



**CONSULATE GENERAL OF INDIA
ISTANBUL
www.cqiistanbul.gov.in**

**INVITES QUOTATIONS FOR
HIRING/SUPPLY OF
THREE LOCAL SECURITY GUARDS**

**In Chancery premises at
Cumhuriyet Cad. No. 42, Dortler Apt. 5th & 6th Floor, Flat Nos. 09, 11 &
12 Elmadag, Istanbul, Turkiye
FOR TWO (02) YEARS w.e.f. date of entering into contract**

TENDER NO. IST/ADM/815/01/2023

**LAST DATE FOR SUBMISSION OF BIDS:
27 December 2023 UPTO 1600 HRS (Local Time)**

**DATE OF OPENING BIDS:
28 December 2023 AT 1100 HRS (Local Time)**

**PLACE OF OPENING OF BIDS: CONSULATE GENERAL OF INDIA, ISTANBUL,
Cumhuriyet Cad. No. 42, Dortler Apt. 6th Floor, Flat Nos. 11 & 12 Elmadag,
Istanbul, Turkiye, TEL No: +90-212-2962131/32**

No. IST/ADM/815/01/2023
CONSULATE GENERAL OF INDIA
ISTANBUL

NOTICE INVITING TENDER FOR THREE (03) PROFESSIONALLY TRAINED LOCAL SECURITY GUARDS FOR CONSULATE GENERAL OF INDIA, ISTANBUL CUMHURIYET CAD NO. 42, DORTLER Apt. 5th and 6th FLOORS, FLAT Nos. 09, 11 & 12 ELMADAG, ISTANBUL, TURKIYE.

IST/ADM/815/01/2023

Dated : 28 November 2023

1. Introduction:

1.1. Sealed tenders are invited from eligible bidders located and based in Istanbul, for providing three (03) trained (02 males and 01 female) Security Guards (hereinafter called LSG) for security duties at Cumhuriyet Cad. No. 42, Dortler Apt. 5th & 6th Floor, Flat Nos. 09, 11 & 12 Elmadag, Istanbul, Turkiye as per terms and conditions set forth in the Tender Document.

1.2. This Notice Inviting Tender is being issued with no financial commitment and the Consulate reserves the right to change or vary any part thereof of the Notice Inviting Tender at any stage. Consulate also reserves the right to withdraw the Notice Inviting Tender, should it become necessary at any stage.

1.3. Consulate's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

2. Eligibility (Pre-Qualification):

The Notice Inviting Tender is open to all eligible bidding companies who fulfil conditions as mentioned below: -

2.1 Bidding company should be based in Istanbul & must have a minimum of **five years** of overall experience in providing security personnel and related services.

2.2 The company should have proven expertise in the field of security in Turkiye and should have also provided security services to any govt./semi govt./autonomous body/Embassy/Consulate, etc. Proof in respect of services provided to such agencies must be submitted.

2.3 Bidding company must submit a copy of the security related topics covered during training schedule of the guards.

2.4 Bidding company must include, as part of its tender, attested copies of documents mentioned at **Annexure 'A'** as testimony of qualification to perform the contract.

Note: The Consulate General of India, Istanbul reserves the right to ask for any additional documents 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.

3. Critical Minimum Quality Parameters of Security Guards:

The Service Provider shall meet the following critical minimum quality parameters for security guards:-

(a) Age: Security Guards should not be more than **50 years** of age. Security supervisor should not be more than **55 years** of age.

(b) Physical and Mental Fitness: Security Guards should be physically and mentally fit. They should not suffer from an apparent disability including obesity/overweight that would hinder efficient discharge of the duties typical to security guards. **Firm should submit medical fitness certificate in respect of every LSG.**

(c) Character & Antecedents Verification: The Service Provider shall provide only such Security Guards who have been vetted by Turkish Government's security department in terms of past record, character and antecedents. The Service Providers should be able to provide background details of the LSGs and also proof of vetting.

(d) Education: Security Guards should have got education at least upto 10th standard or Matriculation equivalent.

(e) Uniform: Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.

