

FRA/ADMN/813/02/2023
The Consulate General of India
Frankfurt

Notice seeking bids for hiring of one un-armed Local Security Guard

The Consulate General of India, Frankfurt invites bidders to provide security services by hiring one un-armed Local Security Guard at following address :

- Consulate General of India, Friedrich-Ebert-Anlage26, 60325, Frankfurt am Main.

2. The invitation of tender is open to all eligible agencies who have experience in the field of providing security personnel in Germany and have successfully completed similar type of work in any reputed organization including other Consulate/Embassies or any other foreign establishment based in Germany. The initial contract will be for a period of two years which may further be extended for another year as per requirement and at same terms and conditions. There will be no price escalation during the contract period.

(Vibha Kant Sharma)
Head of Chancery
Phone: +49 15300517
Email id: hoc.frankfurt@mea.gov.in
Consulate General of India, Frankfurt

Scope of Work

3. The detailed scope of work is listed below:

- i. One un-armed guard from 8 am to 8 pm from Monday to Friday at Consulate General of India, Friedrich-Ebert-Anlage 26, 60325, Frankfurt am Main.
- ii. Taking periodic patrolling and surveillance for suspected activities of visitors/passers-by in the premises and outside the premises.
- iii. Keeping a watch over for any sabotage, damage, fire in order to safeguard the property, men, material, machines and document system at site.
- iv. To be alert and detect unattended packages and strange objects and respond quickly in emergency situations like fire, law & order, medical etc.
- v. Performing all security duties assigned by the Consulate General of India.
- vi. Assist in crowd management and frisking of visitors.
- vii. Prohibit any kind of encroachment to the private property of the Consulate
- viii. Prohibit unauthorized parking in the parking of the Consulate and to keep the access to the garage free from any vehicles or visitors.

4. The detailed list of attributes of security guard deployed for security are as follows:

- i. The un-armed guard should be alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Consulate.
- ii. The un-armed guard must be well versed with fire emergency procedures and handling of fire extinguisher and should be physically and mentally fit and should not be suffering from an apparent disability. The provider will submit Medical Fitness Certificate in respect of the deployed Security Guard from an authorized Medical Practitioner.
- iii. The guard should not be emaciated, feeble and timid in an apparent sense and must be well versed in English Communication.
- iv. The armed guard should be proficient in the local language (so as to deal with local visitors and unruly persons) and should be thoroughly proficient and trained in handling of security equipment he is supposed to carry or use.
- v. They should be trained in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of firearm and basic security tools such as HHMD, DFMD, CCTV monitoring etc.
- vi. The company must submit past records, characters, antecedents and other details of the security guards and the details must be vetted by government security department. The Provider should provide background details of the security guard and also proof of their vetting. The guards should perform duties in smart uniform and overall appearance should be neat and clean.
- vii. Security Guard should have attended education at least upto 10th Standard or matriculation equivalent.
- viii. Security Guard should not be more than 50 years of age.

Tendering Process

5. The tendering process will be held in two rounds. The first stage will be technical bidding round and second will be financial bidding round. The bidders who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below.

Technical eligibility criteria

6. The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies which do not qualify in the technical bidding round will not be considered eligible for Financial bidding round. The detailed technical bidding proforma of **Annexure A** should be duly filled and submitted. The bidder will be disqualified if the technical bidding proforma is not submitted as per **Annexure A**.

Financial eligibility criteria

7. Bidding companies, which have qualified in the Technical Bidding round, will appear in Financial bidding round. The financial eligibility criteria is as follows:

- i. **The rates will be fixed for the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period.** The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per **Annexure B**.
- ii. The Bidder has to submit an undertaking to deposit a performance security deposit (PSD) amounting to 5% of the total contract value if awarded the contract.
- iii. All the final quotes mentioned in the quotation should be excluding VAT. VAT should be mentioned separately.
- iv. The validity period of quotation should be minimum of 180 days from the last date of bid submission.
- v. All the financial quotes should be submitted as per Annexure B. The bidder will be disqualified if the financial quote is not submitted as per **Annexure B**.

