

भारत का राजदूतावास, वार्सा  
**Embassy of India, Warsaw**

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No. WAR/813/01/2021

Date: 18.03.2024

INVITATION TO TENDER

1. The Head of Chancery, Embassy of India, Warsaw invites sealed bids in **two parts (Part I - Technical & Part II - Financial)** from Security Service Providers in Warsaw for supply of security guards to the Embassy of India, Warsaw at the **Embassy of India, Ul. Mysliwiecka 2, 00-459, Warsaw , Poland** and **Embassy Residence, Al. Roz 3, 00-556, Warsaw.**

**Name of Services :** Supply of security guards at the **Embassy of India, Ul. Mysliwiecka 2, 00-459, Warsaw , Poland** and **Embassy Residence Al. Roz 3, 00-556, Warsaw, Poland**

|                                    |   |
|------------------------------------|---|
| Time Schedule:                     | Two years from the date of signing of contract  |
| Tenders to be addressed to         | <b>Head of Chancery, Embassy of India,<br/>Ul. Mysliwiecka 2, 00-459, Warsaw , Poland</b> |
| Last Date of Submission            | <b>15<sup>th</sup> April 2024 up to 17:00 hrs</b>   |
| Place of Receipt of Tender         | The Embassy of India, Warsaw  |
| Date of Opening Tender (Technical) | <b>18<sup>th</sup> April 2024 11:00 hrs</b>   |
| Bid validity period:               | 120 days from the date of opening of the Tender.  |

2. Interested Bidders may obtain further information from the Head of Chancery, Embassy of India, Warsaw at [hoc.warsaw@mea.gov.in](mailto:hoc.warsaw@mea.gov.in)
3. The bidding document can be downloaded directly from website [www.indianembassywarsaw.gov.in](http://www.indianembassywarsaw.gov.in). The Technical Bid (Part I) and Financial Bid (Part II) must be enclosed in two separate envelopes clearly marked as such. Both the envelopes then should be sealed in a bigger envelope clearly marked "Tender for Security Services in the Embassy of India, Warsaw". The Bid Securing Declaration must also be enclosed in the envelope containing Technical bid (Part I). The bids must reach this office on or before last date of submission.
4. The Eligibility Criteria is laid out in the Tender Documents which can be downloaded from [www.indianembassywarsaw.gov.in](http://www.indianembassywarsaw.gov.in).
5. The Technical bid(s) will be opened on 18<sup>th</sup> April 2024 at 11:00 hrs in the **Embassy of India, Ul. Mysliwiecka 2, 00-459, Warsaw, Poland** in the presence of the tenderer(s) or their authorized representative(s) who are present at the scheduled date and time.
6. The date and time of opening of Financial bid(s) will be decided after Technical bid(s) have been evaluated by the Client. Financial bid(s) of only those tenderer(s) will be opened who qualify the technical evaluation on the specified date and time. The date, time & place of opening of the financial bid(s) will be intimated in due course of time.

7. The Embassy of India, Warsaw reserves the right to accept or reject any or all tenders either in part or in full without assigning any reasons thereof.
8. **This INVITATION TO TENDER will form part of the Tender Documents**
9. Period of Contract - The period of contract will be for two years. The agreement can be extended by mutual consent for a further period of one year from the date of expiry of the two year's agreement on the same rates, terms & conditions.

**Conditions:-**

10. The signatory to the tender document should also be the authorized signatory of the Agency for signing the Agreement between the Agency and the Embassy of India, Warsaw.
11. Agencies making their offer for the tender should be registered in Poland as security providing organization, with relevant Government organizations and should attach the proof of the same.
12. The security firms should have experience of providing security personnel to - (i) Polish government offices/locations, and/or (ii) companies listed on Polish Stock Exchange, and/or (iii) Embassies/Consulates and International organizations.
13. The Agency will have to provide for replacements or additions as and when required by the Embassy.
14. The Agency should specify monitoring mechanism for the security guards deployed at the Embassy Premises and their emergency response in the Technical Bid Proforma thoroughly.
15. The Embassy will have the right to do a quarterly review of the services and terminate the agreement in case of persistent lack of quality of service.
16. Quality parameters of the security personnel and the security agency/company as detailed in the draft Security Services Agreement should be strictly complied. Offers from the Agency/Company that does not meet the critical requirement will be summarily rejected.
17. All interested Agencies/firms may contact the undersigned and fix an appointment for additional information, if any, up to 10<sup>th</sup> April 2024.
18. Payment - Payment will be made on monthly basis and for the number of security guards actually on duty. Claims for payment should be made through Faktura invoice at the end of each month.
19. Opening of Bids - The technical bids will be opened at 11:00 hrs. on 18<sup>th</sup> April 2024, in the Embassy of India, Warsaw. The bidder has the option to be present or send an representative at the time of opening of bids. Financial bids only of the technically eligible bidders will be opened on a subsequent date under intimation to all the technically eligible bidders.
20. **All offers should be submitted in English** together with English translation of all supporting documents being provided in Polish language.

