



**THE ORIENTAL INSURANCE COMPANY LIMITED**

**(CIN NO.: U66010DL1947GOI007158)**

**CORPORATE OFFICE,  
OFFICE BLOCK IV, PLATE A,  
NBCC OFFICE COMPLEX,  
KIDWAI NAGAR EAST,  
NEW DELHI**

**Tender Document**

**For providing Security Services on Contractual Basis**

**(Please Check that number of pages are 43)**

**EACH PAGE OF THE TENDER DOCUMENT MUST BE SIGNED & STAMPED BY THE TENDERER**

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## **NOTICE INVITING TENDER**

### **FOR PROVIDING SECURITY SERVICES ON CONTRACTUAL BASIS AT:**

- (1) CORPORATE OFFICE, OFFICE BLOCK IV, PLATE A, NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**
- (2) HEAD OFFICE, ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI**
- (3) CMD'S RESIDENCE, 192, JOR BAGH, NEW DELHI**

Chief Manager, Establishment Department, Corporate Office, The Oriental Insurance Company Limited, New Delhi, invites tenders on GeM portal under two bid system - Technical Bid (Part-I un-priced) & Financial Bid (Part-II priced) - from Delhi based full time Security service providers possessing valid registration and license under Private Security Agencies (Regulation) Act, 2005 and rules framed thereunder & other relevant statutes including the ESI Act 1948 and EPF Act 1952, for providing Security Services at: (1) Corporate Office, Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi (2) Head Office, Oriental House, A-25/27, Asaf Ali Road, New Delhi & (3) CMD's Residence, 192, Jor Bagh, New Delhi.

The contract for Security Services will be awarded for Initial period of three years w.e.f. 01.04.2024 (the award letter and agreement will be provided to the service provider on yearly basis on satisfactory services) with provision of extension of two years at the sole discretion of OICL based on the satisfactory performance of contractor.

Tenderer / Bidder should qualify the eligibility criteria as stated in Section 2 of the tender document otherwise the bid shall be rejected.

The tender document can be downloaded from Company's website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) or from GeM Portal from 16.01.2024 and the tender fee **(until and unless exempted)** of **Rs.1000/- + GST (as applicable)** (non-refundable) should be paid through a separate demand draft drawn on any Scheduled bank favoring **"The Oriental Insurance Company Limited"** payable at New Delhi. **The tenders for which Tender Fee has not been paid will not be entertained.**

Each tender **(until and unless exempted)** must be accompanied with a Bid Security Declaration in the prescribed format (Annexure XIII) Tenders submitted without Exemption Certificate/ Bid Security Declaration shall not be evaluated or considered.

As per the guidelines issued by Micro, Small and Medium Enterprises (MSME), below mentioned exemptions are provided to any tenderer who is registered as MSME:

**Exemption for Tender Cost:** As per MSME Policy circular dated 23.03.2012, MSEs registered under UAM scheme will be provided Tender free of cost. Bidders are required to submit valid UAM certificate and their claim for free tender cost will be considered for the service/ category for which they are registered as per UAM certificate. Decision of Bid evaluation committee will be final in the matter.

Note: Bidders are required to submit their MSME Certificate with the Technical Bid to avail exemption for tender fee. Bids without MSME Certificate will be treated as normal bidder. All other rules will be applicable on all bidders.

Each tender must be accompanied with an **Earnest Money Deposit (EMD) unless exempted under MSME**, in the form of a demand draft **for Rs.50,000 (Rupees Fifty thousand only)** drawn on any scheduled Bank in favour of **The Oriental Insurance Company Ltd., payable at New Delhi only**. No other form of payment will be accepted for submission of EMD. The said demand draft towards the earnest money must be placed in a **sealed envelope** marked on top **"Tender for Providing Security Services at OICL, New Delhi"** with the name, address and telephone number of the Tenderer **at the bottom of the cover on the left side of the envelope**. The **sealed envelope** addressed to "Chief Manager, Establishment Department, Oriental Insurance Company Ltd., Corporate Office, New Delhi" should be dropped in the locked drop box available at the reception on first floor at OICL, Corporate Office up to 31.01.2024 till **04.30 PM**. **At the back of the demand draft, the name of the Tenderer should be clearly written with the caption "Providing Security Services on contractual basis at OICL"**. Tenders submitted without EMD (until & unless exempted) shall not be evaluated or considered.

