



THE ORIENTAL INSURANCE COMPANY LIMITED

Regional Office-Jeevan Bhawan, 43 Hazratganj, Lucknow

TELEPHONE NO. : 0522-4093725.

CIN NO. : U66010DL1947GOI007158

TENDER DOCUMENT

**FOR PROVIDING SECURITY SERVICES ON MONTHLY CONTRACT BASIS AT REGIONAL OFFICE
JEEVAN BHAWAN,43-HAZRATGANJ,LUCKNOW**

(Tender Documents consists of 41 Pages)

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THE ORIENTAL INSURANCE COMPANY LIMITED**Jeevan Bhawan,43-Hazratganj,Lucknow****Tel no 0522-4093725****CIN NO. : U66010DL1947GOI007158****NOTICE INVITING TENDER FOR PROVIDING SECURITY SERVICES ON
MONTHLY CONTRACT BASIS AT REGIONAL OFFICE – 43, HAZRATGANJ, LUCKNOW.**

Regional Manager, Establishment Department, The Oriental Insurance Company Limited, invites Sealed Tenders on '**Two Bid System**' as mentioned hereunder in the attached prescribed format from reputed Manpower Providing Agency/Firm having adequate experience in the field of providing Security Services on Monthly Contract Basis.

Interested parties may submit bids **in two separate envelopes** duly super-scribed as “**Technical Bid**” and “**Financial Bid**”. Both these bids should be put in **one big envelope super-scribed “TENDER FOR PROVIDING SECURITY SERVICES ON MONTHLY CONTRACT BASIS”**. The Bidder/Tenderer is requested to sign all the papers comprising Technical Bid, Financial Bid and all the Annexures attached.

The Bidder/Tenderer is requested to quote rates in the 'Financial Bid' keeping in view the terms and conditions of this Tender Document and the tender is liable to be rejected if any change in the terms and conditions is proposed. The Bidder/Tenderer has to submit Earnest Money Deposit of Rs. 10,000/- through Demand Draft only (payment by cheque or any other mode is not acceptable) in favour of “The Oriental Insurance Company Limited” payable at Lucknow along with the Technical Bid. Tenders without the Earnest Money Deposit (through Demand Draft Only) will be deemed rejected.

Reputed Manpower Providing Agency/Firms/Security Agencies dealing in providing Security Services can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial Bid and Annexures to be attached with bids, against a written request on their Letter Head from the Office of Regional Manager, Establishment Deptt., The Oriental Insurance Company Limited, Jeevan Bhawan,43, Hazratganj, Lucknow, along with Cash payment/submission of a non-refundable Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Fifty Only) drawn on any Nationalized/ Scheduled Bank in favour of “The Oriental Insurance Company Limited” payable at Lucknow, on all working days (Monday to Friday) between 11.00 A. M. to 3.30 P. M. The time schedule of tendering is specified below:-

1	Issue of Tender Document	From 22/03/2021 to 26/03/2021 between 11.00 AM to 3.30 PM on all working days (Monday to Friday).
2	Tender Document Fee (Non-refundable)	Rs.1180/- (Rs. One Thousand One Hundred Eighty Only) inclusive of GST.
3	Last Date and Time for submission of Tender.	26/03/2021 upto 4.00 PM.
4	Pre-Bid Meeting	24/03/2021 at 11.30 AM.
5	Date and Time of opening of Technical Bid.	26/03/2021 at 4.30 PM.
6	Date and Time of opening of Financial Bid.	Will be intimated to Technically Qualified Bidders at a later date.
7	Earnest Money Deposit (EMD).	Demand Draft only of Rs. 10,000/- (Rupees Fifty Thousand Only) to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

The Tender Document can also be downloaded from the website www.orientalinsurance.org.in and the same will be accepted along with the Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring “The Oriental Insurance Company Limited payable at Lucknow which is required to be placed in the envelope containing Technical Bid.

