

TENDER DOCUMENT

FOR

**HIRING OF SECURITY GUARD SERVICES FROM SECURITY AGENCIES
REGISTERED WITH THE GOVERNMENT OF CHILE,**

AT

EMBASSY OF INDIA

(Address: ALCANTARA 971, LAS CONDES, SANTIAGO)

&

EMBASSY RESIDENCE

(Current Address: RAYEN 6331, VITACURA, SANTIAGO)

TENDER NOTICE

Tender Reference Number: SANT/815/01/2023

Sub: Tender for Security Guard Service
at

Embassy of India, (Alcantara 971, Las Condes, Santiago)
&
Embassy Residence (Rayen 6331, Vitacura, Santiago)

The Client (Embassy of India) in Santiago, Chile invites Bids from Security Agencies registered with the Government of Chile for providing Security Guard Services, at the following locations:-

1. **Embassy of India.** Alcantara 971, Las Condes, Santiago
2. **Embassy Residence*.** Rayen 6331, Vitacura, Santiago.
(*It is subjected to Change)

<i>Date of Publication</i>	:	15 September 2023
<i>Pre Bid Meeting</i>	:	27 September 2023 (11:30 A.M)
<i>Last Date for submission of bids</i>	:	12 October 2023 (6:00 P.M)
<i>Technical Bid Opening</i>	:	19 October 2023 (2:30 P.M)
<i>Financial Bid Opening</i>	:	24 October 2023 (3:00 P.M)

Contact Details:

Embassy of India
Alcantara 971
Casilla 10433
Santiago (Chile)

Phone : +56 2 22081042/ +56 2 22284141

Email:- hoc.santiago@mea.gov.in ; adm1.santiago@mea.gov.in

**TENDER DOCUMENT FOR PROVIDING 24 X 7 SECURITY GUARD SERVICES AT
CHANCERY AND EMBASSY RESIDENCE**

1. Sealed tenders in conformity with detailed tender call notice are invited from Security Agencies/Firms who meet the following criteria:-
 - (a) Having valid registration certificate.
 - (b) Certification of compliance with laws and statutory regulations in running a private security company.
 - (c) Previous experience of having provided similar services for other Embassies/Government agencies/other reputed public or private organizations.
2. The Security Agencies/Firms having good track record, manpower capacity and relevant experience are eligible to apply.
3. This tender document can be downloaded from <https://www.indianembassysantiago.gov.in> and <https://eprocure.gov.in>.
4. The tenders should be submitted in **ONE SEALED ENVELOPE** in the following manner.
 - (a) The first sealed cover should be superscribed '**Technical Bid**' and should contain all relevant information showing compliance with the technical requirements listed in this document with all supporting documents. The bidder has to comply with the essential Quality Parameters for Local Security Guards mentioned at **Annexure I***. The Bidder also needs to furnish detailed information along with supporting documents and records as mentioned in the **Annexure II**. The Bidder also needs to furnish an undertaking as mentioned in the **Annexure III**.

(*Non compliance with Parameters at Annexure I would make the service provider liable for rejection at the Technical Bid Stage only.)
 - (b) The second sealed envelope should be superscribed '**Financial Bid**' and should contain the duly filled in proforma placed at **Annexure IV** and should give costs of the required services. The Bidder also needs to furnish an undertaking towards Bid Securing as mentioned in the **Annexure V**.
 - (c) Both the sealed covers should be placed in ONE SEALED ENVELOPE superscribed "BID FOR SECURITY SERVICES". This should be addressed to '**Head of Chancery, Embassy of India, Alcantara 971, Santiago (Chile)**' and sent by post or hand delivered **latest by 6.00 P.M. on 12 October 2023. The bids will be opened** in the presence of the bidders or their authorized representatives (along with authorization letter from the bidder).
5. Tenders received after the due date and time or incomplete and conditional tenders shall not be accepted.
6. Submission of more than one tender paper by a bidder for a particular work will render the bid liable for rejection.

7. **Scope of Work.** To provide Security Guard Services, to be deployed as per the following details:-

Sr	Location	Services Required
(a)	Embassy of India Address:- Embassy of India, Alcantara 971, Las Condes, Santiago	Security Guard for 24 hours, 07 days a week (02 shifts of 12 hours each) from 08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M.
(b)	Embassy Residence Current Address* :- Rayen 6331, Vitacura, Santiago (*subjected to Change)	Security Guard for 24 hours, 07 days a week (02 shifts of 12 hours each) from 08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M.