#### **Instructions to Bidders for Online Bid Submission**

- (a) Bidders should comply with rules and regulations of GeM portal for submission of Bids online. It is mandatory for all bidders to submit their Bids through GeM Portal.
- (b) Tenders are not transferable under any circumstances. OICL reserves the rights to accept, reject any or all Tenders without assigning any reasons thereof.
- (c) All information with regard to any modification/amendment/extension of dates etc. in respect of this tender, till the entire process is completed, will be uploaded on Company's website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in). / GeM portal. The bidders are requested to see this website on regular basis for updates.

#### **Important information for tenderers:**

(i)	Issue of Tender Document	:	16.01.2024 to 31.01.2024 up to 4.30 PM
(ii)	Tender document Fee (Non-refundable)	:	Rs.1000/- + GST (Rs. One Thousand only)
(iii)	Date of Pre-bid conference	:	24.01.2024
(iv)	Last date for submission of tender	:	31.01.2024
(v)	Date & time of opening of Technical Bids	:	31.01.2024 at 04:30 PM
(vi)	Date & time of opening of Financial Bids	:	Shall be intimated later through Company Portal
(vii)	Earnest Money Deposit (EMD) (Basis of exemption for Bidders with MSME Certificate)	:	Through Demand Draft Rs.50,000/- (Rs. Fifty thousand only) Bid Security Declaration as per format provided in Annexure XIII to be submitted.

Note: Technical Bid and Financial Bid can be downloaded from GeM Portal, as well as our Website under “Tender Section” from 16.01.2024.

OICL reserves the right to reject any or all of the tenders in part or full without assigning any reason(s).

**CHIEF MANAGER**

### **Eligibility Criteria**

1. The Bidder/Tenderer should be based at Delhi and operating their business in Delhi. The Office Premises of the Bidder/Tenderer should be located in Delhi. **Attach self-attested photo-copy of proof.**
2. The Bidder/ Tenderer must have a valid and effective License issued under the Delhi Private Security Agencies (Regulation) Rules, 2009, to engage in the business of Private Security Agency issued by Statutory Authority.
3. The Bidder/Tenderer should have an established Office Premises in Delhi having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient security services. Tenders received from Firms/Establishments operating from residential premises and not having an established Office Premises in Delhi with necessary infra-structure and man-power on its rolls will not be accepted and will be treated as rejected.
4. The Bidder/Tenderer should have a minimum experience of five years as on 31/12/2023 in the field of providing Security Services on Monthly Contract Basis. **Attach self-attested photo-copy of proof.**
5. The Bidder/Tenderer should be registered with Government Labour Department and should possess/hold a valid License issued by Central/State Government/concerned Department of Government of NCT for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act. In case any other permission or Certificate or License is required for providing Contract Labour to the Company, the Bidder/Tenderer will be required to submit the same within one month of award of the work. The successful Bidder/Tenderer would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act. **Attach self- attested photo-copy of Registration with Government Labour Department and License.**
6. The Bidder/Tenderer should be registered with EPF Authorities and should have a valid Provident Fund Registration Number under EPF Act issued by EPF Authorities. **Attach self-attested photo-copy of EPF Registration.**
7. The Bidder/Tenderer should be registered with ESI Authorities and should have a valid ESI Registration Number issued by ESI Authorities under ESI Act 1948. **Attach self-attested photo-copy of ESI Registration.**
8. The Bidder/Tenderer should be registered with Goods and Service Tax Authorities and should have a valid Goods and Service Tax Registration Number issued by Statutory Tax Authority. **Attach self-attested photo-copy of Goods and Service Tax Registration.**
9. The Bidder/Tenderer should have rendered similar satisfactory services of providing Security Services on Monthly Contract Basis to **at least three** Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institutions or any Private Company of repute. **Attach Certificate of Experience and**