(f) Training: Security Guards shall possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as Handheld Metal Detector (HHMD), Door Frame Metal Detector (DFMD), CCTV monitoring, baggage and letter scanners, etc. They shall possess knowledge of the potential threats in general terms and also knowledge of what is "**suspicious**" in terms of person and material.

(g) Supervision: The service provider should have a system of undertaking supervisory checks of functioning of LSGs to ensure that the supplied LSGs are discharging their duties with efficiency. The service provider should clearly spell out as to what will be the system of supervision/surprise checks so as to achieve the above objective e.g. number of scheduled and surprise visits in a given period.

(h) Knowledge of Language: The LSGs should be proficient in local language and should possess atleast rudimentary English Language Skills.

(i) Registration: Service provider shall provide proof of compliance as regards to local laws and statutory regulations in running a private security company.

(j) Other Clients: Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.

(k) Service Conditions of Security Guards: The security company should agree to provide Consulate General of India details of salary, gratuity, allowances, leave etc. it permits

for its security guards. Service provider should agree to provide the brief CV of security guards including their Passport/Kimlik Number, cell phone number, other nationalities held previously or concurrently, residential address, educational qualification, languages spoken and industry skill certification.

(l) Rotation of Staff: Service provider shall have sufficient number of LSGs on its roll so that the staff is rotated periodically. Ideally the staff shall change after every 04 months or on the request of the Consulate General of India.

(m) The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at Consulate General of India, Istanbul shall solely be the liability of the service provider and not that of the Consulate.

(n) The service provider shall be responsible for dropping and picking up the security staff to/from Consulate General of India, Istanbul.

(o) The service provider is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of Turkiye and any other relevant Acts and regulations enforceable from time to time without any liability on the Consulate General of India, Istanbul or without any responsibility for statutory compliance of any kind by the Consulate.

4. Scope of Work:

The scope of work of the LSGs is as follows: -

(a) Three Local security guards provision for 09 hours (0900 to 1800 hrs.) security services for 05 days of the week (Monday to Friday). Additional work, if required by the Consulate on Working days, Weekends (Saturday & Sunday) and public Holiday.

(b) Take periodic patrolling and surveillance for suspected activities of visitors in the premises.

(c) Keep watch over for any sabotage, damage, fire and safeguard the property, person, material, machines and document system at site.

(d) Monitor X-ray machine, use of Hand Held Metal Detector, Door Frame Detector and assist in regulating visitors to the premises while being polite and courteous with visitors.

(e) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.

(f) Security Guards to be very alert on duty, both physically and mentally throughout the shift and report any issue immediately to the supervisory officer in the Consulate.

(g) Company will ensure to maintain proper supervision over the security personnel with regards to their discipline, alertness, proper uniform, conduct in the course of their duty and carry out periodic inspections.

(h) Perform all security duties assigned by the Consulate General of India, Istanbul.

(i) Must possess basic qualification for training in Fire Fighting.

5. Tendering Process:

5.1 Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid.

5.2 Interested bidders may like to send the bids as per Annexure C in sealed condition and with clear identification on envelope through post addressed to Head of Chancery, Consulate General of India, Cumhuriyet Cad. No. 42, Dortler Apt. 6th Floor, Flat Nos. 11 & 12 Elmadag, Istanbul, Turkiye.

5.3 Two (02) sealed envelopes containing the Technical and Financial bids clearly marked and sealed separately should be further sealed inside another envelope clearly marked as **'Technical and Financial Bid for Local Security Guards for Consulate General of India, Istanbul'**, should reach Head of Chancery, Consulate General of India, Cumhuriyet Cad. No. 42, Dortler Apt. 6th Floor, Flat Nos. 11 & 12 Elmadag, Istanbul, Turkiye latest by **27 December 2023 upto 1600 hrs**. Bids will be opened at **1100 hrs on 28 December 2023**.

5.4 The Consulate will not be responsible for any delay in receipt of bids or missing of bids while in transit/post. **Bids received by email/ fax will be rejected out-rightly.**

5.5 The validity of the bids must be for six months with effect from the date of opening of the bids. All bids should be in **English language only**.

5.6 The proforma for technical and financial bids is placed at **Annexure-A** and **Annexure-B** respectively.

5.7 **Late Applications:** Any application/bid received after the last date and time for submission for the same, shall not be accepted. Applications/bids received after the last date of submission shall be summarily rejected and returned to addressee unopened.

