

Embassy of India  
Athens  
[www.indianembassy.gr](http://www.indianembassy.gr)

April 15, 2019

Tender for Hiring of local Security Guards for the  
Residence of Ambassador of India in Athens

Tender No.: Ath/Admin/815/01/2017

Last date for submission of bids: Thursday, May 6, 2019

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**No.DAC/ADM/551/31/2015**

**Embassy OF INDIA**

**Athens**

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**TENDER NOTICE**

Embassy of India, Athens invites sealed quotations from eligible firms for hiring of local Security Guards for the residence of Ambassador of India in Athens.

2. Tender document can be obtained from the Administrative Wing of the Embassy between 9.00 a.m. and 5.00 p.m. on all working days w. e. f. April 15 – May 6, 2019. The Tender Document will also be available for download on the Embassy's website [www.indianembassy.gr](http://www.indianembassy.gr).

3. The sealed quotations would be accepted till 12:00 p.m. on May 6, 2019. The quotations should be submitted in sealed envelopes, clearly superscribed as "Tender for hiring of local Security Guards for the residence of Ambassador of India in Athens" in the tender box kept at the Reception of the Embassy. The sealed quotations would be opened on Friday, May 6, 2019 at 3.30 p.m. in the Embassy in presence of the bidders or their authorized representatives. Embassy of India, Athens reserves the right to reject one or all of the bids without assigning any reasons.

4. For any queries/clarifications, please contact us at: +30 210 7215070 or send e-mail to: [hoc@indianembassy.gr](mailto:hoc@indianembassy.gr)

**Head of Chancery  
Embassy of India, Athens  
April 15, 2019**

## Section I: Invitation For Bids (IFB)

1. Embassy of India, Athens invites sealed bids from eligible bidders for Hiring of security guards for the residence of Ambassador of India in Athens as per Schedule of Requirements.

2 Contact information:

Mr. Gopal Ram,  
Second Secretary (Head of Chancery),  
Embassy of India,  
Athens,  
Tel: 210 7215070

3. Submission and opening of bids:

- a. Last date for submission of bids: May 6, 2019 upto 1200 hrs
- b. Date of opening of bids: May 6, 2019 at 1530 hrs at Embassy of India, Athens.
- c. The representatives of bidders may choose to attend the opening of the bids.
- d. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as a proof of having attended the bid opening.
- e. The bidder's name, bid prices, discounts and such other details considered as appropriate by Embassy will be announced at the time of the opening of the bids.

### **4. SUBMISSION OF BIDS**

- a. The Bidding firms have to submit the tender in two bid system {i.e (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma.
- b. The tender shall be submitted in sealed envelopes as described below:  
ENVELOPE 'A' Tender Documents (Technical bid)  
ENVELOPE 'B' Financial Bid (only Section-VI)
- c. Other enclosures as required in this tender.  
The envelopes containing "A" & "B" shall be duly superscribed with Name of Work above. Envelopes "A" & "B" to be put in another sealed envelope with the name of the work written on top.
- d. No Bid shall be accepted after the specified date and time. However the Competent Authority in the Embassy, reserves right to extend the date / time for submission of bids, before opening of the Technical Bids.

## 5. **BID OPENING PROCEDURE**

- a. The envelope "A" containing technical bid shall be opened first. Technical bid (Envelope A) shall be opened in presence of bidders or their authorized representatives. After evaluation of Technical Bids on site, a list of qualified bidders will be prepared by the Client. Opening of financial bid (Envelope 'B') will be undertaken thereafter.
- b. The Bids shall be opened in the office of Head of Chancery, Embassy of India, 3 Kleanthous Street, Athens, 10674 on May 6, 2019 at 1530 hrs in front of the Committee constituted by the Competent Authority of the Embassy of India in the presence of bidders or their representatives.
- c. The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose.
- d. A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.
- e. Absence of bidder or their representative shall not impair the legality of the opening procedures.
- f. The technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.
- g. Bids shall be declared as valid or Invalid based on the preliminary scrutiny, i.e. on site verification of documents submitted by the bidders by the Tender Opening Committee. The financial bids will be opened on result of such scrutiny. However, in case any thing found false or forged in contrary to the documents submitted by the bidder, its bid will be rejected and suitable legal action may be taken.
- h. The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining

## Section II: Instructions to Bidders (ITB)

### 1. Timeline for services to be provided:

Upon award of the tender, the firm will have to provide security from the date intimated by the Embassy.

