



NOTICE INVITING TENDER

Tender Title: Supply of 08 Security Guards(Unarmed) to the Embassy of India, Bangkok
Tender Document No.: BAN/PERS/815/01/2023 **Date: 21.12.2023**

The Embassy of India, Bangkok invites bids/quotations from eligible Security Agencies/Firms for the supply of eight (unarmed) Security Guards to the Embassy of India, Bangkok for **Two (02) years w.e.f. July 01, 2024**, as per the terms and conditions set forth in the Tender Documents. Prospective bidders may download tender documents from the Embassy's website; <https://embassyofindiabangkok.gov.in> or CPP portal: <https://eprocure.gov.in>. No fee will be charged for the tender documents. The important schedule is given below:

Date of Publishing	21.12.2023(1000 hrs)
Bid submission start date	21.12.2023(1000 hrs)
Seek clarification(Start date)	21.12.2023(1000 hrs)
Pre-Bid meeting	03.01.2024(1000 hrs)
Seek clarification(End date)	16.01.2024(1600 hrs)
Bid submission (End date)	16.01.2024(1600 hrs)
Bid opening date	17.01.2024(1000 hrs)

2. Location of Deployment and description of security duties to be performed at the Embassy of India and the Embassy Residence and Residential Complex (ERRC) are given below:

Location for deployment	Number of security guard(s) per shift	Days of deployments	Description of security duties
Embassy of India, 46, Soi 23 (Prasarnmitr), Sukhumvit Road, Klong Toe Nua, Wattana, Bangkok-10110.	02 (Two) Security Guards (including a lady guard) during day shift (0700 hrs. to 1900 hrs.)	Monday to Friday (Total 05 working days)	Visitor access control (checking/frisking of visitors and handling of Baggage Scanner.
	01(One) Security Guard during day shift (0700 hrs. to 1900 hrs.)	Monday to Sunday(Total 07 working days)	Vehicle access control and guarding the Chancery
	01(One) Security Guard during night shift	Monday to Sunday (Total 07 working	Vehicle access control and guarding the

	(1900 hrs. to 0700 hrs.)	days)	Chancery
Embassy Residence and Residential Complex (ERRC) 17/19/21, Sukhumvit Road, Klong Toe Nua, Wattana, Bangkok.	02 (two) Security Guards during day shift. (0700 hrs. to 1900 hrs.)	Monday to Sunday(Total 07 working days)	Access control, guarding the residential complex, handling of CCTV and other security-related equipment
	02 (two) Security Guards during night shift. (1900 hrs. to 0700 hrs.)	Monday to Sunday(Total 07 working days)	Access control, guarding the residential complex, handling of CCTV and other security-related equipment
Total number of Security guards required: 08	Monday to Sunday (Total 07 working days)	06	
	Monday to Friday (Total 05 working days)	02	

3. Interested Security Agencies/Firms should prepare their technical bid and financial bid as per annexure "I" and "II" and submit the bids in two separate **sealed** covers (Envelop No. 01:-"Technical Bid" & Envelop No. 02:-"Financial Bid"). Please write the Tender number on each envelope. Both sealed envelopes shall be put in a larger envelope superscribed as **"Quotation for Hiring of Local Security Guards for the Embassy of India and ERRC, Bangkok, Thailand** and addressed to **Head of Chancery, Embassy of India, 46, Soi Sukhumvit 23 (Prasarnmitr), Sukhumvit Road, Klong Toe Nua, Wattana, Bangkok-10110**. The envelope should reach the Embassy of India, Bangkok, by **16.01.2024(1600 hrs)**.

4. No bid shall be accepted after the specified date and time. However the Competent Authority in the Embassy of India, Bangkok reserves right to extend the date/time for submission of bids, before opening of the Technical Bids.

5. All Bid documents shall be prepared in "English" language only. The Technical as well as Financial Bids should be submitted in two sets- one original and one copy. The bids should be valid for 180 days.

6. The Earnest Money Deposit (EMD) of THB 60,000 (Thai Baht Sixty Thousand Only) in the form of Account Payee Demand Draft/Pay Order in favour of "Embassy of India, Bangkok" is required to be submitted along with bids. The validity of the Demand Draft/Pay Order must be 45 days beyond the validity of tender document.

