



**HIGH COMMISSION OF INDIA  
29, Triq-Galanton Vassallo,  
Santa Venera, SVR 1901,  
Malta**

**PRESS NOTICE**

Sealed quotations are invited for 'contract' services for one full-time unarmed Security Guard for providing security at the **High Commission of India at 29, Triq-Galanton Vassallo, Santa Venera, SVR 1901, Malta**. Detailed Scope of work, Qualification standards and other details are available at the website [www.hcimalta.gov.in](http://www.hcimalta.gov.in), [www.mea.gov.in](http://www.mea.gov.in) and <http://eprocure.gov.in/cppp> under the head 'Tenders'

**The last date for receipt of bids is 4<sup>th</sup> November 2021.**

High Commission of India  
Malta

Subject: Tender Notice for hiring of 01 Local Security Guard (LSG) for High Commission of India, Malta

Invitation for bid for 'contract services for one (01) unarmed Security Guard for providing security at the High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta.

The High Commission of India, Malta (hereinafter referred as HCI) invites sealed tenders from professional security companies/firms for providing Contract services for one unarmed Security Guard (Male) for providing security at the HCI, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta.

2. The tenders are invited under two bid systems viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office in Malta.
3. The tender document can be downloaded from the following websites  
[www.hcimalta.gov.in](http://www.hcimalta.gov.in)  
[www.mea.gov.in](http://www.mea.gov.in)  
[www.http://eprocure.gov.in/cppp](http://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) Interested bidders may like to send the bids as per Annexure 'C' in sealed condition and with clear indication on envelope through post addressed to Head of Chancery, High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta. Bids cannot be received by email or fax. Late bids and incomplete bids would be rejected.
  - (b) The first sealed envelope superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence) as per section – IV. Proforma Annexure 'A'.
  - (c) The second sealed envelope superscripted "Financial Bid" should contain rates only for the contract as per section-V of the Tender Document. Proforma Annexure 'B'.
  - (d) 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 Bank of Valletta or a Bank guarantee in favour of High Commission of India, Malta 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, Malta or in the form of bank guarantee. The performance guarantee would remain valid for entire duration of the contract.

- (e) The above stated two sealed covers should be placed in the main sealed envelope superscripted "Tender for contract Services for Security Guard, 2021" addressed to the Head of Chancery, High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta and must reach on or before 4<sup>th</sup> November 2021. Tender should be sent by Registered post to The Head of Chancery, High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta or may be handed over, against proper receipt, at The High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta. 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.
  - (f) All quotations should have date and signature of the authorised signatory of the service provider company with stamp.
  - (g) All quotations must be neatly typed/computer printed. Handwritten offer will be rejected. All bids should be in English language only.
  - (h) 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.
  - (i) Validity of the bids should be 6 months from date of opening of bids. Late bids and incomplete bids would be rejected.
5. The contract would be valid for a period of one year 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, Malta 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	13 <sup>th</sup> October , 2021
2.	Last date of Submission of bids	4 <sup>th</sup> November, 2021
3.	Date of opening of Bids (Participant bidders may wish to be present)	8 <sup>th</sup> November 2021 at 1500 hrs
4.	Venue for pre-bid and opening of bids	High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta

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 High Commission of India via email- [hoc.valletta@mea.gov.in](mailto:hoc.valletta@mea.gov.in).

Head of Chancery

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High Commission of India  
Malta

Section-II

Subject: Tender Notice for hiring of 01 Local Security Guard (LSG) for High Commission of India Malta

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 of HCI employees.

(B) Security of High Commission of India 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) To possess basic qualifications to handle emergency in case of fire, Bomb threat & Evacuation procedure as per Malta norms.

(E) Dealing with suspects as per Malta legislation.

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

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

(H) Perform all security duties assigned by HCI, Malta.

(I) Additional security duties if required by High Commission on weekends (Saturday & Sunday and public holidays).

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, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta	01 (Male)

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High Commission of India  
Malta

Section-III

Subject: Tender Notice for hiring of 01 Local Security Guard (LSG) for High Commission of India, Malta

Terms & Conditions

A. Quality parameters for local security guard (LSG)

1. LSG 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 or matriculation equivalent.
3. Should be proficient in Maltese and English.
4. Brief CV of LSG 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 LSG 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 Guard 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 Guard 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 LSG 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.

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 15 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 Maltese 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 Guard; 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 High Commission.
4. Take home pay and allowances of the Security Guard: 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 guard. 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 Guard on its roll so that the Security Guard is rotated periodically, if needed.
6. The Security Guard 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) from 09AM to 6PM (09 hours).
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 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.
- 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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High Commission of India  
Malta

Section-IV

Subject: Tender Notice for hiring of 01 Local Security Guard (LSG) for High Commission of India, 29, TRIQ-GALANTON VASSALLO, SANTA VENERA, SVR1901, Malta

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 Malta 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, Malta 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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High Commission of India  
Malta

Section-V

Subject: Tender Notice for hiring of 01 Local Security Guard (LSG) for High Commission of India, Malta

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 many shifts	No. of LSG in one shift	Total No. of LSG {(i) x (v)}	Unit Price *(per hour/per shift/per month) for working days and for weekend and holidays.
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	High Commission of India Chancery	09:00hrs-18:00hrs (09 hrs)	One	01	01	
GRAND TOTAL					01	

## Annexure 'A'

### TECHNICAL BID PROFORMA

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
  - (a) Telephone:
  - (b) Fax:
  - (c) E-mail:

S. No.	Requirements
1.	(a) Brief introduction of the company including whether based in Malta
	(b) Previous experience in the field (minimum five years)
	(c) Local level security industry knowledge (documented references of govt./semi govt./autonomous body/Embassy/Consulate and private clients needed).
	(d) Registration Certificate & license for the services (duly attested copies to be enclosed)
2.	(a) Details of Current contracts of security services undertaken by the firm
	(b) Details of past contracts of security services undertaken by the firm
	(c) Testimonials [Clients' letters/ certificates etc.]
3	The service provider will give an undertaking that it will provide Qualification and experience documents of the Security guards proposed to be deployed in the High Commission, if the contract is finally awarded to them.
4	Security related topics to be covered during training schedule of the guards

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

## Annexure 'B'

### Financial Bid Proforma

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
  - (a) Telephone:
  - (b) Fax:
  - (c) E-m ail:

<b>S. No.</b>	<b>Item</b>	<b>Charges (in Euros)</b>	<b>VAT if included</b>
a)	Monthly charges for one Security Guard (9 hours between 0900 to 1800 hrs. for 5 days per week from Monday to Friday)		
(b)	Cost of additional work hours, if required by the High Commission on certain occasions during : (i) Working days (ii) Weekends (Saturday & Sunday) (iii) Public Holidays		

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

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**'Annexure 'C'**

**AFFIDAVIT**

I/We, \_\_\_\_\_, representative(s)  
of M/s. \_\_\_\_\_ solemnly declare  
that:-

1. I/We are submitting my/our bid against the Tender Notice no., \_ \_ \_ \_ \_  
dated \_\_\_\_\_ brought out by the High Commission of India, Malta  
for providing security services at the Chancery.
2. I/We or my/our partners do not have any relative working in any office of High  
Commission of India, Malta.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria  
and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine,  
authentic, true and valid.
5. The Price - Bid submitted by me/us is **"WITHOUT ANY CONDITION "**.
6. I/We have not been banned/ delisted by the Government or any Government  
agency of Malta.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/ incorrect,  
Consulate may cancel my/our Tender and take any action as deemed fit including  
termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all  
partners of the firm etc.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

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