Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited

Request for Proposal (RFP)

Physical Security Management

Issue date: 02-November-2018.
Last date for submission of proposals: 14-November-2018.

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1.0 INTRODUCTION AND SCOPE

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited ("Company") is carrying on life insurance business in India. As part of supporting its operations and processes, the Company is soliciting proposals for Physical Security Management for all locations for which this RFP is being issued.

1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for Physical Security Management detailed in this document as currently contemplated by the Company. **Based upon the review and evaluation of proposals offered in response to this RFP, Company intends to select Two (2) successful bidders to provide similar services as defined in the Tender. One each selected bidders will be working for Head Office and Hub offices respectively. For detailed office address, please refer our website.**

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in Company's decision to award a contractual relationship. Company reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. Company also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

1.2 Request for Proposal Definitions

Throughout this Request for Proposal, the following definitions are used:

- "Bidder" means an company incorporated under the Companies Act 1956, that submits, or intends to submit, a proposal in response to this "Request for Proposal";
- "Vendor" means the Bidder(s) awarded a Contract resulting from this RFP;
- "Contract" means the agreement formed between the Company and the successful bidder as evidenced by an Agreement issued to the Company;
- "Contract Documents" means the Agreement, the Bidders proposal document, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- "Must", "mandatory" or "required" means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- "De-identification" is the process of removing from data any information from electronic media that identifies a particular individual.
- "RFP" means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- "Should", "may" or "is desirable" means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.

2.0 TERMS OF THE RFP

2.1 Acknowledgement

Company is going to release the RFP for Physical Security Management online on its website (www.canarahsbclife.com) with the sole aim of making the process free, fair & transparent and user friendly. The Bid (as per attached formats) duly sealed and super scribed "**Physical Security Management"** should be addressed to **Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 2nd Floor, Orchid Business Park, Sector-48, Sohna Road, Gurugram-122018, Haryana (INDIA), Gurugram** . Please note that the Technical and Commercial bid has to be in separate sealed envelopes duly marked as Technical Bid and Commercial Bids respectively. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. All questions / clarifications should be communicated only on email id **subhash.jchandra@canarahsbclife.in**, **amit.kaul@canarahsbclife.in** with a copy marked to **procurement@canarahsbclife.in**. Last date for receipt of any query is 06/11/2018. Bids received after the stipulated time or the Due date or incomplete in any respect are liable to be rejected.

2.2 Proposal Deadlines

Company must receive duly completed and signed proposals no later than 14/11/2018.

2.3 Company's Obligations

The submission and receipt of proposals does not obligate Company in any way. Company shall not be liable for any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, non-commitment, as-ordered agreements. Company shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause. Company will also be not responsible for any damages, including damages that result from, but are not limited to negligence. Also Company will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

2.4 Proposal Evaluation

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company's internal evaluation team, including non-allied and independent consultants retained by Company now or in the future for the sole purpose of obtaining evaluations to proposals.
Bidders may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.
Bidders are expected to submit their best bid in response to the RFP. The bids quoted shall be according to the scope of work (Refer Annexure I) in this document.
The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. Company may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was not awarded the bid.
Company reserves the right to conduct a reverse e-auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified bidders.
Company reserves the right to divide/ split the order between more than one qualified bidders to meet the requirement, or may scrap the whole tender process altogether.

2.5 RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

2.6 Terms Binding on Bidder

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

2.7 Hold Harmless

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.
Company reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company' decision on award of Contract shall be final and binding on all the Bidders.
Company shall be at liberty to cancel the online RFP / online reverse auction process at any time, before ordering, without assigning any reason.

2.8 Confidentiality Provision

The terms of this RFP, the information provided by Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of Company and upon the written agreement of the intended recipient to treat the same as confidential.

2.9 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting, franchisee, contract to hire, consultant etc. arrangement done by the Bidder. The deputed person should be only on bidder rolls.