**Satisfactory Completion of work awarded from concerned Establishments / Companies.**

10. The Bidder/Tenderer should furnish **List of Clients to whom Security Services on Monthly Contract Basis** are given during the last three financial years i.e. 2020-21, 2021-22 and 2022-23 along with the numbers of persons deputed as per format given in **Annexure III. Attach Certificates for providing Satisfactory Security Services from concerned Clients / Companies.**
11. The Bidder/Tenderer should have **minimum Annual Turn-over of Rs.1.5 Crores and should have earned profit during the last three financial years i.e. 2020-21, 2021-22 and 2022-23. Attach Certificate from Chartered Accountant as per Annexure IV in this regard.**
12. **The Bidder/Tenderer should have on their wage rolls minimum 250 security guards in Delhi as on 31/12/2023. Attach Certificate from Chartered Accountant as per Annexure V in this regard.**
13. The Bidder/Tenderer must submit a valid and effective Quality Assurance Certificate(s), if any awarded to them, such as ISO-9001, ISO-14001, SA-8000 etc which will be considered for evaluation of Technical Bids of Bidder/Tenderer.
14. The Company will debar Bidders/Tenderers having blood relatives working in The Oriental Insurance Company Limited from tendering in any capacity. A **Non-relationship Certificate** is required to be submitted as per **Annexure II** of the Tender Document.
15. The Bidder/ Tenderer should have its own Training Centre for Security Guards in Delhi/NCR or should have arrangement with Certified Training Centre for Security Guards at Delhi/NCR. The Bidder/ Tenderer should have to attach proof of having Training Center.
16. The Bidder/Tenderer should be ready to and will :-
  - (A) Deposit ESI and EPF Contribution in respect of each security guard deputed for our Company through a separate Challan meant for OICL every month and submit a copy of the same as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each named security guard on their letter head duly certified, stamped and signed by authorized signatory as per specimen enclosed as **Annexures IX and X treating it as a mandatory requirement.**
  - (B) Pay the total amount of Monthly Minimum Wages, Overtime and other charges mentioned in the Tender Document to the security guard deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII and VIII** duly stamped and signed by authorized signatory) **through “E- transaction” only treating it as a mandatory requirement.** Payment of amount of Minimum Wages to security guard in Cash by

the Bidder/Tenderer is prohibited and will not be accepted as proof of payment of Minimum Wages.

(C) Arrange Police Verification of each security guard/manpower deputed for our Company at his own cost and **submit a Police Verification Report obtained from the Police Authorities** in respect of each security guard, before deputing to our company **treating it as a Mandatory requirement.**

(D) Provide alternative security guard whenever the regular security guard deputed by them is not reporting for duty and/or is on leave treating it as a Mandatory Requirement so as to ensure continuity of proper and efficient security services without any break. In case of failure to provide alternate security guard, the Bidder/Tenderer should be ready to bear the penalty imposed as per the terms and conditions of the Tender Document. **Please note the penalty for not providing alternate security guard in the absence of regular security guard by the Bidder/Tenderer is to be borne by the Bidder/Tenderer.**

The Bidder/Tenderer are required to submit “**Letter of Acceptance**” in this regard as per specimen enclosed as **Annexure VI** and non-compliance of the above requirement or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/Tenderer and the amount of Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

17. The Tenders from Individual / Firm / Organization/ Company including its Proprietor/ Partners / Shareholders / Directors who have been blacklisted / prosecuted by any departments / statutory bodies in any State or by any Court of Law, shall not be entertained. An Undertaking on the Letter Head of the proprietorship / firm/ Company as per specimen given in **Annexure XII** is required to be submitted along with Technical Bid.
18. The Tenders from Bidders/Tenderers who's Technical Bid(s) were earlier rejected by OICL on account of forged or fabricated supporting documents etc. shall not be entertained.

**CHIEF MANAGER**



**GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS FOR  
BIDDERS/TENDERERS**

1. The Tenders/Bids should be valid for a period of **at least three months from the date of opening of Technical Bid of tender.**
2. The duration of the Contract will be for an **initial period of three years from the date of commencement of work after award of contract on the rate of "Service Charges" quoted by Tenderer/Bidder** in their Financial Bid **with a provision to extend the contract for a further period of two years by increasing the rate for "Service Charges" by 5% of existing charges** on the same terms and conditions on providing satisfactory and efficient security services. The rate of "Service Charges" quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for a initial period of three years and no revision in rates will be permitted during the currency of contract for a initial period of three years.
3. The Bidder Tenderer **quoting the "Service Charges" less than 3.85% shall summarily be rejected.**
4. **Pre-Bid Meeting:** A Pre-Bid Meeting will be held on 24/01/2024 at 11.30 AM at Corporate Office, First Floor, Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023, wherein the prospective bidders/tenderers can seek clarification, if any. Prospective Bidders/Tenderers are advised to seek clarification in writing on Letter Head of their Agency/Firm/Security Agency to keep record of clarification sought. In case of any change in the terms and conditions of Tender Document after the Pre-Bid Meeting the same will be done upon approval of Competent Authority of the Company and any amendment/addition/deletion shall appropriately be uploaded on company's website after due corrections for information of all concerned.
5. The Tenderer/Bidder has to submit Earnest Money Deposit of **Rs. 50,000/-** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of "The Oriental Insurance Company Limited" payable at New Delhi. Tenders without the Earnest Money Deposit will be deemed rejected. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption "Tender for Providing Security Services on Monthly Contract Basis".
6. The Earnest Money shall be forfeited if
  - (i) The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
  - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.