Critical date sheet for bidding process

1	Date of publishing of tender	14.12.2024
2	Bid submission start date	14.12.2024
3	Bid submission end date	03.01.2025
4	Date of opening of technical bid	06.01.2025
5	Date of opening of financial bid	07.01.2025

Terms & Conditions

8. The terms and conditions of this bidding process are as follows :

i. The bidder shall submit its offer in an envelope, super scribed as **“Notice seeking quotations for hiring of un-armed Local Security Guard”**. The bid must be submitted as per the format mentioned in Annexure A and Annexure B. Those bids who qualify the technical bidding round will be eligible to become part of financial bidding round. Therefore, only those financial bids will be opened which will qualify technical bidding round. **Thus, it is important to ensure that Technical and Financial bids are kept in separate sealed envelopes and then submitted together in one single envelope.**

ii. The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted. The site can be inspected on any working day with prior appointment with the representative of Consulate General of India, Frankfurt between 0900-1700 hrs to assess the scope of work. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.

iii. The validity of the contract will be for a period of two years which may be further extended for one year as per requirement at same terms and conditions. There will be no price escalation during the contract period.

iv. The sealed bid shall be submitted to the Head of Chancery, Consulate General of India, Friedrich-Ebert-Anlage26, 60325, Frankfurt am Main. The contact person will be Mr. Vyas Nandan Shukla, Vice Consul (Administration), Phone: +49-15300516 and email id: admn.frankfurt@mea.gov.in

v. The contract may be terminated by either party by giving one month's advance notice.

vi. The agency will submit the Character and Antecedents Certificate of its guard duly vetted by local Government's security department(s) before deployment

vii. Security Guard deployment should be regular. In case of any change of regular security guard, it should be immediately reported to the Consulate.

viii. In the event of deployment of a lethargic guard being negligent to his duties, will tantamount to recall from duty and have to substitute with active guard. The service provider should not pay wages lower than minimum wages of labor as fixed by the local authorities. The service provider is obliged to replace, without unreasonable delay and at no cost to Consulate General of India, Frankfurt, the security guard whom this Consulate considers lacking necessary competence.

ix. The agency should observe and confirm to all rules, regulations and bye-laws of the local authority concerned and comply with all statutory regulations specially relating to Employees Provident Fund and other laws in any way relating to Security Agency. The Security Agency to whom contract is awarded, shall be responsible for providing medical facility to the security personnel provided by the company.

x. The agency should have a system of undertaking supervisory checks of functioning of their Security Guard to ensure their discipline, alertness, proper uniform, conduct in the course of their duty. Also provide the system of supervision/surprise checks e.g. number of scheduled and surprise visits in a given period.

xi. In case of security agency fails to provide the desired services or breaches the contract and for loss or damage, if any, to the property, life and limbs of Consulate staff etc due to negligence of the security personnel or substandard services of the security agency, necessary action will be taken by this Consulate.

xii. Any shortcomings in duties performed by guard during duty hours such as unauthorized absence, guard found sleeping, consumption of alcohol etc will attract penalty as per **Annexure C**.

xiii. The agency should comply at all times with all statutory and other requirements for ensuring the health, safety and welfare of the persons deployed in security. The agency should indemnify and keep indemnified the Consulate against any loss, damages, fines, premium, levies, costs, charges and expenses that the Consulate General of India may suffer or incur on account of breach of any law, rules and regulations of the Government or any local authority or breach of any term or covenant of the contract.

xiv. The bidder shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work. Decision of Consulate General of India, Frankfurt shall be final and binding on all the bidders.

xv. All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of any person nominated by the Consulate General of India, Frankfurt. The arbitration shall be in accordance with the existing rules of Germany.

xvi. The proposals submitted should be valid for a minimum period of 180 days from the last date of bid submission.

xvii. The tender issuing authority reserves the right to withdraw/cancel the tender for any reason whatsoever after publication/award of the contract.

xviii. The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of Consulate General of India, Frankfurt in form of Bank Guarantee/Fixed Deposit Receipt (FDR), within two weeks from the date of award of contract. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly. No interest shall be paid on Performance Security.

xix. The Performance Security will be forfeited by order of the Competent Authority in the Consulate in the event of any breach or negligence or non- observance of any terms & conditions of the contract or for unsatisfactory performance. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Consulate sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained. On due performance and completion of the contract in all respects, the Performance Security will be returned to the Service Provider without any interest on presentation of an absolute “ No demand certificate” from the service provider.

xx. The decision of Consulate General of India, Frankfurt in this regard will be final. All proposals shall be confidential and will remain with Consulate General of India, Frankfurt. Consulate General of India, Frankfurt reserves its right to reject any offer without assigning any reason.

xxi. 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.

xxii. The tender issuing authority reserves the right to ask for any additional document(s) from the bidders to substantiate issues related to financial health of the company, local police clearance/ verification, partnership agreements, etc., in order to establish holistic credentials of the bidding company.

xxiii. The deployed guard will be employee of the service provider and the Consulate will not be liable for any kind of payment (other than agreed charges) towards social security, medical or any other charges on account of any mishappening with the guard.

xxiv. All pages of the tender document should be signed and stamped by the authorized signatory of the bidding agency.