### 2. Locations of Services

Residence of Ambassador of India  
58, Nikiforou Litra, Paleo Psychico,  
Athens

### 3. Work order and Release of Payment

The Work order and payment thereof shall be processed by:  
Head of Chancery,  
Embassy of India,  
Athens.

### 4. Amendment of Bidding Documents

At any time, prior to the deadline for submission of bids, Embassy of India, Athens may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

5. The successful bidder, on award of contract / order, must send the contract/order acceptance in writing, within 7 days of award of contract/ order, failing which the order will be placed to the next successful bidder and no correspondence will be entertained in this regard.

### 6. Period of validity of bids

a. Bids shall be valid for a minimum **180 days** from the date of submission. A bid valid for a shorter period shall stand rejected.

b. Embassy of India, Athens may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request. A bidder agreeing to the request for extension will not be permitted to modify his bid.

### 7. Submission of bids

The Bid shall be neatly arranged, plain and intelligible. Each page of the bid should be signed. They should not contain any terms and conditions, printed or

otherwise, which are not applicable to the Bid. The conditional bid will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.

8. Late Bids

Any bid inadvertently received by Embassy of India, Athens after the deadline prescribed for submission of bids, will not be accepted and returned unopened to the bidder.

9. Award criteria

- a. Embassy of India, Athens shall award the contract to the eligible bidder whose bid has been accepted and determined as the lowest evaluated commercial bid.
- b. The lowest price criteria shall be applied on the total.

10. Purchaser's Right to amend Scope of Work

If, for any unforeseen reasons, Embassy of India, Athens is required to change the Scope of Service, this change shall be acceptable to the bidder without change in the unit price quoted.

11. Interpretation of the clauses in the Tender Document / Contract Document

In case of any ambiguity / dispute in the interpretation of any of the clauses in this Tender Document, Embassy's interpretation of the clauses shall be final and binding on all parties.

12. The Embassy reserves the right to accept or reject any or all the Tenders without assigning any reasons whatsoever.

### Section III: Special Conditions of Contract (SCC)

1. Prices:
  - a. The price quoted shall be considered firm and no price escalation will be permitted during the period of the contract.
  - b. Bidders must quote the price in the format given in Price Schedule at Section-VI of this document.
  - c. All items are to be quoted only in EURO.
  - d. Bidders may quote the prices with VAT, if applicable. The Embassy will provide voucher from Ministry of Foreign Affairs (MoFA) of the Hellenic Republic for refund/Exemption of VAT
2. Payment will be made on monthly basis against the bill to be submitted by the firm for services provided by it on expiry of each month of service.
3. The tenderers shall submit documentary evidence in respect of their financial and technical capabilities as quoted by them.
4. The tenderer can submit only one tender; a tenderer who submits more than one tender will be disqualified.
5. Penalty for delayed Services:
  - a. Embassy of India, Athens reserves the right to levy penalty @ of 0.5% of price quoted for per month service for per day of delay beyond the date intimated by the Embassy to the firm to start providing services.
  - b. Embassy of India, Athens reserves the right to cancel the order in case the delay is more than 15 days.
  - c. Embassy of India reserves the right to revoke the contract at any time if the services rendered are not found satisfactory during the period of Contract.
6. Force Majeure:

Embassy of India may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of an Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated, such as acts of nature (like earthquakes, floods, storms etc), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.

## SECTION IV: Quality Parameters

### **Quality Parameters for Service Provider Company:**

- i. List of clients, the company is serving in terms of supply of security guards.
- ii. Past experience, service history, achievements of the company.
- iii. Evidence of registration of the company under the relevant statutory regulation of Hellenic Republic.
- iv. Evidence of range of services provided.
- v. Size of the firm, security equipment, communication equipments under use.  
[Size of the reserve pool of men and logistics such as response team, Patrol vehicles/Security equipment/Control Room facilities/Communication equipment under use, etc].
- vi. Attrition rate of security guards and security supervisors (i.e. the average period for which a security guard remains with the firm)
- vii. Details about the training facility of the firm.  
[Does the company have its own training facility (details thereof)? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors?]
- viii. Industry certification obtained by the firm for its quality.
- ix. Scope and limit of liability of the firm (assurances by the firm to compensate for its security failures in monetary terms either from its own resources or through insurance)
- x. Pay & allowances and take home salary of a security guard. This may further be cross checked if the contract is awarded and security guards engaged on duty.

