



**Embassy of India
Tallinn**

No. TAL/813/1/2022

21 September, 2022

TENDER NOTICE

Subject: Tender Notice for hiring of Local Security Guards (LSGs) for the Embassy Residence (Residence of the Ambassador of India).

The Embassy of India, Tallinn invites sealed tenders from professional and reputed security companies/firms based in Tallinn under Annual Contract for providing Local Security Guards for the Embassy Residence.

Scope of work

2. To provide Local Security Guards at the Embassy Residence, as detailed below:

S. No.	Duty Point	Duration	No. of shifts	No. of Security Guards in one shift
1.	Embassy Residence (Vora Tee 18, Piritä, Tallinn)	24 Hours	03 shifts each lasting for 8 hours or as proposed by the Security agency	01

2. The Security Guards shall be armed with non-lethal weapons and should be under supervision of a Supervisor.

3. To ensure security of the premises (as indicated above). Both the properties are independent houses and are located in the Tallinn city.

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 Embassy of India, Tallinn.
11. Must possess basic training in Fire Fighting.
12. Provision of one female security guard when required. The requirement of female security guard will be informed by the Embassy of India at least one day in advance. The deputation of female security guard will be over and above the usual strength of security guards.

Instructions to bidders :

13. Tender document can be collected from Embassy of India, Tallinn or downloaded from, <https://mea.gov.in/tenders.htm> , <https://eprocure.gov.in/cppp/>
14. 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-II & III**).
 - b. The second envelope superscripted “**Financial Bid**” should contain rates only for Annual contract as per **Annexure-IV**.
15. Both sealed covers, along with Bid Security Declaration (**Annexure-V**), should be placed in the main sealed envelope superscripted “**Tender Notice for hiring of Local Security Guards (LSGs) for the Embassy Residence**” addressed to the **Head of Chancery, Embassy of India, Swissotel, R. No-1903, Tallinn, 10145**, must reach **on or before 19 September, 2022 (Monday)**. Bids may be hand delivered or sent by courier/post at the aforementioned address so as to reach on or before the prescribed date. The Embassy will not be responsible for any postal delay.

16 The Embassy of India, Tallinn reserves the right to revoke the contract at any time during the contract, without citing any reason by giving one-month advance notice to revoke the contract.

17. 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.

18. Bidders are requested to go through the terms & condition of the contract **(Annexure I)**.

19. The important schedule and dates are given below:

Key event	Dates
Tender publish date	21 st September, 2022
Bid submission end date	5 th October, 2022
Opening of technical bids	6 th October, 2022 at 1100 hrs
Opening of financial bids	Date to be intimated later (only to technically qualified bidders)

20. For any tender related enquiry/clarification/site visit, please contact the Head of Chancery by email hoc.tallinn@mea.gov.in. Both the premises can be inspected within the bid submission date with prior appointment.

21. 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 Embassy.

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Terms and Conditions

1. The Embassy of India, Tallinn (hereinafter referred to as Embassy) shall award the contact to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
2. The bidder shall submit a Bid Security Declaration (**Annexure-V**). Failure to honour the Bid Securing Declaration shall render the bidder ineligible to participate in any tender on behalf of Government of India, for a period of two years from the date of publication of the Tender in which the default has happened.
3. Price quoted by the bidder and agreed to by the Embassy shall be considered final and no price escalation will be permitted thereafter. Bidders must quote the price in the format given at **Annexure-IV** of this document.
4. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, Embassy's interpretation of the clauses shall be final and binding on all parties.
5. The successful bidder, on award of contract, must send the contract/ acceptance in writing within 07 days of award of contract, otherwise the contract will be awarded to the next successful bidder i.e. L-2.
6. Any deviation or deficiency concerning the quality of service provided by the agency or violation of the provisions in the contract shall be taken as violation by the contract and under such circumstances either party can end the agreement after giving two months' notice.
7. The price quoted should be on all-inclusive basis to be paid monthly and shall include the cost of all the services including the mandatory government contributions such as social security contributions, insurance, rentals taxes, transportation etc if any.
8. Security guard should not be more than 50 years of age. Likewise, the Supervisor should not be more than 55 years of age. The security guard should be physically and mentally fit and should not be suffering from any apparent disability (the company should submit medical fitness certificate in respect of security guard from an authorized medical practitioner once they are successful in their bid). Additionally, the security guard should be of good physique, alert and agile. Except for mobile phone, no personal belongings will be allowed in office premises.

