



**High Commission of India
Singapore**

No. SIN/815/1/2018

2nd April 2018

Tender for Hiring of Local Security Guards at 2, Peirce Road (India House), 31 Grange Road (Chancery premises) and 54, Stevens Road (Staff Residences)

High Commission of India, Singapore invites technical and financial bids for hiring of Local Security Guards for securing the Government of India properties in Singapore at 31, Grange Road; 2, Peirce Road and 54 Stevens Road for a period of one year from the date of award of the contract as per the following details: -

1. Scope of Services:-

- (a) The scope of services includes the following:
 - i) the provision for two security guards (one male and one female) at High Commission of India Chancery building (31 Grange Road) from Monday to Friday except on public holidays as listed by High Commission of India from 0800 Hrs to 1800Hrs, and
 - ii) the provision for 24-hour security services for seven days a week (including public holidays, Saturdays and Sundays) for the properties situated at 2 Peirce Road and 54 Stevens Road. Security services shall be performed in two shifts from 0800 hrs to 2000 hrs (shift 1) and from 2000 hrs to 0800 hrs (shift 2) by one security guard for each shift.
- (b) The service provider shall provide licensed security guards for each shift and shall be responsible for the security of the building and its occupants.
- (c) For change of shift, no security guard is allowed to leave until his or her replacement has arrived, including lunch break.
- (d) No security guard shall leave the guard room or place of duty unattended at any point of time.

2. Contract Terms and conditions:

- (a) The contract term shall be twelve (12) months starting from the date of commencement. The High Commission of India (hereafter referred as HCI) reserves the right to exercise the option to extend the contract term by another one year on the same terms and conditions.

- (b) The provider shall be licensed by the Police Licensing and Regulatory Department (PLRD) of the Singapore Police Force and must be awarded with "A" grading in PLRD's annual grading exercise.
- (c) The service provider shall provide full uniforms with appropriate footwear for all security guards whether on relief or full time employment. All the security guards shall, at all time, be in proper uniform with names and identification tags and shall be provided with necessary equipment for proper security duties such as whistle, night stick, torch light, walkie-talkie etc. where necessary.
- (d) The maximum age of security guards deployed by the service provider shall not be more than 50 years.
- (e) The Security Guard should possess minimum education qualification up to 'N' Level. Beside local language, should also possess good knowledge of English, written as well as verbal.
- (f) The Security Guard should be physically and mentally fit and he/she should not suffer from an apparent disability including obesity/overweight etc. The Contractor should submit Medical Fitness Certificate in respect of every Security Guard from an authorised Medical Practitioner. The Guard should not be emaciated, feeble and timid in an apparent sense.
- (g) The Security Guard shall assist in case of any fire, medical or any other emergencies and should be well trained in handling such emergencies.
- (h) The Security Guard shall screen baggage/parcel/letter etc. using metal detectors and lookout for any kind of firearms or weapon that is intended to be brought inside the premises by any visitor. Any such incident shall be brought immediately into the knowledge of Chief Security Officer of HCI.
- (i) The security guard should possess training in basic security duties such as access control and sabotage checks (of person, baggage and vehicles) including use of basic security devices such as HHMD, DFMD, CCTV baggage and letter scanners.
- (j) In the event that any security guard on duty is absent for whatever reason, the provider is responsible for providing relief security guard immediately. For failure to provide for replacement beyond 1 hour, the deduction amount shall be SGD 500/- per security guard per day. An attendance register shall be maintained for this purpose.
- (k) Tenderers are to note that security companies must be licensed and from 1 Sep 2016, security companies must ensure their security guards receive the required training and are paid wages that are in line with the prescribed wages under Singapore laws.
- (l) Foot patrol around the premise shall be conducted at interval of every two hours for the night shift. The patrol shall cover all grounds around and within buildings including surveillance on all the facilities in the buildings. During patrol, the security guard shall check all gates, fencing to ensure that there is no tempering or any loss or damage to the property.
- (m) The security guard are to maintain a register to record all particulars including name, NRIC no., time and reasons of persons entering and leaving the premises along with their vehicle details. No items or equipment can be removed except with written authorisation of HCI.

- (n) The Security Guard shall assist in crowd and traffic control during reception, national day celebrations or any other gathering.
- (o) The security guard shall cordially receive all visitors to Chancery or other buildings and maintain a record of such visitors and purpose of their visit. No visitor is allowed after office hours.
- (p) The security guard on patrol is required to report immediately to the HCI on any incident concerning safety and damage to the HCI property.
- (q) The provider shall be deemed to have inspected and examined the Site and its surroundings and to have satisfied himself before submitting his tender as to the nature of the site, the form and the nature of the buildings and the extent and nature of work. No extra claim, whatsoever, shall be entertained in this regard.
- (r) The service provider is required to exercise firm control over the conduct of his personnel at the HCI properties. The provider shall immediately dismiss any person whose continued employment thereon is in the opinion of HCI undesirable.
- (s) The service provider should have a system of undertaking supervisory checks of functioning of Security Guards. The provider should indicate as to how the system of supervision and checks would be done.
- (t) The HCI shall make payment to the service provider on satisfactory completion of services for a particular month. The bill for the services shall be submitted in the first week of following month.

3. Evaluation of bids:

- (a) The HCI shall follow two bids system i.e. Technical bid and Financial bid. The technical bid and financial bid should be sealed by bidders in separate covers duly super-scribed "financial bid or Technical bid" as the case may be and both these sealed covers are to be put in a bigger cover which should be duly super-scribed as "quote for providing security services".
- (b) The technical bids will be evaluated mainly on the following parameters:
 - (i) Should possess experience of providing such security services for at least 5 years. Supported by user satisfaction certificate and other documents like achievements of the company.
 - (ii) Ability to provide User Satisfaction Certificate from at least 3 organizations.
 - (iii) Registration with PLRD.
 - (iv) List of Security Guards approved by the PLRD in terms of training, character and antecedents.
 - (v) List of other clients the company is serving in terms of supply of local security guards.
 - (vi) Evidence of registration of the company under relevant statutory regulations.
 - (vii) Range of security service provided by the firm.