All amendments/information with respect to this Tender will be uploaded on the Company's Website www.orientalinsurance.org.in and notice thereof will not be published in any newspaper. All Tenderers are, therefore, advised to visit the website regularly for updates. The Oriental Insurance Company Limited, reserves the right to reject all or any Tender without assigning any reason, whatsoever.

**REGIONAL MANAGER,
ESTABLISHMENT DEPTT.**

THE ORIENTAL INSURANCE COMPANY LIMITED
Jeevan Bhawan,43-Hazratganj,Lucknow
Tel no 0522-4093725

ELIGIBILITY CRITERIA

1. The Bidder/Tenderer should be based at Lucknow/UP and operating their business in Lucknow / UP. The Office Premises of the Bidder/Tenderer should be located in Lucknow/UP. **Attach self-attested photo-copy of proof.**
2. The Bidder/Tenderer should have an established Office Premises in Lucknow/UP 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 with necessary infra-structure and man-power on its rolls will not be accepted and will be treated as rejected.
3. The Bidder/Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities of Tenderer/Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose, to verify the existence and to assess the competence of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.
4. The Bidder/Tenderer should have a minimum experience of **five years as on 31/03/2020** 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 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 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 Licence.**

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 Good & Service Tax Registration Number issued by Statutory Tax Authority. **Attach self-attested photo-copy of Goods & 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 Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having **minimum paid-up capital of Rs. 50 Lacs during the last three years i.e. 2017-18, 2018-19 and 2019-20. 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 Guard Services on Monthly Contract Basis are given during the last three financial years i.e. 2017-18, 2018-19 and 2019-20** along with the numbers of persons deputed as per format given in **Annexure III. Attach Certificate for providing Satisfactory Security Services from concerned Clients/Companies.**
11. The Bidder/Tenderer should have **minimum Annual Turn-over of Rs. 25 Lacs and should have earned profit during the last three financial years i.e. 2017-18, 2018-19 and 2019-20. Attach Certificate from Chartered Accountant as per Annexure IV in this regard.**
12. **The Bidder/Tenderer should have on their wage rolls minimum 50 Security Guards in Lucknow as on 31/03/2020. Attach Certificate from Chartered Accountant as per Annexure V in this regard.**
13. **The Bidder/Tenderer must submit valid and effective Quality Assurances Certificate(s), if any awarded to them, such as ISO-9001, ISO-14001, SA-8000 etc.**
14. The Bidder/Tenderer must have a **valid and effective License issued under the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009**, to engage in the business of Private Security Agency issued by statutory authority. **Attach a copy of valid and effective License issued under the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009.**
15. The Bidder/Tenderer should preferably have its own Training Centre for Security Guards in UP or should have arrangement with Certified Training Centre for Security Guards at Lucknow. **The Bidder/Tenderer should have to attach proof of having Training Centre.**
16. 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.
17. The Bidder/Tenderer should be ready to and will :-

(A) Deposit ESI and EPF Contribution in respect of each security guard/supervisor/workman/manpower 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/supervisor/workman/manpower on their letter head duly certified, stamped and signed by authorised 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 and other charges mentioned in the Tender Document to the security guard/supervisor/workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII, VIII and XI** duly stamped and signed by authorised signatory) through “E- transaction” only treating it as a **mandatory requirement.** Payment of amount of Wages to security guard/supervisor/workman/manpower in Cash by the Bidder/Tenderer is prohibited and will not be accepted.

(C) Arrange Police Verification of each security guard/supervisor/workman/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/supervisor/workman/manpower before deputing to our company **treating it as a Mandatory requirement.**

(D) Provide alternative security guard/workman/manpower, whenever the regular security guard/supervisor/workman/manpower 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 workman 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/supervisor/workman in the absence of regular security guard/supervisor/workman by the Bidder/Tenderer is to be borne by the Bidder/Tenderer. The Bidder/Tenderer will not be allowed to pass on the penalty amount to the security guard/supervisor/workman deputed by them.**

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 Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

18. The Tenders from Individual / Firm / Organization including its 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 Bidder as per specimen given in **Annexure XII** is required to be submitted along with Technical Bid.