2.10 Acceptance of Proposals

Company reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on the website http://www.canarahsbclife.com. The bidders have to remain updated about the same from the website and

Company will not be responsible for such information not being downloaded by the bidder. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Company is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

2.11 Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Company's decision on evaluation shall be final and binding on all the bidders. Bidders who qualify the evaluation criteria will be empanelled for services. Commercial bids will be opened for the empanelled bidders post technical evaluation. Any deviations from the skill set / experience / prerequisites/ requirements and/or the terms and conditions of the Tender Document shall be submitted explicitly along with convincing reasons in the format attached (refer Clause 5.1). Company will not provide any justification in case rejects deviation and Company reserves all rights to reject or accept any deviation.

2.12 Liability for Errors

While Company has used considerable efforts to ensure an accurate representation of outsourced, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve information in this RFP as per its current understanding of the requirements under various activities to be Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event Company finds that the objectives of the intended outsourcing is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/ modified processes.

2.13 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

2.14 Ownership of Proposals

All documentation, including proposals, submitted to Company will become the property of Company.

2.15 Use of Request for Proposal

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

2.16 RFP Schedule

- Company advertises RFP on its website 02/11/2018
- Bidder confirms receipt to Company 04/11/2018
- All inquiries regarding RFP due by close of business 06/11/2018
- Bidders' deadline for submitting responses to RFP 14/11/2018

2.17 Delay in performance of the obligations by the Bidder

The Bidder must strictly adhere to the schedule, specified in the purchase agreement to be executed between the Company and the Bidder for performance of the obligations arising out of the purchase agreement and any delay will enable Company to resort to any or both of the following:

(i) Time and date stipulated for completion of work is the essence of the contract.

(ii) If any part of the contract is not satisfactorily remedied within reasonable time, Company may proceed to do the work at Bidder's risk and expenses without prejudice to any other contractual rights, which Company may have against Bidder in respect of any such non performance.

3.0 PROPOSAL PREPARATION

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

3.1 Proposal Format

The Bid (attached formats) duly sealed and super scribed "**Physical Security Management**" should be addressed to **Mr. Madhur Chaudhary, Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 2nd Floor, Orchid Business Park, Sector-48, Sohna Road, Gurgaon-122018, Haryana (INDIA)**. Please note that the Technical and Commercial bid has to be in separate sealed envelopes duly marked as **Technical Bid** and **Commercial Bids** respectively. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays.

All questions/ clarifications should be communicated on email ids subhash.jchandra@canarahsbclife.in, amit.kaul@canarahsbclife.in and Madhur.Chaudhary@canarahsbclife.in. Last date for receipt of any query is 06/11/2018. Quotations received after the stipulated time of the Due date or incomplete in any respect are liable to be rejected.

a) Bidder's name and address, Bidder's telephone number, email address and a contact person.

b) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.

c) Please follow the format of this RFP, placing answers in the text box immediately after sections requiring responses. Please do not enter any information into any part of this document other than the boxes provided. The boxes will expand to accommodate responses of any length.

d) Price for each item to be submitted in separate envelopes.

e) NO CHANGES TO THE LINES, FORMAT OR STRUCTURE OF ANY SPREADSHEETS IS PERMITTED. CHANGING THE SPREADSHEETS IN ANY WAY, OTHER THAN INSERTING THE REQUIRED INFORMATION, SHALL BE CONSIDERED CAUSE FOR YOUR COMPANY'S DISQUALIFICATION FROM FURTHER ANALYSIS AND PARTICIPATION IN THE RFP PROCESS.

f) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and uploaded.

3.2 Notification of Changes

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

3.3 Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to Company. No words or comments will be added to the general conditions or detailed specifications unless requested by Company for the purposes of clarification.

3.4 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing and submitting a proposal to Company, if any.

3.5 Currency and Taxes

Prices quoted are to be:

- In Indian rupees;
- Exclusive of all taxes.

3.6 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the Company at no charge.

4.0 SCOPE

The scope of services and existing structure of security deployment across offices covered by this RFP is provided in Annexure - 1 below. It primarily deals with the provide the Security Management Services across the offices of company.