7. EMD of an unsuccessful bidder at the technical bid stage will be returned within 30 days of opening of financial bids, EMD of an unsuccessful bidder at the later stage will be returned within 30 days of declaration of result. However EMD of the successful bidder will be returned within 30 days after submission of Performance Security.
8. The Technical Bids shall be opened in the Conference Hall, Embassy of India, 46, Soi 23, Sukhumvit (Prasarnmitr), Sukhumvit Road, Bangkok in the presence of bidders or their representatives and evaluated first, based on the documents submitted by the bidders, at the date mentioned above. A letter of authorization shall be submitted by the bidder's representatives before opening the bids.
9. After evaluation of Technical Bids the Embassy of India, Bangkok will intimate the date of opening of the Financial Bids, to only those bidders who qualify at Technical Bid stage. Financial Bids of those Bidders who don't qualify at the Technical Bid stage will be returned to the respective bidders unopened.
10. The Financial Bids of shortlisted bidders only, will be opened in the presence of the bidders or their authorized representative.
11. Successful bidder will be required to furnish Performance Security in the form of Bank Guarantee in the prescribed format (Annexure-V) of the amount equivalent to 5% (five percent) of the total contract value within 15 days of receipt of Letter of Award (LoA) and sign agreement (Annexure-VI) with the client within stipulated time. The performance security shall be valid for a period of 60 days beyond the contract period.
12. If the bidder fails to provide the Performance Security within stipulated time period, such failure shall constitute a breach of contract and the Embassy shall be free to make other arrangements at the risk, cost and expense to the contractor.

13. Eligibility Criteria of Security Agency/Firm (Bidder):

- (i). **Legally Valid Entity:** The Security Agency/Firm must be registered with the concerned agency of the Government of Thailand in Bangkok under statutory regulations applicable in Thailand and have services and operations internationally.
- (ii). The bidder must submit details about the company and its Key Personnel as per proforma in Annexure-III with technical bid.
- iii). The Security Agency/Firm must have at least ten (10) years of overall experience in mobilising Security Forces to Embassies/International offices/ UN offices/Bilateral Organization, etc.
- (iv). The Security Agency/Firm must have **sufficient reserve** of trained and experienced security personnel with ability to provide service response as and when necessary.
- (v). The Security Agency/Firm must have obtained industry certification for its service quality.
- (vi). The Security Agency/Firm must adhere to Human Right Principles.

- (vii). The Security Agency/Firm must have an internal verification system for its employees.
 - (viii). The Security Agency/Firm must have valid VAT registration certificate from the concerned department.
 - (ix). The Security Agency/Firm should have training facility.
 - (x). The Security Agency/Firm should have a system of undertaking supervisory checks of the functioning of LSGs to ensure that the supplied LSGs are discharging their duties efficiently and as per the SOPs designed by the Employer. (The Security Agency/Firm should spell out the system of supervision/surprise checks to achieve the above objective, e.g. number of scheduled and surprise visits in a given period).
- Note: The bidder should submit attested copies of the documents/proofs in support of the eligibility criteria mentioned in Sr. No. (i) to (x) to establish their eligibility with technical bid.

14. Quality Parameters for Local Security Guards (LSGs)

The security guards provided by the company;

- (i) Should have working experience as a regular security guard with any Embassy/International office/UN office/Bilateral Organization. Only temporary deployment for a few days would not be considered as experience.
- (ii) Should be below 45 years of age, and supervisors, wherever necessary, should be below 55 years of age.
- (iii). Should be physically strong, mentally fit, and not suffer from an apparent disability. The agency should submit a Medical Fitness Certificate for each LSG from an authorized Medical Practitioner. Additionally, they should not be emaciated, feeble and timid in an apparent sense.
- (iv). Should have been vetted by the local Government's security department(s) regarding record, character and antecedents. The Agency/Firm should provide background details of the LSGs and proof of their vetting.
- (v). Should possess training in essential security duties, including basic security tools such as X-Ray Baggage Inspection Machine, HHMD, DFMD, CCTV monitoring etc.
- (vi). Should have attended education at least 9th grade/Mathayaom Ton.
- (vii). Should be proficient in the local language to deal with visitors.
- (viii) Should possess minimum skill in the English language required to communicate with the Embassy staff.
- (ix). Should perform duties in smart uniform and their overall appearance should be neat and clean
- (x) Before deployment of security guards, the company/firm should submit the list of security guards being deployed well in advance. The Embassy will check their antecedents and

take interviews if required. Security guards would only be deployed with the prior approval of the Embassy.

(xi) The company /firm should submit a list of reserve guards and the regular security guards only be replaced from the pool.

15. Penalty Clause for shortcoming in Services:

Appropriate and rational penalties for the shortcoming may be imposed by the Client for the deficiency in services . Some of the shortcoming are indicated as below;

(i). Failure to provide security guard by the company or absence of a security guard from his/her duty point (up to 2 times of the daily rate).

(ii). Security Guard found sleeping on duty (an amount equivalent to the daily rate).

(iii). Consumption of alcohol or other narcotics while on duty (Immediate removal from duties and penalty up to 2 times of the daily rate).

(iv). Excessive use of mobile phones for chatting /watching videos /making unnecessary calls may affect their normal performance of duty(an amount equivalent to the daily rate).