(iii)The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as PF, ESI, Minimum Wages and other statutory requirements.

7. Earnest Money Deposit of unsuccessful Tenderer/Bidders will be refunded within 45 days from the date of opening of tenders except of the qualified bidder.

8. As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro and Small Enterprises (MSEs) provided such MSEs enclose certified copy of Valid Certificate of Registration as MSEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSEs. Kindly note that if these documents are not attached with the Bid/Tender Document submitted by MSE Bidder/Tenderer their Bid/Tender shall not be entertained and shall be treated as rejected.

9. The successful Bidder/Tenderer, on award of the contract to provide Security Services on monthly contract basis, shall be required **to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus **total Security Amount of Rs. 2,50,000/- (Rs. Two Lac Fifty Thousand Only) will remain with the Company throughout the duration of contract.** This deposit will remain with the Company during the currency of the Contract **and no interest will be paid on this security deposit amount.** This Security Amount will be refunded to the Bidder/Tenderer on completion/ termination / cancellation of the contract after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a **"No Dues" Indemnity Bond** on a non-judicial stamp paper of requisite value duly notarized **as per specimen given in Annexure XII of the Tender Document.**

10. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, **Annexures I to XIII** and other necessary documents are required to be attached with the "Technical Bid" to be eligible for opening of "Financial Bid."

11. Each Bidder/Tenderer shall submit only one tender either by himself or as a partner in a joint venture/ firm/ company/ as a member of consortium. If a bidder/tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

12. The "Financial Bid" of only those Bidders/Tenderers who qualify in their "Technical Bid" will be opened. The "Financial Bid" of those Bidders Tenderers whose "Technical Bid" is not qualified will not be opened. The date and time of opening of "Financial Bid" shall be up-loaded on Company's Website. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

13. If at any stage, it is found that the documents, certificates, bills and documents pertaining to mandatory proof of payment of minimum wages, statutory payments and other payments submitted by the Bidder/Tenderer are forged or have been manipulated, the work order issued to the Bidder/Tenderer shall be cancelled and the Security Deposit of the Bidder/Tenderer lying with the Company shall be forfeited without any claim whatsoever on the Company and the Bidder/Tenderer is liable for action as deemed fit by the Company.

14. All amendments/information with respect to this Tender will be uploaded on the Company's Website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and notice thereof will not be published in any newspaper. All Bidders/Tenderers are, therefore, advised to visit the website regularly for updates.

## **15. ARBITRATION**

(A) In the event of any question, dispute or difference arising under this agreement or in connection there-with whether before or after the determination, abandonment or breach of the Contract except as to matter the decision of which is specifically provided under this Contract, which cannot be settled amicably by negotiation, the same shall be referred to Sole Arbitration of the Deputy General Manager (Establishment), The Oriental Insurance Company Limited, Corporate Office, New Delhi, by either party within 15 days of the failure of negotiation.

(B) The agreement to appoint an Arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof. There will be no objection to any such appointment that the Arbitrator is Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matter under dispute. The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such Deputy General Manager or the said Officer shall appoint another Officer to act as Arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

(C) The Arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid, arbitration and Conciliation Act, 1996 and the Rules made there under, any modification thereof from the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

(D) The venue of the Arbitration proceeding shall be the Office of the Deputy General Manager (Establishment), The Oriental Insurance Company Limited, Corporate Office, New Delhi, or such other places as the Arbitrator may decide.

(E) The Contractor shall not be entitled to suspend the provision Security Guard Services, pending resolution of any disputes and shall continue to render the services notwithstanding the

existence of any dispute between the Contractor and the Company or the subsistence of any arbitration or other proceedings.

16. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

17. The Company may, at its discretion, extend the deadline for submission of Tenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will be the same. The information thereof will be available on the Company's Website and Notice thereof will not be published in any newspaper. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

18. The Bidder/Tenderer, on award of contract, has to sign a Agreement with the Company on a non-judicial Stamp Paper of Rs. 100/-containing all the terms and conditions mentioned in the Tender Document.

19. The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month's notice in writing without assigning any reason, whatsoever.