4.1 Criteria

The purpose of this section is for Bidders to provide information to demonstrate to Company that its services offering satisfy Company's requirements. The bidder should also demonstrate that it has the financial and organizational infrastructure to fulfil the fundamental requirements set out in this RFP. Bidders not meeting them or not demonstrating that they do meet them may not receive further consideration during the evaluation process. **A complete listing of the specific bid evaluation criteria is given below (Filling all the details is mandatory)**:

S.NO	CRITERIA	VENDOR RESPONSE
1	List of current clients (To be attached)	
2	Year of Incorporation (document to be attached as a proof)	
3	Presence across Company Locations (Offices As per list in the RFP)	
4	Quality Certification (ISO Certification) , if any Copies to be attached	
5	Type of Firm (Private / Partnership) Proof to be attached	

6	Total Area in Sq. feet within India where Security Management Services are being provided at Present (documentary Proof to be attached)	
7	Total no. of Security Guard on Company's roll with Police verification in place (Proof to be attached)	
8	Annual Turn Over (RFP Specific) Furnish documentary proof	
9	Balance sheet – Last 3 years (Financial strength) with documentary proof	
10	Statutory compliance to be supported by Documentary Evidence	
a	S & E Registration Certificate	
b	Valid Trade License Certificate	
c	Form A under payment of Gratuity Act	
d	PF code number allotted by RPFC in the name of the establishment, submit all the copies if more than one PF code has been obtained	
e	ESI code number (both main and sub, where obtained) allotted by ESIC in the name of the establishment	
f	Professional Tax Registration certificate issued by relevant authority (where applicable)	
g	LWF establishment code issued by relevant authority (where applicable)	
h	PAN and TAN number allotment letter	
i	Memorandum and Article of Association	
j	GST Registration certificate	
k	The bidder will maintain all statutory registers and records, updated at all times, in the format prescribed for the location.	
l	The bidder will pay State Wage for the Said location, as applicable from time to time. (Y/N)	
11	Customized Monthly Management Report (Draft Format to be attached)	
12	Profile of clients (To be attached along with references with details i.e (Contact Person, contact no & address)	
13	Agreement for one year which states that the vendor will have all tax liability (Y/N)	
14	Primary and Secondary Contact for Canara HSBC Insurance with their contact Nos.	
15	Address for Communication	
16	Does your Company take a Group Term Plan for all its employees (resources deputed at our premises)? What is the sum assured under this.	
17	Has your company been issued a notice by any of the statutory authorities in the last one year? Please furnish the details if any.	
18	Has your company been imposed any fine, penalty, interest, summon etc. in the last one year? Please furnish the details if any.	

Bidders are expected to fill all the details and support the responses with all necessary documents for the purpose of evaluations.

4.2 Pricing Model

The prices have to be submitted in sealed envelopes as per the format given in **Annexure II**

It is expected that the bidder will quote his prices on per category per month basis. "THE COMPANY" expects complete transparency in pricing. All expenses, fees, reimbursable, etc should be based on an open book concept to be audited by "THE COMPANY" from time to time.

The Pricing template will need to be filled in with all assumptions and details attached separately. Bidder is expected to ensure that prices submitted are based on

- 8 hours of working on daily basis. Working of 6 days a week.
- Ensure that Minimum Wages Act is followed for all categories.
- We expect bidders to submit their prices after considering State Wages Act,
- All necessary Compliance are taken care while providing the prices
- Bidder is expected to take GTL (General Term Life Insurance Cover) of INR 2 lakhs per deputed resource. Cost of

same to be quoted in the price format.

5.0 OTHER TERMS AND CONDITIONS

- Payment Terms: Payment will be made within 30 days of submission of correct invoices.
- "THE COMPANY" reserves the right to cancel the tender in partial or in total without assigning any reason thereof.
- The COMPANY will prefer to work with companies registered under the Companies Act rather than proprietary /partnership/other firms etc
- Please provide current client list with a ball park volume of business with each one.
- Attach last three year balance sheet and mention turnover.
- Please showcase your capability for providing MIS through a sample report.
    - GST will be paid extra on actual.
    - Other applicable taxes not mentioned above can be paid after adequate justification and documentation as required by "THE Company ".