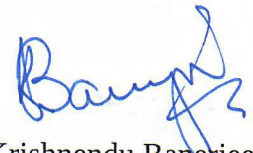
## Declarations and Obligations of the Company

21. The Company obliges to employ, throughout the entire period of this Agreement, a quota of suitable security personnel who are fluent in English and Polish (both required) (only Polish or EU Citizen), at the numbers as per financial bid proforma.
22. The security personnel should not be more than 50 years of age and should be physically/mentally fit. He/She should not suffer from an apparent disability, including obesity/overweight that would hinder efficient discharge of the duties typical to a security guard. The agency/company should submit Medical Fitness Certificate in respect of every personnel deployed for security from an authorized Medical Practitioner. **It should provide only such personnel who have been vetted by local government's security department(s) in terms of past record, character and antecedents and the proof should be submitted to the Embassy in respect of each guard deployed at the Embassy.** The Company should provide background details of the personnel and also proof of their vetting. The security guards should possess training in basic security duties such as access control, anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as HHMD, DFMD, fire safety equipment, monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a foreign diplomatic establishment in general terms and also knowledge of what is 'suspicious' in terms of men and material in the given local context.
23. All security guards **must speak Polish and English.**
24. The employees of the Company shall be equipped with the appropriate representative uniform, according to conventional practice in the execution of such works and their overall appearance should be neat and clean.
25. They should be thoroughly proficient and trained in handling security equipment they are supposed to carry or use.
26. The Company should furnish information about its other clients in Poland and abroad, including period and type of service rendered in broad terms. Its past experiences, service history and its achievements may also be provided. It should provide proof of registration in compliance of Polish local laws and statutory regulations and that the agency/company is permitted by law in Poland to execute the works subject of this Agreement.
27. The company should also provide the range of security services it provides, the size of the reserve pool of personnel and logistics at its disposal and details of its training facilities and type of training it imparts on personnel to be deployed.
28. The Company agrees to provide choice of persons three times the Client's requirement to interview and choose from. The Client should have the option of choosing a particular employee. The Company should have sufficient employees on its roll so that the staff is rotated periodically. Ideally, the staff should change after every four months. The employee, who will not be accepted by the client, will be substituted immediately.
29. The company will provide security and emergency procedures in consultation with the client, with effect from the beginning of the contract.

30. The company will ensure to pay for all its employees national insurance (ZUS) and third party as well as employer's liability.
31. The company undertakes to follow prevalent Polish Labour laws in determining terms and service conditions of its employees. It agrees to provide the Client details of salary, other benefits/contributions, allowances, leave etc., it permits for its employees.
32. The Company should have provisions for real time checks of functioning of the employee to ensure that the quality of the provided personnel and service they render is always above the benchmark. It should be able to provide proof of this to the Client. The company undertakes responsibility regarding its employees including damages caused by the employees of the company.

### **Period of Agreement**

33. **The Period of Agreement shall be for two years from the date of signing of contract.**  
The agreement shall be extended with mutual consent at the same rates on the same terms and conditions for an additional period of one year.
34. Notwithstanding the above mentioned, each of the Parties reserves the right to terminate this Agreement, by way of a prior written notice, (transmitted either by email/fax/or registered post) furnished 60 days in advance.