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Consulate General of India, Frankfurt

TECHNICAL BID PROFORMA

Name of the firm:

Address of the firm :

Contact details :

S.No.	Subject	Remarks
1.	Registration No of company	
2.	Company profile	
3.	Year of experience in security services.	
4.	What other security services provides besides manpower services	
5.	Detail of present contract of security services undertaken by company.	
6.	Detail of past contract of security services undertaken by company.	
7.	Name of Embassy/High Commission/Consulate or any other reputed foreign organization, where presently providing security services.	
8.	Name of Embassy/High Commission/Consulate or any other reputed foreign organization, where provided security services in past.	
9.	Had provided security services ever to High Commission of India or Consulates?	
10.	Standard duty hours for guard.	
11.	Does the company have its own training facility or availing the facility of another provider (details thereof)? Curriculum and duration of training of the security guards and the supervisors?	
12.	Manpower/logistic strength. (Size of reserve pool of men, response teams, patrol vehicles/security equipment/control room facilities/communication equipment etc.)	
13.	Attrition rate of security guards and supervisors	
14.	Operations in other countries.	
15.	Type of uniform, gears etc.	
16.	Mode of communication availed by guard with the company.	
17.	Firefighting training.	
18.	Grievance redressal system	
19.	Take home pay and allowances of the security guards.	

20.	Registered/licensee as security agency with Govt. of Germany- Complete Details.	
21.	Having Industry certification obtained by the company for its quality?	
22.	Agency's relationship/liaison with Local/Diplomatic Police	
23.	Scope and limit of liability to compensate for its security failures in monetary terms (either from its own resources or through insurance)	
24.	Achievements of the company	
25.	Range of other security services	
26.	Acceptance of penalty clause as per Annexure C	Attach undertaking

Note: Please attach relevant documents indicating services provided to any Government agency, Embassy/High Commission/Consulate, registration, licence as Security agency with Government agency etc.

(Signature of authorized person)

FINANCIAL BID PROFORMA

Name of the firm:

Address of the firm :

Contact details :

Period of bid validity :

S.No	Subject	Amount (in Euro)
1.	Monthly charges excluding Vat for one security guard (0800 hrs to 2000 hrs from Monday - Friday) (Inclusive of all services) at Consulate General of India, Frankfurt	
2.	Total VAT	
3.	Total amount (including VAT)	
4.	Unit price (per hour excluding Vat) if additional hour of duty is required	
5.	Charges for extra manpower (ex VAT) per hour if necessary, in case of emergency	
6.	Per hour charges for one security guard, if necessary, on holidays (excluding VAT).	
7.	Details of financial and other benefits provided to security guards by the company.	
8.	Undertaking to accept rates fixed during contract period without any escalation	Attach undertaking
9.	Undertaking to submit performance security deposit if awarded the contract	Attach undertaking

(Signature of authorized person)

Penalty clause for shortcoming in Services

Penalty as indicated below will be imposed by Consulate General of India, Frankfurt for shortcomings in services in respect of Local Security Guard:

S.No	Shortcoming	Penalty in terms of Percentage (%)
1.	Unauthorized absence	4
2.	Sentry/Guard found sleeping on duty	4
3.	Consumption of alcohol or any other narcotic substances while on duty	5
4.	Use of mobile phones for chatting/watching video/making unnecessary calls which may affect his normal performance of his duty	3
5.	Inappropriate or unbecoming behaviour with Consulate's staff or visitors	4
6.	Unauthorized use of Consulate's property	4
7.	Any other unbecoming action which may bring bad name to the Consulate	5
8.	Guards found involved /conniving with adversary	5
9.	Leaving arms unattended in case of armed LSG	5
10.	Failure to discharge duty properly	5
11.	Mishandling/negligent handling of arms in case of armed LSGs	5
12.	Mission's personnel harmed due to carelessness/negligence of Local Security Guards	5

Note: Penalty in terms of percentage (%) mentioned above will be charged on one day value of the contract (ex. VAT)