20. In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months' notice in writing to the Company.

21. The Oriental Insurance Company Limited, New Delhi, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.

**CHIEF MANAGER**

**SCOPE OF SERVICES, TERMS AND CONDITIONS & PROCEDURE FOR  
SUBMISSION OF MONTHLY BILL FOR REIMBURSEMENT OF PAYMENT TO  
BIDDER/TENDERER**

1. The Bidder/Tenderer shall be required to provide Security Guard Services on 'Monthly Contract Basis' for an **initial period of three years from the date of commencement of work on the rates quoted in the Financial Bid with a provision to extend the contract for a further period of two years by increasing the rate for "Service Charges" by 5% of existing charges** on the same terms and conditions on providing satisfactory and efficient security services. The rate of "Service Charges" quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for an initial period of three years and no revision in rates will be permitted during the currency of contract for an initial period of three years.

2. The Bidder/Tenderer shall be required to provide Security Guard Services at the below-mentioned office premises of The Oriental Insurance Company Limited:-

S. No.	LOCATION OF OFFICE	AREA	WORKMAN	
1.	Corporate Office, NBCC Complex, Kidwai Nagar East	Supervisor for Eight hours duty (seven days a week)	One	09:30 AM to 05:30 PM
		Security Guards for round the clock duty in three shifts of Eight hours each (seven days a week)	Four	06:00 AM to 02:00 PM
			Five	02:00 PM to 10:00 PM
			One	10:00 PM to 06:00 AM
		Female Security Guard for Eight hours duty (six days a week)	One	09:30 AM to 05:30 PM
2.	Oriental House, A-25/27, Asaf Ali Road, New Delhi-110002	Security Guard for round the clock duty in three shifts of Eight hours each (seven days a week)	Two	06:00 AM to 02:00 PM
			Two	02:00 PM to 10:00 PM
			One	10:00 PM to 06:00 AM
3.	192, Jor Bagh (CMD Residence)	Security Guard for Eight Hours duty (seven days a week)	One	

The number of Security Guards/Supervisor required shown above is indicative and the actual requirement may vary.

3. In addition to the above number of security guard for providing security guard services, the Bidder/Tenderer is required to provide the services of Two Supervisors for supervision of security management of office premises at Head Office and various units of Head Office. The

Bidder/Tenderer is also required to quote Lump-sum Rate for providing additional Security Guard for a shift of 8 hours each to be requisitioned as per requirement by the Authorized Officer of the Company,

4. The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 2 above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers for maintenance of security services and for giving prompt and efficient security services before quoting rates in the Financial Bid.

#### **5. DUTY AND RESPONSIBILITY OF SECURITY GUARDS/SUPERVISOR:-**

(A) The Security Guard will be considered under the Un-skilled Category. The Supervisor will be considered under the Skilled Category. The wages for Security Guards/Supervisor will be paid as per the notifications of Minimum Wages issued by Government of NCT of Delhi (Labour Department), 5, Sham Nath Marg, Delhi-54 from time to time.

(B) The Bidder/Tenderer shall ensure protection of the personnel and property of the Company, prevent trespass in the assigned area with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs, cattle and anti-social elements and unauthorized persons in the office premises of the company at various locations. Frequent night visit and visit on holidays/Saturdays/Sundays for checking of security guards will be arranged by Bidder/Tenderer/Security Agency and their reports will be submitted to authorize officer of the Company on fortnightly basis.

(C) The Security Supervisor will be responsible for overall security arrangement of the office premises of the Company at various locations covered under the Contract.

(D) The Security Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.

(E) The Security Guard/Supervisor will ensure that no outsiders are allowed to enter in the building without proper Gate Pass issued by them.

(F) The Security Guards/Supervisor will ensure that no items are allowed to be taken out without proper Gate Passes issued by the Competent Authority/Authorized Officers for in and out movement of store and moveable items.

(G) The Security Guards/Supervisor will allow officers and employees of the Company in the office premises after checking Identity Cards issued to them and no outsider will be allowed.

(H) Deployment of Security Guards/Supervisor will be as per the instructions of the authorized officer of the company and the same will be monitored personally by the concerned authorities from time to time and will be responsible for its optimum utilization.

(I) Security Personnel deployed in the office premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitably reduced/ increased.

(J) The Security Guards/Supervisor will also take round of all the important and sensitive points of the premises including passages on both sides of the office building so as to ensure that no person occupies the space or keep their belongings as specified by the authorized official of the company.

(K) The Security Guards/Supervisor shall also ensure door keeping duties.

(L) The Security Guards on duty will also take care of staff cars/vehicles parked in front of office premises and keep watch on it for safe keeping. The Security Guards/Supervisors in the morning will receive the General Managers and Chairman-cum-Managing Director of the company and get their vehicles parked at a safe place.

(M) The Security Guards on patrol duty should take care of all the water taps, valves, water hydrants etc. installed in the office premises.