5.1 Intent

Please find the detail scope of activities proposed to be outsourced, as per Company's current understanding of the processes.

a) Key Goals & Objectives

Guard the CANH facility and assets round the clock to ensure that it is safe and secure at all times. Protect the facility and employees of CANH from external aggression in any shape and form. Carry out a periodical security audit of the premises, its fire fighting installation and capability to ward off any unforeseen incident/ accident. Conduct training for all the guards of the service provider and employees of CANH on security matters and fire fighting/ evacuation drills/ systems as per the guidelines laid down by the company.

b) Single Point of Contact

One of the critical success factors for this service is a fulltime, dedicated, single point of contact assigned by the service provider. He / She will have authority over all staff and resources that are involved in service delivery.

c) Employee Development & Training

The staff dedicated to this account may comprise of new hires & or existing on site staff. All resources will need to be trained by the service providers to ensure COMPANY security services are managed as per best practice in the industry.

d) Improvements & Initiatives

One of the objectives of COMPANY is to improve the consistency of services and minimize the time taken to deliver outcomes while reducing costs and risks. The service provider will need to continuously review their service delivery model and operation to ensure there is constant process improvement.

e) Performance Measurement

The service provider will be measured qualitatively and quantitatively through the usage of Service Level Agreements (SLAs), Key Performance Indicators (KPIs). These SLAs and KPIs will be agreed during the contract negotiation process. Bidders should propose specimen SLAs and KPIs to cater to the stated scope of services in Attachment 1.

f) Procurement and Competitive Bid Process

The service provider will be responsible for the procurement of all service contracts, goods & repairs for the scope of service with regard to this contract. The service provider will ensure that all COMPANY processes are adhered to during the bidding process and recommendations are submitted before award of contract.

g) Information Systems to be provided in supporting COMPANY

A key benefit COMPANY sees from engaging a security services vendor is to improve the quality of reporting and decision support. The bidders are required to provide samples of such reports with clarity of frequency. Any technology used in delivery of services should be highlighted and costs clearly stated.

5.2 Deviation Sheet

Deviations from Technical Specifications and Terms and Conditions of the Tender

	RFP Document Clause	Technical Specification or Terms and Condition in the RFP document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

Deviations from any of the terms and conditions of the tender document should be specified

If any deviations from the technical specifications are warranted, reasons for such variations should be specified and if such deviations/ variations add to improvement of the overall performance of the systems, those should be specifically mentioned and supported by relevant technical documentation as specified above.

ANNEXURE-I (SCOPE OF WORK)

The detailed scopes of the Services as envisaged under this Agreement are as under:

- 8 hours of working on daily basis. Working of 6 days a week
- The security staff would be responsible for the safety of fittings, fixtures, shell structure, fit out etc. installed at the said Premises. It is the sole responsibility of Service Provider to update this inventory on a quarterly basis in consultation with Company. On completion of the Agreement period, Service Provider has to handover the premises to Company as per the Inventory register. Any and all losses if any, will be recovered from payments due to Service Provider.
- *All the security related logbooks, checklists, and various material and staff monitoring register etc. prescribed by Company would have to be properly and duly filled by the security staff and got endorsed from Company representative at premises.*
- All the entry gate points of the said premises would be continuously guarded for full 24 hours as may be indicated and shall not leave any location or post unmanned. Main entrance of the building etc. within the said premises will be in the scope of services to be provided by Service Provider. Service Provider/security staff shall be responsible for any harm or damage caused to any person or property by virtue of any unauthorized entry in the Company's premises mentioned above and the Service Provider shall completely indemnify and keep indemnified the Company in this regard.
- Building Management System, Various closed Circuits TV's and Access control systems etc., if installed would have to be maintained and directly controlled by Service Provider.
- The fire detection and fire extinguishers system will also be supervised and maintained by the Security Staff of Service Provider. In case of fire emergency, support to engineering / maintenance staff of Company including operation of all fire suppression equipment like fire hose reels, hydrants systems, any other fire suppression system like fire extinguishers etc. would be the direct responsibility
- Service Provider shall be responsible for conducting fire drills, evacuation drills & life safety training for Company staff.
- Security agency will be responsible to provide alerts, advisory in case of emergency situation like political unrest , natural calamity , terrorist attack etc
- Service Provider shall be responsible to look after all property and equipment of the said premises entrusted to it for guarding & provision of security and safekeeping and under its control (reasonable levels of wear and tear accepted). Service Provider shall fully indemnify the Company against any theft, intrusion or such incidence arising in the premises.
- Proper measures shall be taken to see that the equipment of Company is protected against dust, physical damage, and contamination by maintaining high standards of sanitation practices, personal hygiene and appropriate tools and tackles.
- The employees of Service Provider shall be constantly patrolling various posts at the premises as per the direction of Company, and there should be minimal interaction with other Service Providers at the premises.
- Conservation and economical use of electricity energy and water is to be made in the premises by Service Provider.
- Receipts/acknowledgement of equipment, furniture/fittings etc. handed over by Company to Service Provider, maintaining them in good working condition, maintenance of register showing the location, breakdowns, repairs details of all the items/equipment/fittings, as well as handing over the items to Company in good working conditions at the time of expiry/termination of the Agreement shall be Service Provider's responsibility.
- Service Provider shall assume full responsibility for all property in its case, custody and control, except for loss by fire, flood, strike, riots and acts of God or other causes beyond Service Provider's control and, upon termination of this Agreement, surrender possession of the same to Company in the same condition as and when received except, ordinary wear and tear accepted.
- The Unit Manager/ Supervisor appointed by Service Provider for the said premises will be fully responsible for the day-to-day operations of the services within the scope of services mentioned earlier.
- Service Provider's representative will keep Company informed of any fault in equipment machinery or fittings, which may occur from time to time during operations.