The Tenderer must include, as a part of its tender, self attested copy of documents to establish its qualifications to perform the Contract.



### **Quality Parameters for Security Guards:**

- i. The Security Guard should not be more than 50 years of age.
- ii. The Security Guards should be physically and mentally fit and should not be suffering from an apparent disability. The Provider should submit Medical Fitness Certificate in r/o every Security Guard from an authorized Medical Practitioner. Additionally, he/she should not be emaciated, feeble and timid in an apparent sense.
- iii. The SGs should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The Firm should provide background details of the SGs and also proof of their vetting.
- iv. Should possess training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners, etc.
- v. The SGs should have attended education at least upto 10<sup>th</sup> standard or matriculation or equivalent.
- vi. The SGs should be proficient in the local language and should possess minimum English language skills required to communicate with the Embassy staff.
- vii. The SGs should perform duties in smart uniform and their overall appearance should be neat and clean.
- viii. The SGs should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.

## Section V: Schedule of Requirements

### **Requirement of Local Security Guards (LSGs)**

Duty Point/Beat	Duration of requirement	To be covered in how many shifts	No of LSGs in one shifts
i	ii	iii	iv
<b>From the start of service till October 31, 2019</b>			
Residence of the Ambassador of India	Round the clock i.e. 24 hours a day	3 shifts of 8 hours	One
<b>From November 1, 2019 onwards</b>			
Residence of the Ambassador of India	1600 hrs to 800 hrs of next day	2 shifts of 8 hours	One

**Note:**

1. The firm may also be asked to provide security services for additional hours when required.

## Section VI: Price Schedule

Format for Submitting the Price Schedule for Hiring local Security Guard for the residence of Ambassador of India in Athens

Bid No. Ath/Adm/815/01/2017

<b>Price Schedule</b>	
1	Name of the Firm :
2	Address & Contact Details of the Firm :
3	Cost of manpower @per person per hours (For reference purpose )
4	Total package quote as per requirement projected in Section -V of this tender document
5	Taxes (If any applicable) :
6	Total Quote :

**Note:**

1. Above quoted prices for local security guards are complete in all respect and inclusive of all taxes & other charges etc.
2. Certified that rates quoted are as per specifications, Schedule of Requirement and terms & conditions mentioned in the tender document.

Yours faithfully,

(Signature of Authorised Signatory)

Name & Designation:

Company seal:

**NOTIFICATION OF AWARD**

Contract No:

Date:

To:

[Name of Contractor]

This is to notify you that your Tender dated [insert date] for the execution of the Works for [name of project/Contract] for the Contract Price of Euro [Amount in figures and in words], as corrected and modified in accordance with the Instructions to Tenderer is hereby accepted by the Embassy of India, Athens. You are requested to proceed with the execution of the Works on the basis that this Notification of Award shall constitute the formation of a Contract, which shall become binding upon you furnishing a Performance Security within fourteen (14) days, and signing the Contract Agreement within twenty-one (21) days, we attach the Contract Agreement for your perusal and signature.

Signed  
Duly authorised to sign for and on  
behalf of the Embassy of India, Athens Date:

## CONTRACT AGREEMENT

THIS AGREEMENT made the [day] day of [month] [year] between [name and address of Employer] (hereinafter called "the Employer") of the one part and [name and address of Contractor] (hereinafter called "the Contractor") of the other part:

WHEREAS the Employer invited Tenders for "hiring of security guards for the residence of Ambassador of India in Athens" and has accepted a Tender by the Contractor for the execution of those works in the sum of Euro [Contract price in figures and in words] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereafter referred to.
2. The documents forming the Contract shall be interpreted in the following order of priority:
  - a. the signed Contract Agreement;
  - b. the letter of Notification of Award
  - c. the completed Tender submission Sheet as submitted by the Tenderer;
  - d. the price schedule as submitted by the Tenderer; and
  - e. Scope of Work
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the works and to remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
5. This contract will be valid for a period of one year, which may be extended for one more year on mutual consent.
6. This contract can be terminated during its currency by either side by giving one month's advance notice to this effect.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Hellenic Republic on the day, month and year first written above.

For the Employer:

For the Contractor:

Signature

Print Name

Title

In the presence of

Name

Address