- (viii) Reserve pool of men and logistics such as response team, patrol vehicles/security equipment/control room facilities/communication equipment under use etc.
 - (ix) Average period for which a security guard and security supervisors remains with the company.
 - (x) Training facilities, does the company have its own training facility? Or does company avail the facility of another provider or a company that only focus on training?
 - (xi) Industry certificate obtained by the company for its quality and company's relationship with local police.
 - (xii) Average take home pay and allowances of the security guards.
- (c) Financial bids of only those tenderers would be opened who are found technically sound and qualified. The assessment in terms of technical qualification shall be done by HCI and shall be final.
- (d) The Financial bid should indicate cost for providing security services for India House, Chancery premises and Staff Residences for each Security Guard on monthly basis. Taxes, if any, shall be indicated separately and shall not be taken into account while deciding the lowest quote.
- (e) The total cost involved in providing Security Guard for all three establishments for all shifts as indicated above shall be taken into account while deciding the lowest quote.
- (f) For any clarification, prospective Bidders may contact "S K Goel, Head of Chancery" on email hoc.singapore@mea.gov.in or in person during office hours in the High Commission.
- (g) Last date for submission of bids:-

Bids, complete in all respects and in the manner provided, may be submitted at the address given below by **24 April, 2018**.

Mr. S K Goel,
Head of Chancery,
High Commission of India
Singapore

- (h) All data, information, and any other material submitted by the Bidders in the process of bidding and part of bidding documents, shall remain the exclusive property of the High Commission at all times.
- (i) The bid and all correspondence and documents relating to the bid, exchanged between the bidder and the HCI shall be in English language or submitted along with the English translation.
- (j) The price to be quoted by the bidders shall be in Singapore Dollars only. The bid should be valid for a minimum period of 90 days.
- (k) The Bid shall contain no alteration, omissions or additions, overwriting except those to comply with instruction issued by the HCI or as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.

- (l) The HCI reserves the right to accept/reject the Bid and does not bind itself to accept the lowest bid or any bid and can reject all the bids or scrap the proposal in whole or in part.
- (m) The successful Bidder should not sub-contract any part of the Scope of work to be undertaken by them without written permission from the HCI. The bidder to whom the contract is awarded is solely responsible to the HCI for the completion of the awarded contract.
- (n) The successful bidder shall be required to give performance guarantee of the 10% of the total annual amount in the form of bank guarantee or banker's cheque or similar mode of security.



(S K Goel)

Head of Chancery
High Commission of India
Singapore 239702

Email: - hoc.singapore@mea.gov.in

Tel:- 65-62382524

(Technical Bid Proforma)

To,

High Commission of India
31, Grange Road,
Singapore

Subject: TECHNICAL BID

Sir,

I/We submit following details for your perusal.

Sl. No	Parameters	Yes/No	Whether supported by documents (yes/no)
1	Experience of providing security services for at least 5 years. Supported by documents like appreciation letters and certificate of incorporation of company.		
2	Ability to provide User Satisfaction Certificate from at least 3 organizations		
3	Registration with PLRD (Mandatory condition)		
4	List of Security Guards employed by the service provider and approved by the PLRD		
5	Documents of registration of the company under relevant statutory regulations		
6	Reserve pool of men and logistics such as response team, patrol vehicles/security equipment/control room facilities/communication equipment under use etc.		
7	Training facilities, does the company have its own training facility? Or does company avail the facility of another provider or a company that only focus on training?		
8	Experience of providing security services to any other Diplomatic Mission (enclose work orders/certificate)		
9	Average take home pay and allowances of the security guards (to give salary certificates etc.)		
10	Evidence of range of security services provided (eg. Activities other than supplying manpower)		
11	Attrition rate of security guard employed with the company.		

This is to further confirm that I/We agree to abide by all the terms and conditions mentioned in the tender. I further declare that information given by me is true. If at any time the information given by me is found to be incorrect or false, the High Commission of India in Singapore can take any action including termination of contract.

(Signature with name and address)
(Official seal of the company)

(Financial Bid Proforma)

To,

High Commission of India
31, Grange Road,
Singapore

Subject: FINANCIAL BID

Sir,

I/we quote our rates for providing security guards as follows:

Sl. No.	No. of Security Guards	Charges of one Security Guard in Singapore Dollars	Total Charges in Singapore dollars
1	At 31, Grange Road, Singapore: (Monday to Friday except on public holidays as listed by High Commission of India)		
	One Security Guard (Male) from 0800 hrs to 1800 hrs		
	One Security Guard(Female) from 0800 hrs to 1800 hrs		
2	At 2, Peirce Road, Singapore: (Sunday to Saturday including public/weekly holidays		
	One Security Guard from 0800 hrs to 2000 hrs (Shift 1)		
	One Security Guard from 2000 hrs to 0800 hrs (Shift2)		
3	At 54 Stevens Road, Singapore: (Sunday to Saturday including public/weekly holidays		
	One Security Guard from 0800 hrs to 2000 hrs (Shift 1)		
	One Security Guard from 2000 hrs to 0800 hrs (Shift2)		
Total			
GST			
Total including GST			

This is to further confirm that I/We agree to abide by all the terms and conditions mentioned in the tender. I further declare that information given by me is true. If at any time the information given by me is found to be incorrect or false, the High Commission of India in Singapore can take any action including termination of contract.

(Signature with name and address)
(Official seal of the company)