8. **Description of Security Services to be Rendered.** Ensuring security in respect of property and personnel in the premises of the Client including:-

- (a) Not to allow entry of unauthorised persons inside the property.
- (b) Security scanning of all visitors with the proper technical devices (metal detector) before permitting entry into the premises.
- (c) Maintain record of name of all visitors, identification number, purpose of visit and name of officer to be met before permitting entry into the premises. The register would require to be put up to the Chief Security Officer of the Client (Embassy of India) for scrutiny every Monday.
- (d) To report any anomalies within the premises of the Client or intentional attempt to breach security and related regulations by any person visiting the premises.
- (e) To implement any recommendation by the Client to upgrade the security system services provided after mutual consent.

9. **Technical Requirements.**

- (a) Technical conditions for the Security Services Agencies/Firms are as follows:-
 - (i) The Security Agency should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
 - (ii) A security company desirable of providing service should be willing to furnish information about its other Clients including period and type of service rendered in broad terms.
 - (iii) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislation's as applicable to it. The agency will have to comply with all statutory provisions of law, rules and regulations and keep this office informed about any amendment in the law from time to time. The Security Agency should agree to provide details of salary, gratuity, allowances, leave etc. it permits for its Security Guards.

(iv) 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.

(v) The Security Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organisational matters as all are of confidential nature.

(vi) The Security Agency is to provide security guards who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Client.

(vii) The Security Agency should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.

(viii) The Security Agency is to change the staff periodically, ideally every 4 months.

(ix) The Security Agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Client. The decision of the Client upon any matter arising under this clause shall be final and binding on the agency.

(x) The Security Agency should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and their service they render is always above the benchmark. The provider should be able to provide proof of this to the Client.

(xi) The functional control over the personnel deployed by the agency will rest with the Client and the disciplinary administrative/technical control will be with the agency.

(xii) The Client may require the Security Agency to dismiss or remove from the site of work, any person or persons, employed by the Security Agency, who may be incompetent or for his/her/their misconduct and the Security Agency shall forthwith comply with such requirements. The Security Agency shall replace immediately any of its personnel, if they are unacceptable to the Client because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(xiii) The Security Agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The following details of the security guards will be provided:-

(a) Name.

(a) Age.

(a) Rut No.

(a) Address.

(xiv) The Client will maintain an attendance register in respect of the staff deployed by the agency. The service charges will be paid after the end of each month of service upon presentation of invoice by the Security Agency, within the first 05 working days of the succeeding month.

(xv) The parties expressly agree that under no circumstances the Client may withhold all or part of amounts payable arising from the provision of services outlined in this contract except in case the service provider, fails to deploy Security Guard for more than 02 hours in a day, pertaining to any shift wherein service charges for that shift will be deducted at the end of month of the invoice.

(xvi) The Security Agency will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Client.

(xvii) The Security Agency shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Security Agency.

(xviii) The Security Agency shall be contactable at all times and messages sent by phone/e-mail/fax/special messenger from the Client shall be acknowledged immediately on receipt on the same day. The Security Agency shall strictly observe the instructions issued by the Client in fulfillment of the contract from time to time.

(xix) The Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Security Agency.

(xx) That the Security Agency on its part and through its own resources shall ensure that the goods, material and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission / omission on the part of its staff and its employees. If the Client suffers any loss / damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to the Client for the same. The agency shall keep the Client fully indemnified against any such loss or damage. The responsibility and liability that will arise of any accident or casualty, occurring during the course of working to any staff engaged by the agency, will remain with the agency. The Client will no way be responsible for this or any other clause mentioned above.

(b) Technical conditions for Security Guards are as follows:-

(i) The Security Guards engaged shall not be below the age of 18 years or above the age of 50. Their supervisor should not be more than 55 years of age.

(ii) The Security Guards should be physically and mentally fit. They should not suffer from any apparent disability including obesity that would hinder efficient discharge of duties.

(iii) The Security Guards should perform their duties in smart uniforms and their overall appearance should be neat and clean.

(iv) 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 Hand Held Metal Detector (HHMD), Door Frame Metal Detector (DFMD), monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a foreign Mission in general terms and also possess knowledge of what is 'suspicious' in terms of men and material in the given local context.