(N) The Security Guards/Supervisor should ensure that flower plants and pots are not damaged either by the staff or by the outsiders.

(O) The Security Guards/Supervisor should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.

(P) In emergent situations, Security Guards/Supervisor deployed shall also participate as per their role defined in the disaster plan, if any, of the Company. Security Guards/Supervisor should be sensitized for their role in such situations.

(Q) The Security Guards/Supervisor are required to display mature behaviour, especially towards female staff and female visitors.

(R) The Security Guards on duty shall not leave the premises until his reliever reports for duty.

(S) The Security Guards will physically check the packets, bundles, brief cases, hand bags or any other things carried by the various contractors' labour/manpower while entering and leaving/going out of the building/premises to prevent theft, pilferage and mischief.

(T) The Security Guards/Supervisor will wear clean and gracious uniform with cap, socks, boots, whistles, dandas and rain protective equipments etc. provided by the Bidder/Tenderer.

(U) The Security Guards/Supervisor will not allow hawkers/book-sellers to occupy space in front of office premises on all working days and on Holidays/Saturdays/Sundays etc. and take suitable steps to stop them to occupy the space in front of office premises and passages on both sides.

6. The Bidder/Tenderer will issue Name Badges/Identity Cards with their photographs to all the Security Guards deputed for the Company and the Bidder/Tenderer has to ensure that all Security Guards wear such Name Badges/Identity Cards during duty hours.

7. The Bidder/Tenderer is required to make payment of Minimum Wages, Statutory Payments like EPF, ESI etc., Overtime, if payable, and other payments as per the Tender Document to the security guard by the 5th day of every month to each security guard deputed and to Statutory Authorities in time by themselves and then claim reimbursement of such expenses along with "Service Charges" from the Company by submitting Monthly bills along with proof of Payment of Minimum Wages, Overtime etc. to each security guard and other Statutory Charges as per the procedure given in the Tender Document. Please note that reimbursements will be made to the Bidder/Tenderer, only if the bills are accompanied by documentary proof of all these payments to security guard and other statutory authorities along with other relevant documents mentioned in the Tender Document **treating it as a mandatory requirement.**

8. The Bidder/Tenderer shall make all payments including minimum wages to the security guard deputed on or before 5th of every month along with Pay Slips to Individual security guard through E-transaction and submit copy of Pay Slips along with the monthly bills to the Company for record and claiming reimbursement of expenses. **Issuance of monthly Pay Slips to each and every security guard is a mandatory requirement** and the Bidder/Tenderer has to issue it.

9. The security guard deployed, engaged by the Bidder/Tenderer are employees of the Bidder/Tenderer and deputed to the Company only for the purpose of providing security services. The security guard deployed shall be in sole employment of the Bidder/Tenderer and Bidder/Tenderer shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no circumstances the Company shall be liable for any payment or claim or compensation and in case any liability falls on the Company for any reason, the Bidder/Tenderer shall keep the Company indemnified against the same. In order to give effect to this, the Bidder/Tenderer shall incorporate suitable clause in the appointment letters to be issued to its employees/workman that they are employees of Bidder/Tenderer, a copy of which should be given to the Company for perusal and record.

10. The Bidder/Tenderer/Security Agency shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Authority of the concerned office or any other Statutory Authority under the Law.

11. The Company shall have the right to deduct from the money/amount due to the Bidder/Tenderer, any sum required or estimated to be required, for making good the loss suffered by a workman/manpower deputed, by reason of non-fulfillment of the conditions of the contract of the benefit of the workman/manpower, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non- observance of the Regulations.



12. It is informed/clarified to the Bidder/Tenderer that the **"Service Charges"** quoted by the Bidder/Tenderer in their "Financial Bid" **should include cost of all the administrative expenses involved (including cost for submission of papers/documents as proof of payment), profit margin, cost of all material, tools/aids like Lathies, Whistle, Torches, Uniform, Stationery and other equipments etc. and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to security guards timely and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from their own sources and then to claim reimbursement** of such expenses from the Company on monthly basis only by submitting proof of such payments along with monthly bill.

13. The Bidder/Tenderer is **required to deposit statutory payments like EPF and ESI with the concerned authorities timely through separate Challan for OICL giving names of security guards deputed for our company treating it as a mandatory requirement.** Please note the reimbursement of these expenses will be made only on submission of separate challan for OICL for the persons deputed in our company along with details as per specimen enclosed as **Annexure IX and X.**

14. The Bidder/Tenderer, on award of the contract, is required to submit list of Security Guards/Supervisor deputed by them along with details like age, father's name, residential address etc. The Police Verification Report in respect of each worker is required to be arranged, obtained and submitted to OICL by the Bidder/Tenderer at his own cost.