- Service Provider shall report all accidents and injuries promptly to Company and to any government authorities as may be required by Applicable Law.

- All the employees of Service Provider have to be well-behaved and courteous to Company's Client staff and other colleagues. Misconduct and bad behavior of any kind from any of your staff would not be tolerated and the respective staff member would not be allowed to enter the premises after the incidence.

- Service provider shall ensure complete statutory compliance as applicable to them from time to time with respect to the staff provided by them to the Company. They shall maintain all records at the premise regarding duty schedules, attendance and leave, pay register, etc. pertaining to the personnel deployed by him in the said premise.

- Security Guards required for Transport services should escort CANH staff safely and securely to respective homes.

- Security Guards required for Transport services should monitor movement of (transport) fleet.

- Security Guards required for Transport services should report events on trip/ daily basis.

- Security Guards required for Transport services should report mishaps of all kinds (major or minor).

- Security Guards required for Transport services should act as a co driver and ensure traffic rules and regulations are being followed by the cab drivers.

- Security Guards required for Transport services should validate the log sheets.

- Security Guards required for Transport services should Maintain all transport records

- Security Agency to execute disaster management plans in coordination with organization admin.

- Security Agency to conduct evacuation plans in case of disaster and hazard.

- Security Agency to Maintain contacts of important emergency action agencies like Fire dept. Police.

- Security Agency to carry out Safety Audit in order to evaluate safety standards and implementing necessary changes in systems and procedures accordingly.

- Security agency to provide Security Staff deployed on the site proper Uniform along with ID Cards.

- Security Agency all the time have to maintain State / Central Compliances whichever is applicable along with other Statutory

GUARD DEPLOYMENT

- Service Provider shall deploy security guard after consultation with the Company representative

- All security guards deployed at Company premises to discharge the services under this Agreement should have minimum experience of 02 Years in the related field and should have completed 06 months of service with Service Provider.

- Before deploying the staff at the Company's Locations as mentioned in the Agreement, the Service Provider shall submit all the details as desired by the Company and the staff deployed shall be strictly as per the details submitted by the Service Provider

- Service Provider shall ensure that the police verification of all the staff deployed by him is done and shall submit the report along with the latest photograph of the staff to the Company.

