

Embassy of India  
Phnom Penh

**Notice Inviting Tender for Provision of Security Guards for Embassy of India, Phnom Penh**

**Tender No.: PHN/Adm/815/1/2025**

**TENDER NOTICE**

Offers are invited from reputed Security firms for providing 24 hours security (in three shifts) for all weekdays/ weekends and holidays at the Embassy Residence (Embassy of India, Phnom Penh) located at House No. 105, Norodom Boulevard corner Street No. 222, Sangkat Beoung Raing, Khan Daun Penh, Phnom Penh. The contract would be valid for a period of 2 years from the date of signing of the agreement.

2. The detailed guidelines related to Company background and Local Security Guard (LSG), to be provided in accordance with Annexure A and B.
3. Note: Quotation may be submitted in single cover (containing two separate sealed envelopes, one superscribed "Technical bids" and the second one "Financial bids", clearly superscribed as "Tender for offer of Security Personnel for security at the Embassy Residence (Embassy of India, Phnom Penh, Cambodia) **by 1700 hours on Wednesday, 30 April 2025**" addressed to Head of Chancery, Embassy of India, No. 50-52, Street 214, Samdech Pan Avenue, Khan Daun Penh, Phnom Penh, Cambodia.
4. The bid documents should have date and signature of the authorized signatory of the company with stamp.
5. The quotation received in Khmer language must be submitted with translation in English language.
6. The sealed technical quotations would be opened on Thursday, 01 May 2025, at 1530 hours in the Conference Room of the Embassy, in the presence of authorized representatives of the companies. Embassy of India, Phnom Penh reserves the right to reject one or all of the bids without assigning any reasons.
7. The financial bids would be opened at a later date, that would be intimated to only technically qualified bidders.
8. For any queries/ clarifications, please contact us at +855-23-210912/+855-23-210913.
9. Email may be sent to : Head of Chancery at [hoc.phnompenh@mea.gov.in](mailto:hoc.phnompenh@mea.gov.in) (only queries). No quotation should be sent by email or fax.

Date of submission of bids starts from --- 17.04.2025

Last date of submission of bids in sealed cover --- Wednesday, by 1700 hours on 30.04.2025

Date of opening of technical bids --- Thursday, 01.05.2025 at 1530 hours.

**Quality Parameters for Local Security Guards (LSGs)**

- LSGs should not be more than 50 years of age and the Supervisor, should not be more than 55 years of age.
- LSGs should be physically and mentally fit and should not be suffering from an apparent disability. The Provider should submit Medical Fitness Certificate in respect of every LSG from an authorized Medical Practitioner.
- LSG should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the LSGs and also proof of vetting.
- LSG should possess training in basic 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.
- LSG should have attended education at least up to 10th standard or matriculation equivalent.
- LSG should be proficient in the local language and should be in possession of minimum English language skills required to communicate with the Mission staff.
- LSG should perform duties in smart uniform and their overall appearance should be neat and clean.
- LSG should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.

Note: The 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 and as per the Standard Operating Procedures (SOPs) designed by the Mission.

**Quality Parameters for Service Provider companies**

The companies need to provide detailed information in descriptive terms along with supportive documents and records.

- List of other clients (including other diplomatic Missions located in Cambodia), the Company is serving in terms of supply of LSGs in Cambodia and other countries.
- Past experience, service history, achievements of the company.
- Evidence of registration of the company under the relevant statutory regulations such as labour laws applicable in Cambodia.
- Evidence of range of security services provided.
- Size of the reserve pool of men and logistics such as response teams, patrol vehicles/security equipment/control room facilities/ communication equipment under use etc.
- Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company)
- Training facilities: Does the company have its own training facility (details thereof) What is the curriculum and duration of training of the security guards and supervisor.
- Industry certification obtained by the company for its quality and Company's relationship with the local police.
- Scope and limit of liability of the company
- Take home pay and allowances of the security guards.