15. It is mandatory for the Bidder/Tenderer to:-

(A) Deposit ESI and EPF Contribution in respect of security guards deputed for our Company through a separate Challan for OICL every month in time and submit a copy of the same duly certified, stamped and signed by authorised signatory as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each security guards on their letter head duly stamped and signed by authorised signatory as per specimen enclosed **as Annexure IX and X treating it as a mandatory requirement.**

(B) Pay the total amount of Monthly Wages, Overtime and other charges mentioned in the Tender Document to the security guards deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexure VII and VIII** duly stamped and signed by authorised signatory) through "E- transaction" only **treating it as a mandatory requirement.** Payment of amount of Minimum Wages, Overtime and other charges to the security guard in Cash is not acceptable to the Company.

(C) Arrange/Apply for "On Line" Police Verification in respect of each security guard deputed for our Company on his own expenses and **submit Police Verification Report obtained from the Police Authorities** in respect of each security guard before deputing him to our company **treating it as a Mandatory requirement. Please note that online**

**application for Police Verification is to be made by Bidder/Tenderer giving declaration that the security guard in question is his/their own employee. Police Verification applied by the individual security guard will not be accepted.**

**(D) Provide alternate security guard, whenever the regular security guard deputed by them is not reporting for duty and/or on leave treating it as Mandatory Requirement as the Company is making payment of Reliever/Leave Cost of the Bidder/Tenderer.**

The Bidder/Tenderer are required to submit a **Letter of Acceptance** in this regard as per specimen enclosed as **Annexure VI** and non-compliance of the above-noted mandatory requirements or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory security services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/Tenderer and the Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

16. In case of absence/non-availability of the security guard deputed for a particular day or period on account of leave or otherwise, **the Bidder/Tenderer is required to arrange for alternative security guard** (for which reliever leave cost is being paid to the Bidder/Tenderer) so as to ensure continuance of proper and efficient security guard services **treating it as a Mandatory Requirement.**

17. The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and EPF and other statutory payments to the Security Guards deputed and it is the sole responsibility of the Bidder/Tenderer to comply with all the rules and regulations in this regard. **The Bidder/Tenderer will be reimbursed these expenses only on submission of proof of payment of Minimum Wages, Overtime, ESI, EPF and other payments on monthly basis along with details of amount deposited for each security guard deputed by them.**

18. The Bidder Tenderer will obtain the EPF Number and ESI Number for security guard from the appropriate authority and submit a copy of the same to the Company. **The Bidder/Tenderer will also obtain ESI Card for their workers, plumber and supervisor** from the concerned statutory authority and hand-over the same to the workers, plumber and supervisor under acknowledgement and provide a photocopy of the same to the Company.

19. The Bidder/Tenderer will be required to make payment to the Security Guard deployed for the period they are on duty only through E-payment Only by the 5<sup>th</sup> of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company **treating it as a mandatory requirement and no deviation in the mode of payment to security guards will be permitted.**

20. The behaviour of the security guard should be polite, cordial, obedient and not convicted in any Civil or Criminal Court/Law Agencies. **The Bidder/Tenderer, on award of contract, shall**

**have to give Undertaking in this regard to OICL.** In case of any misbehaviour, in addition to taking legal action, the Bidder/Tenderer will be penalized for the same and the decision of the competent authority of the company in this regard shall be final and binding on the Tenderer.

**PROCEDURE FOR SUBMISSION OF THE BILL ON MONTHLY BASIS FOR REIMBURSEMENT/RELEASE OF PAYMENT TO BIDDER/TENDERER**

The Bidder/Tenderer is required to submit their Monthly Contract Bills, in duplicate, for reimbursement of Minimum Wages, Overtime, statutory charges and other charges as mentioned in Tender Document paid by them to security guard and to statutory authorities and Service Charges as per rates quoted by them along with the following documents for **claiming reimbursement/release of Monthly Contract Charges treating it as a mandatory requirement:-**

- (1) Statement of Computation of Total Contract Charges payable to the Bidder/Tenderer for the month as per **Annexure VII**.
- (2) Statement of Computation of Wages, Overtime and other charges payable to each security guard for the month as per **Annexure VIII**.
- (3) Photo-copy of Challan for deposition of ESI contribution in respect of each security guard deputed through a separate Challan for OICL in respect of security guards deputed for our company every month duly certified, stamped and signed by authorised signatory along with complete details of contribution deposited in respect of each security guards on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexure IX**.
- (4) Photo-copy of Challan for deposition of EPF contribution in respect of each security guard deputed through a separate Challan for OICI, in respect of security guard deputed for our company every month duly certified, stamped and signed by authorised signatory along with complete details of contribution deposited in respect of each security guards on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexure X**.
- (5) Photo-copy of proof of payment of Monthly Wages, Overtime and other charges mentioned in the Tender Document along with copy of Pay Slips to the security guards (as per calculations given in **Annexure VII and VIII**) through "E-transaction" only duly certified, stamped and signed by authorised signatory.