- All staff deployed by Service Provider must have proper knowledge of Fire Fighting activity and should be familiar with Fire Fighting Equipments and Fire Extinguishers installed at Company premises

MANDATORY DECLARATION BY BIDDER

- Bidders are requested to submit duly signed declarations as mentioned in the attached

Required on Letter Head and addressed to the Company

BIDDER REGISTRATION DETAILS

Name of the Contractor

Address :

Type: Private Limited Company/Public Company/Partnership/ Others
(Attach the proof of registration/Incorporation)

S.No.	PARTICULARS	REGISTRATION No.	VALID UPTO	COPY ENCLOSED
1.	Shops & Establishment Act			
2.	Permanent Account No. (PAN)			
3.	Tax Deduction Account No. (TAN)			
4.	Service Tax No.			
5.	Profession Tax No.			
6.	Provident Fund Code No.			
7.	ESIC No.			
8.	CLA License No.			
9.	Copy of Latest Balance Sheet			

Required on Letter Head

Name of Contractor :

Month and Year:

S.No.	DETAILS	Comments (Attached/Not Applicable with reasons)
1.	Acknowledged Copy of PF Challan	
2.	Acknowledged Copy of ESIC Challan	
3.	Acknowledged Copy of Annual Return under Payment of Bonus Act (including copy of Bonus Register)	
4.	Acknowledged Copy of challans under Labour Welfare Fund	
5.	Acknowledged Copy of Annual Return under Maternity Benefits Act	
6.	Acknowledged Copy of Form L under Payment of Gratuity Act	
7.	Acknowledged Copy of Challan under Profession Tax Act	
8.	Acknowledged Copy of Half Yearly return under Contract Labour (R&A) Act	
9.	Acknowledged Copy of Monthy Return under Provident Fund Act	

10.	**Acknowledged Copy of Annual Return under Provident Fund Act**	
11.	**Acknowledged Copy of Half Yearly returns under E.S.I.C. Act**	

Required on Letter Head

Declaration by Bidder

We certify that employees deployed for providing services to Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited under Agreement Ref:_____ dated _____are covered in the enactments mentioned from a to k above. We undertake to indemnify the Company in case of any liability arising due to non-compliance under the Contract Labour (Regulation & Abolition) Act, 1970 or any other applicable legislations.

We certify that we have complied and will continue during the term of the above Agreement including extensions thereof, with all statutory provisions under the following Acts:

Shops & Establishment Act
Payment of Wages Act
Minimum Wages Act
Equal Remuneration Act
Payment of Gratuity Act
Payment of Bonus Act
Maternity Benefits Act
Contract Labour (Abolition & Regulation) Act
Provident Fund Act
Employees State Insurance Act
Labour Welfare Act
Professional Tax Act
And Other applicable enactments

We also hereby further declare and undertake that we will carry out/ have carried out a background verification/ checks on the employees deployed for providing services to your Company and confirm that all person(s) deployed are of sound moral character *and they have no criminal proceedings* instituted at present or in the past against them.

Date: **Name and Signature**

Required on Letter Head

Mandatory declaration to be submitted by the bidder with the RFP response. The declaration should be on the bidder's letter head, addressed to Canara HSBC and be duly signed by their CEO/ MD.

Declaration by Bidder

I agree that post my empanelment and commencement of services, Canara HSBC will conduct a quarterly audit to satisfy itself on both statutory and related compliances being met by us.

In the event of any non-compliance, I agree that Canara HSBC will recover the "short payment, if any, with interest" towards any violation of the statutory payments from my monthly billing amount.

I also agree to provide Canara HSBC a copy of the statutory documents, acknowledgements and the staff related data (i.e. of my staff who will be assigned to Canara HSBC) as required by them from time to time.

PORTFOLIO LOCATIONS AND EXISTING DEPLOYMENT STRUCTURE

The location of the facility that is the subject of this RFP are the existing offices of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited. It may be noted the Deployment structure given below is for understanding purposes and may change depending upon the requirements of the Company from time to time. The same may not be treated as the commitment.

a) Gurugram HO (Orchid Business Park)

S. No.	Location	Sqft Area	No. of Security Guards Deployed	No. of Security Officer Deployed	Presence (Write Y or N)
1	Orchid Business Park (Gurugram)	73414	12	1	