9. The company is responsible for getting the past record, character and antecedents vetted by local security department and should provide these details along with proof of their own vetting to the Embassy.
10. The security guard should be reasonably qualified (at least Grade 10 or its equivalent in local terms). He should be trained in basic security duties such as handling CCTV monitoring, baggage/letter scanner, access control etc. He should be in possession of minimum English language skills required to communicate with the Mission officials.
11. Security guard should be properly uniformed and should be neat and tidy in appearance.
12. The company should also agree to allow review of pay slips/banks statements of security guards to cross-check the claim.
13. The bid will remain valid for a period of 180 days.
14. The contract will be valid for a period 02 year from the date of acceptance by the Embassy subject to renewal for 01 more year on same terms and conditions depending on the performance as per the satisfaction of the Embassy.
15. The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular security guard. No separate payment shall be made for such arrangements.
16. Compliance with labour regulations/laws of the Government of Republic of Estonia will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payments as are required by the concerned authorities. The Embassy will have no responsibility, whatsoever, in this regard.
17. The company shall at all time follow the lawful instructions as given by the Embassy or its authorized representatives with regard to functioning of the security guards.
18. The company is prohibited from subletting/outsourcing the job to any other agency.
19. The company is liable for penalty, as deemed fit by the Embassy in case it fails to provide desired service or breaches the contract, cause loss or damage, if any, to property, life of Embassy's staff etc. due to negligence of the security guard provided by the company.
20. Medical facility/health insurance/social security/transport for the security guards will be sole responsibility of the company. The Embassy will have no responsibility, whatsoever, in this regard.

21. The service providers are hereby clearly informed that fulfilment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid stage itself.
22. Security company should have sufficient security guards on its roll so that the staff is rotated periodically.
23. All quotations should have date and signature of the authorised signatory of the service provider company with stamp. All quotations must be neatly typed/computer printed. Handwritten offer will be rejected.
24. Embassy 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.
25. Sudden absences and replacements: In case of absence by a member of the tenderer's staff due to sickness or other unforeseen circumstances, the tenderer shall guarantee the adherence to the pre-agreed deployment schedule by arranging a replacement provided from the reserve list, within a maximum of one hour from the starting time of the deployment. In case of non-performance or misbehaviour of whatever nature by a member of the tenderer's staff, access to the Embassy or other premises or property may be refused and depending on the circumstances, Embassy might request his/her exclusion from the deployed team. In such a case, the tenderer must arrange for a replacement provided by another candidate included in the reserve list, within a maximum of one hour from the Embassy's request. The replacement shall not oblige the Agency to pay any additional remuneration, fees or costs other than those laid down in the initial contract. The contractor shall bear all the additional costs arising out of or incidental to such replacement. Any changes of any sort shall be communicated by the tenderer to the Embassy in writing; in case of changes affecting security staff already deployed at the Agency, the tenderer shall consult with the Embassy at least five working days in advance. The successful tenderer will be required to make every possible effort to keep the turnover within the security staff deployed at the Embassy to absolute minimum. The contractor shall provide evidence of permanent availability of on call reserve list of a minimum of 2 guards. The evidence will consist of a list of security guards. Before any security guard is placed on the respective list, he or she must be trained at the Embassy premises and be ready to take on duties.

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**QUALITY PARAMETERS* FOR LOCAL SECURITY GUARDS
(LSG) TO BE PROVIDED AT CHARCERY AND ER**

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfilment, the bidder requires to mention which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS
1.	LSGs should not be more than age of 50 and supervisor, wherever necessary, should not be more than 55 years of age.	
2.	LSGs should be physically and mentally fit. Service provider should submit Medical Fitness Certificate in respect of every LSG from an Authorized Hospital/Medical practitioner.	
3.	LSGs should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the LSGs and also proof of their vetting.	
4.	LSGs should possess training in basic security duties such as handling gadgets like Fire Extinguishers, access control, conduct anti-sabotage checks including use of X-Ray Baggage Scanner, Vehicle Scanner, Under deck Scanner, HHMD, DFMD, CCTV monitoring, letter scanners etc.	
5.	LSGs should have passed at least Grade 12 or equivalent.	
6.	LSGs should be proficient in local language and possess minimum English language Skills to communicate with the Mission's officials.	
7.	LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.	
8.	LSGs should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry/use.	
9.	Service provider should have provisions for real time check of functioning of the security guards to ensure that the quality of the provided staff and the service they render is always the benchmark. The provider should be able to provide proof of this to the Embassy.	

*These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

**(Signature of the authorized
signatory) Dated _____**

Name and address of the Agency/Company _____ Seal of the firm

**QUALITY PARAMETERS FOR SERVICE PROVIDER
COMPANIES**

In case of partial fulfilment, the bidder is required to mention which conditions cannot be fulfilled.

S. No.	Item/ Description	Response*
1.	Provide the list of other clients like embassies, international organizations, reputed companies etc. to whom the company is serving in Estonia as well as in other countries, if any.	
2.	Submit a brief of past experience, service history and achievements of the company.	
3.	Submit evidence of registration of the company under relevant statutory regulations such as labour laws, arms licenses etc.	
4.	Any other security services other than manpower services provided to the clients should be enumerated.	
5.	Provide the information on current size of the reserve pool of guards and logistics such as response teams, patrol vehicles, security/communication equipment, control room facilities under use etc.	
6.	Attrition rate of security guards and supervisors (the average period for which a security guard remains with the company).	
7.	Provider should clearly mention whether it has its own training facilities or avail the facility of another provider or a company that only focuses on training. Also to indicate curriculum and duration of training of the security guards and the supervisors.	
8.	Industry certification obtained by the provider for its quality from the specialized security certification bodies. Also to specify service provider's relationship with local police.	
9.	Scope and limit of liability of the company in terms of compensation for its security failures in monetary terms.	
10.	Provide the information on take home pay and other allowances of the security guards. (in PGY, Monthly figures).	

* Responses shall be filled in the given column and relevant documents shall be enclosed with the technical bid.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

**(Signature of the authorized
signatory) Dated _____**

Name and address of the Agency/Company _____ Seal of the firm

FINANCIAL BID

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)

1.	Name of the Bidding Agency/Company	
2.	Address of the Bidding Agency/Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

Sr. No.	Duty Point	No. of shifts with duration of each shift	LSGs in one shift	Total No. of LSGs	Unit Price (monthly)	Total Amount (in PGY)
01	<u>Embassy Residence:</u> Vora Tee 18, Pirita, Tallinn		01			

Total monthly amount: _____**Declaration**

I hereby certify that the information furnished above is full and correct to the best of my knowledge. The quoted unit price (monthly) includes all mandatory contribution such as social security contribution etc. as per the extant provision of the Government of the Dominican Republic.

(Signature of the authorized signatory) Dated _____

Name and address of the Agency/Company _____ Seal of the firm

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:
Place:

Name:
Signature:

**Embassy of India
Tallinn**

PRESS NOTICE

Sealed quotations are invited for 'contract' services for two (2) full-time unarmed Security Guards for providing security at the Embassy Residence for providing security. Detailed Scope of work, Qualification standards and other details are available at the website <https://mea.gov.in/tenders.htm> <http://eprocure.gov.in/cppp> under the head 'Tenders'

The last date for receipt of bids is **6 October, 2022.**