The Bidder/Tenderer is required to make payment of minimum wages, overtime and other charges to the Security Guards and statutory charges to statutory authorities in time from his own sources and then claim reimbursement from the Company on Monthly Basis along with the above-noted documents. **It is informed/clarified that submission of all documents listed above in the Tender Document along with bill for the month, in duplicate, is a mandatory requirement, failing which the payment will not be released.**

**CHIEF MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**CORPORATE OFFICE**  
**OFFICE BLOCK IV, PLATE A**  
**NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**

**'TECHNICAL BID'**

The Bidder is requested to furnish the following information.

SL. NO	DESCRIPTION	PARTICULARS
1	Name of the Firm / Security Agency for providing security services.	
2	Address of the Firm / Security Agency for providing security services.	
3	Year of Establishment	
4	Whether the Firm / Security Agency is proprietorship / partnership / limited Company. <b>Attach proof with Registration Number and CIN Number of Company.</b>	
5	(A) Name of authorized contact person	
	(B) Mobile / Landline Number	
	(C) Fax Number	
	(D) E-mail ID	
6	PAN Number of the Firm / Security Agency. <b>Attach Self-attested photo-copy of the PAN Card.</b>	

7	Goods and Service Tax Number of the Firm / Security Agency. <b>Attach Self-attested photo-copy of the Goods and Service Tax Number.</b>	
8	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). <b>Attach self-attested photo- copy of Labour License Registration.</b>	
9	EPF Registration Number of the Firm / Security Agency. <b>Attach Self-attested photo-copy of Certificate of EPF Registration.</b>	
10	ESI Registration Number of the Firm / Security Agency. <b>Attach Self-attested photo-copy of Certificate of ESI Registration.</b>	
11	Valid and effective Quality Assurance ISO Certificates held by the Firm / Security Agency. Attach self-attested photo-copy of all such ISO Certificates.	
12	<b>Experience of minimum five years</b> in the field of providing Security Services on Monthly Contract Basis as on <b>31/12/2023</b> . <b>Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments/Companies.</b>	
13	Bank Account Details of the Firm	
	(A) Bank Account No.	
	(B) Bank Name and Address	
	(C) IFSC Code	
	(D) MICR Code.	
	<b>Attach self-attested photo-copy of cancelled cheque.</b>	

14	List of existing Clients along with proof which should include <b>at least three</b> Government / Public Sector Undertaking or any Private Company of repute. <b>Attach self-attested Certificate from clients / organizations.</b>	
15	The Bidder/Tenderer should have minimum <b>annual turn-over of Rs. 1.5 Crores and should have earned profit</b> during the last three financial years i.e. <b>2020-21, 2021-22 and 2022-23. Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</b>	
16	The Bidder / Tenderer should have <b>minimum 250 security guards in Delhi on its rolls as on 31/12/2023. Attach Certificate from Chartered Accountant in this regard as per Annexure V.</b>	
17	Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits. <b>If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs.</b>	
18	Enclose Demand Draft only of Rs. 50,000/- (Rupees Fifty Thousand Only) as “Earnest Money Deposit”. <b>Payment through cheque or any other mode is not acceptable.</b>	Demand Draft No. Date of Demand Draft Demand Draft Amount Bank Name
19	Enclose Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) as “Tender Fee” in case Tender Document is downloaded from our Website. <b>Payment through cheque or any other mode is not acceptable.</b>	Demand Draft No. Date of Demand Draft Demand Draft Amount Bank Name

**DECLARATION :**

**I/We hereby certify that the information furnished above are true, complete and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, my/our agency is liable to be blacklisted and will not have any right of dealing with The Oriental Insurance Company Limited. Moreover, the Company reserves the right to take any suitable action in accordance with the Tender and extant rules including forfeiture of Security Deposit/EMD, as the case may be.**

SIGNATURE WITH STAMP :

NAME OF FIRM :

NAME OF AUTHORISED PERSON :

CONTACT NUMBER :

E-mail ID :

DATE :