b) And Branches at Following Location

S. No.	Location	Sqft Area	No. of Security Guards Deployed	Presence (Write Y or N)
1	Agra	1350	2	
2	Ahmedabad	1509	2	
3	Amritsar	1300	2	
4	Bangalore	3800	2	
5	Bhopal	1450	2	
6	Bhubaneswar	1490	2	
7	Calicut	2175	2	
8	Chandigarh	2450	2	
9	Chennai	2200	2	
10	Coimbatore	1600	2	
11	Dehradun	1227	2	
12	Delhi	2404	2	
13	Guwahati	900	2	
14	Hubli	1550	2	
15	Hyderabad	3797	2	
16	Jaipur	1704	2	
17	Karnal	1476	2	
18	Kolkata	4022.5	2	
19	Lucknow	2500	2	
20	Ludhiana	1450	2	
21	Madurai	1700	2	
22	Mumbai	4353	2	
23	Patna	1300	2	
24	Pune	1582	2	
25	Trivandrum	1032	2	
26	Bhatinda	300	1	
27	Varanasi	325	1	
28	Thane	450	1	
29	Salem	333	1	
30	Durgapur	330	1	
31	Raipur	528	1	
32	Mangalore	475	1	
33	Ranchi	487	1	
34	Trichy	700	1	
35	Bellary	550	1	
36	Thrissur	900	1	
37	Bangalore 2	1200	1	
38	Bareilly	400	1	
39	Chennai 2	1000	1	
40	Gulbarga	500	1	
41	Indore	450	1	
42	Jalandhar	700	1	
43	Jodhpur	600	1	
44	Mumbai 2	2000	1	

45	Mysore	560	1	
46	Noida	1600	1	
47	Surat	560	1	
48	Vijayawada	1200	1	

ANNEXURE-II

Price Sheet - State Minimum wage Break up Sheet

S.No.	Description (State Minimum Wages)		Rate	Security Officer	Security Supervisor	Security Guard (Unarmed)	Security Guard (Armed)
				Unit Price	Unit Price	Unit Price	Unit Price
1.	Basic						
2.	Dearness Allowance						
3.	House Rent Allowance		5.00%				
4.	Washing Allowance						
5.	Ed Allow						
6.	Other Allowances						
7.	SP Allowance						
{A}	**Sub - Total**						
{B}	**Deductions**						
		ESIC - Employee's Contribution	1.75%				
		PF - Employee's Contribution	12.00%				
		Labour Welfare Fund					
		Professional Tax					
	Sub - Total						
{C}	**Net Salary per month**						
{D}	**Statutory Additions**						
		ESIC - Employer's Contribution	4.75%				
		PF - Employer's Contribution	13.00%				
		Labour Welfare Fund					
		Bonus	8.33%				
		Leave	8.33%				
		Gratuity	4.81%				
		National Holiday + State Holiday					
	Sub - Total						
{E}	**Other Direct Costs**						
		Uniform, Shoes, Badges, Caps					
	Sub - Total						
	Total - A + D + E						
	Reliver Charges						
	Pay-roll administration cost		Please mention the %				
	Total Cost						
	Management Fee		Please mention the %				
	Grand Total Excl. of Taxes						

Format Attached

Important Notes: -

1. Price sheet to be submitted separately in a sealed Envelope "Commercial Information" apart from the technical information (to be submitted in Separate Envelope).

2. 8 hourse of working on daily basis

3. Working on 6 days a week basis

4. By ensuring the Minimum Wages Act for all categories.

5. We expect bidders to submit their prices after considering Central Wages Act and State Wages Act,

6. All necessary Compliance are taken care while providing the prices

7. Bidders are requested to provide per hour cost in case of any additional hour of work is done by the deputed resource. Same should be compliance with the wages act / statutory regulations.

8. OT and Leave Salary (encashment) is not included in above calculation as these are variable in nature.

9. OT payment, if any, has to be calculated in line with the Act and number of hours should not exceed the max specified in the quarter.

10. Leave Salary, if any, has to be paid in line with the policy of the vendor company.

11. ESI is applicable on OT payment.

12. Employee Prof Tax must be recovered, where applicable.

13. Employer Prof tax and GTL for INR 2 lakhs per staff will be on actuals.

Annexure III – VENDOR REGISTRATION FORM

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited
2nd Floor, Orchid Business Park, Sector-48, Sohna Road,
Gurugram - 122018 India

aapke vaade, sar aankhon par

Vendor Registration Form

Company Details

Entity Name

Registered Address

State | PIN Code
Phone # | Fax #

Correspondence Address

State | PIN Code

	Country Code	STD Code	Nos.		
Tele No. (O):				Contact Person	
Fax No.(O):				E – Mail:	
Mobile No. (O):				Web Site:	