(Krishnendu Banerjee)  
Head of Chancery  
Embassy of India, Warsaw  
Email: hoc.warsaw@mea.gov.in

## Part I – TECHNICAL BID PROFORMA

1. Name of the firm :
2. Address of the Registered Office :
3. Correspondence address :
4. Contact details :
- Telephone: Fax:
- Mob. : E-mail:

| SI. No. | Requirements  | Reply (Please attach additional sheets wherever needed, preferably on the firms letter heads) | Remarks, if any |
|---------|---|---|-----------------|
| 1       | List of other clients the Company is serving in terms of supply of Security Guards at national as well as international level. (Please attach references from at least 5 International Organizations/Embassies)       |   |                 |
| 2       | Past experience, service history, achievements of the company:<br>a) Brief introduction of the Company<br>b) Previous experience in the field (minimum of five years)   |   |                 |
| 3       | Proof of registration of the company under relevant statutory regulations such as labour laws, etc.   |   |                 |
| 4       | Evidence of range of security services provided   |   |                 |
| 5       | Size of the reserve pool of men and logistics including management viz. Response teams, patrol vehicles/security equipments/control room facilities/communication equipment etc.                                      |   |                 |
| 6       | Attrition rate of security guards and supervisors. What is the rate of turnover of managerial and field staff? High or Low? Please provide statistics that can be cross checked from labour department (ZUS) records. |   |                 |
| 7       | Please provide details of training facilities for Security Guards: own or outsourced. If own, please provide curriculum and duration of training to guards and supervisor   |   |                 |
| 8       | Industry certification obtained by the company for its quality & company's relationship with local police.  |   |                 |

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|----|--|--|--|
| 9  | Please provide details of scope and limit of liability of the company-compensation, insurance etc.   |  |  |
| 10 | Does it meet the minimum wage directive of the Polish Government and also meets other legal, labour and governmental obligations? Please specify take home pay and allowances of the security guards. Please provide detailed break-up of payments on account of ZUS for per guard   |  |  |
| 11 | Please provide plan of action and methodology proposed to secure the premises  |  |  |
| 12 | Qualification and experience of the security guards proposed to be deployed for the job  |  |  |
| 13 | <ul style="list-style-type: none"> <li>a) Details of Current contracts of security services undertaken by the firm (Please provide references from at least five International Organizations/Embassies in Poland</li> <li>b) Details of past contracts of security services undertaken by the firm</li> <li>c) Testimonials [Clients' letters / certificates, etc.]</li> </ul> |  |  |
| 14 | Is the firm familiar with local policies, plans and procedures associated with the local contractual and their practical applications?   |  |  |
| 15 | What is the communication system does the security firm have? What kind of technology and supervision mechanism does the firm have to monitor guard presence and efficiency?   |  |  |
| 16 | Does the firm have a 24x7 control room? What are the salient features? Please provide details of working of the control room and how to contact the control room in case of any emergency  |  |  |
| 17 | Is the firm a member of the local security industry associations? If yes, attach details.  |  |  |
| 18 | Is the firm licensed by the local police or statutory authority on the subject? Details of evidence be attached?   |  |  |

(Name and Signature of the authorized person with seal of the firm)

## Part II – FINANCIAL BID PROFORMA

1. Name of the firm :
2. Address of the Registered Office :
3. Correspondence address :
4. Contact details :
- Telephone : Fax :
- Mob. : E-mail:

| SI. No. | Items   | Charge (including VAT)   | Remarks, if any |
|---------|---|--|-----------------|
| 1.      | 1 Guard on Kawalerii Street<br>24X7 (In shifts)                           | Note: Price quoted should be on an all-inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, VAT, social security, insurance of the security guards, etc. (Charges may also be quoted on basis of PLN per hour per guard in net as well) |                 |
| 2.      | 1 Guard on Mysliwiecka Street<br>12X7 (all days of the week 8 am to 8 pm) |  |                 |
| 3.      | 1 Guard at Ambassador's Residence Al Roz 3<br>24X7 (In shifts)            |  |                 |

(Name and Signature of the authorized person with seal of the firm)

**Bids Securing Declaration**

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, I/we will be suspended for the future from being eligible to submit Bids for contracts with the the Embassy of India, Warsaw.

Date \_\_\_\_\_

Signature of the authorized person and  
Seal of firm