(v). Inappropriate or unwelcoming behavior with Missions staff or visitors (Immediate removal from duties).

(vi) Deployment of security guard without verification of antecedent and the prior approval from the Embassy (Immediate removal from duties and penalty up to 2 times for the daily rate).

(vi). Continuous deployment of a security guard for more than 1 shift without proper rest. (Immediate removal from duties and penalty equivalent to the daily rate).

(vii). The above list is only indicative, and it is not exhaustive. The client can impose appropriate and rational penalties for other shortcomings.

16. Special Instructions:

(i). The bidder shall submit documentary evidence regarding their **financial and technical capabilities** as quoted by them.

(ii). The bidder can submit only one bid, a bidder who submits or participates in more than one Tender will be disqualified.

(iii). The Embassy reserves the right to accept or reject all the bids without assigning any reasons.

(iv). If the tenderer submits any false/ incorrect or forged certificates, his Tender will be rejected, and the Tender security may be forfeited.

(v).The Embassy of India, Bangkok, reserves the right to review the requirements of the LSGs

at any time, after serving 30 days advance notice, if the services rendered are not found satisfactory during the contract period.

(vi). Contract amount, once agreed by the Firm, shall not be increased during the contract period.

17. While all efforts have been made to avoid errors in drafting tender documents, the bidders are advised to check the same carefully. No claim for any errors detected in the tender document shall be entertained.

18. For any further enquiries, the Embassy of India, Bangkok, may be contacted by telephone number 02-258-0300 (Ext:112) during office days between 10:00 AM to 5:00 PM (Mr Manish Rai) or email at hoc.bangkok@mea.gov.in/apwo.bangkok@mea.gov.in.

(Vipul Pawar)

Head of Chancery

Date: 21 December, 2023

TECHNICAL BID PROFORMA

(Quotation for Hiring of Local Security Guards for the Embassy of India and ERRC, Bangkok, Thailand)

Tender No.

Sl. No.	Particulars	Details to be given by the Tendered
1.	Name of company/firm	
2.	Full Postal Address	
3.	Telephone Number	
4.	Mobile Number	
5.	E-mail ID	
6.	Date of establishment	
7.	Nature of the Firm i.e. Proprietorship Partnership/ Limited etc.	
8.	VAT Registration Numbers	
9.	License No. under the provisions of Private Security Agencies(Regulation).	
10	Company profile and its Name of key Personnel as per proforma in Annexure-III	
11	Experience; Year wise list of clients served before	
11.	Give details of Contract executed during last 03 years.	
11.	List of clients serving presently.	
12	Industry certification obtained	
13	No of security guards currently employed	
14	No. of trained reserve guards	
15.	Any other information which you consider necessary to furnish.	
16	Training facility	
17	Supervisory checks of the functioning of LSGs	

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It is certified that the particulars given above are true to the best of my knowledge and I/We have read the terms and conditions and duties/responsibilities of the Security Staff to be engaged for the purpose and have also understood the same and do hereby undertake to abide by the same without any reservations on any ground whatsoever. In case of any breach of the said conditions, I/We shall be responsible for the consequences of the same.

Full Name & Signature of Authorize Signatory
With rubber stamp of the Agency affixed.

Date:
Place:

FINANCIAL BID PROFORMA

(Quotation for Hiring of Local Security Guards for the Embassy of India and ERRC, Bangkok, Thailand)

Tender No.

01. Name of the Firm :

02. Address of the Registered Office :

03. Correspondence address :

04. Contact Details :

Telephone:

Mobile :

E-mail :

Website :

Sl. No.	Items(s)/service	Monthly rates (Without VAT) in THB	Total monthly rates (Without VAT) in THB	Total monthly rate (with VAT@ 7%) in THB	Total price quoted for 8 security guards for two years (without VAT) in THB	Total price quoted for 8 security guards for two years (with VAT@ 7%) in THB
01.	Security guard for 12 hours shift per day for seven (07) working days in a week					
02.	Security guard for 12 hours shift per day for five (05) working days in a week					
	Total monthly rates for eight (08) security guards in THB					

Full Name & Signature of Authorize Signatory
With rubber stamp of the Agency affixed.

Date:

Place:

Note: Price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel transportation, rentals, taxes, VAT, social security, insurance and other benefits of the security guards.

CONTACT DETAILS FORM
Bidders description format summary

Name of the Bidding Firm	
Name of Partner(s) & Nationality	
Name of the Authorized Signatory Nationality Passport No.	
Email ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
VAT registration number	
Registered Office & Address	
Branch offices in (with address and Contact details) if any	
Average Annual turnover in the last five financial years	
Board of Directors	
Total Staff Strength with Nationality of Employees	
Nationality of Security Guards in Company and to be deputed for duty (National of India or friendly country)	

DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY
(With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.