(v) Other detailed parameters are mentioned in **Annexure I, II and III**.

10. The successful bidder will enter into an agreement with the Client for the offer of services on these terms and conditions. The contract will be signed in English and Spanish and in case of any dispute, the English version will prevail.

11. **Period of Contract**. The initial period of contract would be for **two years (24 months)**. Service charges/rates quoted by the agency would be fixed for a period of **two years (24 months)** and any statutory increase in wages/DA etc is to be absorbed by the agency. In case performance is not satisfactory, the contract will be terminated by the Client by giving an advance notice of 30 days in writing.

12. **Right to Acceptance or Rejection of Tenders**.

(a) **The tender is liable to be rejected inter-alia:-**

(i) If it is not in conformity with the instructions and proforma mentioned in the tender paper.

(ii) If it is not properly signed by the bidder.

(iii) If it is received by telex, telegram or by Email.

(iv) If it is received after the expiry of the due date and time.

(b) **This office reserves the right to:-**

(i) Accept/Reject any of the tenders in full or part thereof.

(ii) Revise the requirement at the time of placing the order.

(iii) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.

(iv) Reject any or all the tenders in part or full without assigning any reason thereof.

Annexure I

[please refer Para 4 (a)]

QUALITY PARAMETERS* FOR LOCAL SECURITY GUARDS (LSG) TO BE PROVIDED AT CHANCERY AND EMBASSY RESIDENCE

The bidder is required to write 'Yes' or 'No' in the column REMARKS.

Sl.No.	Parameters	REMARKS
1.	LSGs should not be less than 18 years of age and more than age of 50 and the Supervisor, wherever necessary, should not be more than 55 years of age.	YES / NO
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.	YES / NO
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.	YES / NO
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.	YES / NO
5.	LSGs should have passed at least Grade 12 or equivalent.	YES / NO
6.	LSGs should be proficient in local language (i.e. Spanish) and possess minimum English language Skills required to communicate with the Mission's officials.	YES / NO
7.	LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.	YES / NO
8.	LSGs should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry/use.	YES / NO
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.	YES / NO

*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. I will maintain the above parameters after the award of contract, failure to comply with the above parameters would entail termination of the contract.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

Annexure II**[please refer Para 4 (a)]****QUALITY PARAMETERS FOR SERVICE PROVIDER / COMPANIES**

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

Sl.No.	Parameters	Response*
1.	Provide the list of other clients like Embassies, International Organizations, reputed companies etc. to whom the company is serving in Chile 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 of Chile, arms licenses etc. such as Copy of RUT card of the company, Authorisation from Local Govt.	
4.	Any other security services other than man power services provided to the clients should be shared.	
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. Also furnish clearance certificate from local Police.	
9.	Scope and limit of liability of the company in terms of compensation for its security failures in monetary terms either from its own resources or through insurance companies.	
10.	Provide the information on take home pay and other allowances of the security guards. (in CLP, Monthly figures).	

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

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

UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. I/we further certify that I/we have the ability to meet all the technical conditions and requirements listed in this tender document.

Signature of the Bidder with Seal

Name: _____

Designation: _____

Address: _____

Phone No. _____

PROFORMA FOR SUBMITTING FINANCIAL BID

1. **Name of Bidder:**

2. **Requirement:-**

<u>Sr</u>	<u>Description of Service</u>	<u>Amount per Month (in Chilean Pesos)</u>
(a)	Security Guard for 24 hours, 07 days a week (02 shifts of 12 hours each) from <u>08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M.</u> (<u>Address</u> – Embassy of India, Alcantara 971, Las Condes, Santiago)	XXX
(b)	Security Guard for 24 hours, 07 days a week (02 shifts of 12 hr each) from <u>08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M.</u> (<u>Address</u> – Embassy Residence, Rayen 6331, Vitacura, Santiago)	XXX
	Total	XXX
	IVA (19%)	XXX
	Grand Total (per month) in figures	XXX
	Grand Total (per month) in words	XXX

Signature of Bidder

Seal of Establishment

Full Name of Bidder with address & Date

Note:- The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate. The rates filled in figure only and not in words shall be liable for rejection for which no paper cost shall be returned to the bidder(s).

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 12 months from being eligible to submit Bids for contracts with the Government of India.

Date:

Place:

Name:

Signature: