Commission reserves the right to deny engagement of LSGs of certain nationalities and of origin due to security considerations.

Note:-

- The High Commission reserves the right to remove any Security Guard in case his/her conduct/performance/behavior/ background is found unsatisfactory. In such case, the service provider shall provide replacement in not later than 48 hrs. of removal of security guard(s).
- The contract could be terminated by the High Commission at any time without assigning any reason after giving one-month notice in advance.

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Section-IV

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TECHNICAL BID SPECIFICATIONS

The following details, inter alia, should be included in the TECHNICAL BID in addition to the parameters prescribed in the terms and conditions: -

- (i) Annual business turnover of the company.
- (ii) Number of employees in the company.
- (iii) Registration details of the company in the UK and certification that the company works to industry standards.
- (iv) Experience in providing similar services and period for which the company has been operating.
- (v) Major organization/Embassy/High Commission to which the company has provided services and testimonies about the company's work.
- (vi) Are the security guards SIA (Security Industry Authority, UK) trained and does the company have SIA license? From where and how are the staff supervised and controlled? How security guards are replaced at short notice during sickness etc.?
- (vii) Do the guards have terms of employment (max. Hours allowed to work per week)?
- (viii) Liability and indemnity insurance details of the company.
- (ix) If the written contracts are issued and also to state if the company's sub-contract the services?

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FINANCIAL BID SPECIFICATIONS

The FINANCIAL BID may be submitted in the format as below:

S.No.	Duty Point/Beat	Required for specified hours	To be covered in how may shifts	No. of LSG in one shift	Total No. of LSG {(i) x (v)}	Unit Price *(per hour/ per shift/per month)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	VIP Entrance Gate	0915-1745 hrs	One	01	01	
2	VISA Entrance Gate	0915-1745 hrs	Two	02	02	
3	Parking Gate	0915-1745 hrs	One	01	01	
4	Nehru Centre	0915-1745 hrs	One	01	01	
GRAND TOTAL					05	