(On the letter head of the bidding company)

**The Head of Chancery,
Embassy of India
46, Soi 23 (Prasarnmitr)
Sukhumvit Road, Bangkok 10110**

UNDERTAKING

I, _____ of M/s. _____, having registered office at _____ do hereby undertake that my company M/s. _____ will not withdraw or modify its bids from Tender No. _____ dated _____ for hiring of 08 Local Security Guards (LSGs) for the security of Embassy of India and Embassy Residence and Residential Complex (ERRC) of Embassy of India during the period of validity of the bids.

I further undertake to have understood that if my company M/s. _____ withdraws or modifies its bids or if it fails to sign the contract or fails to submit a performance security before the stipulated deadline if the work is awarded to it, the EMD will be forfeited and M/s. _____ will be suspended for a specific time period from being eligible to submit bids for contract with Embassy of India, Bangkok.

Date:

Place:

Performance Guarantee Format

To
The Head of Chancery
Embassy of India,
46,Soi 23 (Prasarnmitr)
Sukhumvit Road, Bangkok

WHEREAS.....(Name and address of the security Agency/Firm) herein called "Contractor" in pursuance of tender No BAN/PERS/813/01/2023 dated December 18, 2023 has undertaken the work/order to provide "Local Security Guard for the security of Embassy of India and Embassy Residence and Residential Complex(ERRC) as mentioned in the tender documents" hereinafter called the contract.

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor/ bidder shall furnish a Bank Guarantee to you by a recognized Bank for the sum specified therein as security for compliance with performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor and/or bidder a Guarantee.

Therefore, we hereby affirm that we are Guarantors and responsible to you, on behalf of the Contractor and or bidder, up to a total of _____ amount of the guarantee in words and figures i.e. 5% of total contract value. We undertake to pay you upon your first written demand decelerating the Contractor/bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limit of THB_____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

The guarantee is valid until 30st August 2025.

(Signature and seal of Guarantors)

Date :

Place:

Stamp Paper
(of values as per Local Laws)

AGREEMENT

This agreement made at Bangkok on the _____ day of 2023 between the President of India represented through Ambassador of India in Bangkok (hereinafter called "The Client") of the one part and (Name and address of the Security Agency/firm) (hereinafter called "The Contractor"). of the other part.

Whereas the client desires that the work known as "Hiring of the Local Security Guards (LSGs) to the Embassy of India and Embassy Residence and Residential Complex (ERRC) of Embassy of India Bangkok as per details mention in the Tender documents" should be executed by the Contractor.

The Client and the Contractor agree as follows:-

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract herein referred to.
2. The Letter of Tender/Tender document published by the Embassy of India and bids (Technical and Financial) submitted by the Contractor (Name & Address of the Contractor) shall be deemed to form and be read and constituted as part of this Agreement.

Note: Tender Document comprises of following:

- (i) Notice Inviting Tender, Instructions to Bidders
- (ii) Document submitted by the Bidder to establish their eligibility.
- (iii) Technical and Financial Bid.
- (iv) Organizational Chart of the Security Agency/Contractor
- (v) Performance Security in the form of Bank Guarantee
- (vi) Integrity Pact duly signed and submitted with Tender Documents
- (vii) Letter of Award (LoA)
- (vii) Specific Power of Attorney in favour of _____ holder of Passport no. _____ authorize for signing of Contract on behalf of the Contractor.

3. The Client hereby covenants to pay the Contractor in consideration of Security Service provided by them therein the Contract price or such other sum as may become payable under provisions of the Contract at the times and in the manner prescribed by the Contract.

In witness whereof the parties hereto have caused this Agreement to be executed the day and year first before written in accordance with Thai laws.

Signed by: -	Signed by: -
For and on behalf of the Client in the presence of	For and on behalf of the Contractor in the presence of
Witness 1.	Witness 1.
Name	Name
Address	Address
Date	Date
Witness 2.	Witness 2.
Name	Name
Address	Address
Date	Date

LETTER OF BID
(To be printed on Bidder's letterhead)

Dated.....01/2024

To,
Head of Chancery
Embassy of India, Bangkok
46, Soi 23 (Prasarnmitr),
Sukhumvit Road, Bangkok, 10110.

Ref: Tender No.....

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents in accordance with Instructions to Bidders.

2. We offer to execute in conformity with the Bidding Documents hiring of 08 Local Security Guards (LSGs) for the security of Embassy of India and Embassy Residence and Residential Complex (ERRC) of Embassy of India

3. Our bid shall be valid for a period of **180 days** from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and may be accepted at any time before the Expiry of the period.

4. If our bid is accepted, we commit to submit requisite Performance Security Deposit as per the stipulated time.

5. We also declare that the any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/lowest bid or any other bid that you may receive.

Your sincerely
Authorized Signatory.

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)