Country of Company Incorporation / Headquarters

Company Business Operation (List of Countries)

Name & Designation of Principal Officers/Persons to be contacted

No.	Name of the Person	Designation	Contact No.	E - Mail	Location
1					
2					

Nature of Business (Please Tick any One)

☐ Manufacturing ☐ Sole Selling Agent ☐ Dealer ☐ Trader

☐ Hotel ☐ Service Provider Business Description

Nature of Company (Please Tick any One)

☐ Proprietary ☑ Partnership ☐ Private Ltd ☐ Public Ltd. / Govt

☐ Small Scale Industry ☐ Non - Small Scale Industry

PAN No | Entity Name as per PAN

GSTIN * | State | PIN

HSN Code

Addres as per GST Registration

Email ID for Correspondance on GST

** Incase of multiple GSTIN please provide details in Annexure-I of this document*

Bank Details

Bank Name

Address

State | PIN Code

Bank Account No | Swift /IFSC Code

DECLARATION

The above information is true in all respects and we undertake to inform you if any change in the above particulars regarding our business from time to time.

Place :

Date :

Signature of Authorised Representative
of the Firm under proper seal

Annexure IV – Technical Bid (ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE RFP DOCUMENT)

Ref.: Proposal against the RFP for Physical Security Management.

To
The Head (Procurement)
Canara HSBC Oriental Bank Insurance Company
2nd Floor, Orchid Business Park (Near Subhash Chowk),
Sector-48, Sohna Road, Gurugram 122018

I have carefully gone through the Terms & Conditions contained in the RFP Document regarding **Physical Security Management.**

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness	Signature of the bidder
Date	Date
Place	Place

Annexure A.3 – Technical Bid (Declaration)

ANTI BRIBERY&CORRUPTION DECLARATION

a) Parties represents to each other that they have not and agree that they shall not in connection with the transactions contemplated by this declaration make any payment or transfer anything of value, offer, promise or give a financial or other advantage or request, agree to receive or accept a financial or other advantage either directly or indirectly:

(i) to any government official or employee (including employees of a government corporation or public international organization) or to any political party or candidate for public office; or

(ii) to any other person or entity, if to do so would violate or cause Canara HSBC OBC Life to be in violation of the applicable legislations pertaining to bribery/ corruption.

b) It is the intention of Canara HSBC OBC Life and the Vendor/ third party service provider that in the course of their respective negotiations and performance of this declaration no payments or transfers of value offers, promises or giving of any financial or other advantage or requests, agreements to receive or acceptances of any financial or other advantage shall be made either directly or indirectly which have the purpose or effect of public or commercial bribery or acceptance of or acquiescence in bribery, extortion, kickbacks, greasing or other unlawful or improper means of obtaining or retaining business, commercial advantage or the improper performance of any function or activity.

Authorised Signatory

Name:

Designation: Date:

RELATED PARTY DECLARATION FORM (BY VENDOR)

Vendor Name _____

Registered Address _____

State _____ PIN _____

Details of Proposed contract to be entered into:
Does the Vendor (including its directors/employees/shareholders/sisters concerns/group companies) have any relationship or engagement (directly or indirectly) with the Company or any of its employees/directors?

○ Yes ◉ No

If Yes, please provide the following details:

Please describe the relationship/engagement with the Company or any of its employees/directors

If the relationship/engagement is with a particular employee, Name of the Employee
Employee ID
Department
Designation
Nature of interest, if any in the proposed transaction

Declaration by the vendor–
We hereby confirm that the involvement of any of the above mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Vendor and the employees/directors of the Company in respect of the proposed transaction.
We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arms length basis.

Place : Signature of Authorised Representative

Date : of the Firm under proper seal

TO BE FILLED (SIGN & STAMP)IN CASE OF PROPREITORSHIP

I, _____ hereby declare that I am the sole proprietor of _____

My PAN Card No. _____ is applicable for _____

Kindly issue cheque in favour of " _____ ".

Thanks,

Signature and stamp

Name : _____