5.8 **Incomplete Application/bid:** Any incomplete application /bid shall be summarily rejected.

6. Technical Bid Evaluation:

6.1 In the first stage, only the envelopes, containing the Technical Bid will be opened on the appointed date and time, in presence of the bidding companies (one representative each if present) and shown as a token of receipt of the documents in time. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.

6.2 The Technical Bids will be examined and evaluated by Consulate subsequently on the basis of responses to the Notice Inviting Tender. Bidding companies which do not qualify in the technical evaluation will not be considered for Financial Bid stage and their financial bids will be returned unopened.

7. Financial bids:

7.1 Bidding companies, which have qualified in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Consulate and the financial bids will be opened in their presence, if attended by them.

7.2. After opening of the financial bids, Lowest Bidder will be announced based on the lowest financial quote. The final decision of the Consulate on award of contract will be communicated in due course. The notification of award will constitute the formation of contract.

8. Performance Security:

An amount of five (05) to ten (10) per cent of the value of the tender, as specified in the bid documents, shall be obtained from the successful bidder as performance security. Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects.

9. Commencement of Contract:

The date of commencing security services of lowest bidder will be conveyed by the Consulate on approval by the Competent Authority.

10. Payment:

10.1 Payment shall be made upon completion of work.

10.2 Monthly bill (without KDV/VAT) must be submitted by 10th of the subsequent month.

10.3 Payments in respect of the security services provided by the service provider will be made on monthly basis, through bank transfer.

10.4 The enhancement in the cost/rates which arises purely due to the sovereign order of the host government like increase in minimum wages or imposition/increase of some tax component or levying of some cess etc, may be paid by the Consulate only after approval of the Competent Authority. However, such an increase may be limited to one increase in one year.

11. Additional Information:

11.1 The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of Consulate General of India.

11.2 No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.

11.3 The Consulate reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

11.4 Medical Facility: Service provider is responsible for providing medical facility to the

security personnel deployed at Consulate General of India, Istanbul.

12. Termination of Contract:

The Consulate reserves the right to terminate the contract at any time by giving **one month's advance notice**. However, the Consulate shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws etc. The Consulate reserves the right to decrease the number of local hired security guard at later stage when Consulate shifts to new property. The Service Provider may terminate the contract by giving **three months advance notice** with justification for termination of services.

13. Force Majeure:

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Consulate in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

14. Settlement of Disputes and Arbitration:

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, Istanbul. The arbitration shall be in accordance with the **existing rules of Turkiye** in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

15. Point of Contact:

For any tender-related enquiry/ query/ clarification please contact:-

**Head of Chancery
Consulate General of India
Cumhuriyet Cad. No. 42,
Dortler Apt. 6th Floor
Flat Nos. 11 & 12,
Elmadag, Istanbul, Turkiye
Email: hoc.istanbul@mea.gov.in
Tel: +90 212 2962131/32
Fax: +90 212 2962130**

16. Sign and Seal:

The Bidder must sign and affix his seal on every page (Repeat every page) of the Tender Documents for the bid and the completed signed tender documents must be submitted.

NOTE: An unofficial Turkish translation of NOTICE INVITING TENDER (NIT) is also being issued but in case of any discrepancy, the English version shall prevail.

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 Istanbul
	(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 Consulate, 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-mail:

S. No.	Item	Charges (in Turkish Lira)	Remark, if any
(a)	Monthly charges for Three Security Guards (9 hours from 0900 to 1800 hours for 5 days per week from Monday to Friday)		
(b)	Cost of additional work hours, if required by the Consulate on certain occasions during (per security guard) (i) Working days (ii) Weekends (Saturday & Sunday) (iii) Public Holidays		

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

'Annexure 'C'

AFFIDAVIT

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

1. I/We are submitting my/our bid against the Notice Inviting Tender no. _____ dated _____ brought out by the Consulate General of India, Istanbul for providing security services at the Chancery.
2. I/We or my/our partners do not have any relative working in any office of Consulate General of India, Istanbul.
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 Turkiye.
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