19. The Tenders from Bidders who's Technical Bid(s) were earlier rejected by OICL on account of fake supporting documents etc. shall not be entertained.

**REGIONAL MANAGER
ESTABLISHMENT DEPTT.**

THE ORIENTAL INSURANCE COMPANY LIMITED
Jeevan Bhawan,43-Hazratganj,Lucknow
Tel no 0522-4093725

GENERAL TERMS AND CONDITIONS AND
INSTRUCTIONS FOR BIDDERS/TENDERERS

1. The Tenders/Bids should be valid for a period of **at-least two 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 three years by increasing the rate for “Service Charges” by 5% of existing rates** 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.
3. The Bidder/Tenderer **quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
4. If two or more Bidders/Tenderers quote the same L-1 rate, fresh quotes are to be obtained from both or all such L-1 Bidders/Tenderers after providing reasonable time for re-submission of fresh quote/rate. There after Contract be placed with the L-1 Bidder/Tenderer as per the evaluation of fresh quotes received from such L-1 Bidders/Tenderers.
5. The Tenders are invited on **Two Bid System i.e. Technical Bid and Financial Bid.** The Bidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along with documents and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required to clearly indicate on these sealed envelopes their name, address and contact details.
6. Both the sealed envelopes super scribed as **Envelope No. 1 “Technical Bid”** and **Envelope No. 2 “Financial Bid”** should be kept in a big **Envelope No. 3.** This sealed **Envelope No. 3** super scribed as **“TENDER FOR PORVIDING SECURITY SERVICES ON MONTHLY CONTRACT BASIS”** and addressed to Regional Manager, Establishment Deptt., The Oriental Insurance Company Limited, Jeevan Bhawan,43,Hazratganj,Lucknow and shall be deposited in the Tender Box placed at Establishment Deptt. **on or before 26/03/2021 by 4.00 PM.** The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.

7. Pre-Bid Meeting

A **Pre-Bid Meeting will be held on 24/03/2020 at 11.30 AM** at, The Oriental Insurance Company Limited, Jeevan Bhawan, 43,Hazratganj, Lucknow, 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.

8. The Tenderer/Bidder has to submit Earnest Money Deposit of **Rs. 10,000/-** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of “The Oriental Insurance Company Limited” payable at Lucknow along with the Technical Bid. 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”.
9. The Earnest Money shall be forfeited if
 1. The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
 2. The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
 3. 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.
10. 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.
11. 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.
12. The successful Bidder/Tenderer, on award of the contract to provide Security Services on monthly contract basis, shall be required to **deposit an amount of Rs. 30,000 /- (Rupees Thirty Thousands only) as Security Deposit** with the Company through Demand Draft Only in favour of “The Oriental Insurance Company Limited” payable at Lucknow 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. 40,000/- (Rs. Forty 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.**
13. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures **I to XIV** and other necessary documents are required to be attached with the “Technical Bid” to be eligible for opening of “Financial Bid.”
14. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.

3	Quality Related Marks i.e. ISO Certification of the Agency/Firm (1) Only one Valid and Effective Certificate 01 Marks (2) Less than 3 Valid and Effective Certificate 03 Marks (3) Four and above Valid and Effective Certificate 10 Marks	10
4	Currently Providing Number of Security Guards in Public Sector Insurance Company/Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute (1) Between 50 to 100 05 Marks (2) Above 100 to Less than 20 10 Marks (3) More than 200 15 Marks	15
5	Work Experience of Bidder in providing Security Guard Services in Public Sector Insurance Company/Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute (1) Working Experience less than 3 organizations listed above 02 Marks (2) Working experience more than 3 and less than 5 organizations 05 Marks (3) Working experience more than 5 organizations listed above 10 Marks	10
6	Total Number of manpower including Security Guards working on the Pay Roll of Bidder duly supported by EPFO Challan for the month of March 2020 (1) Between 50 to 100 manpower 02 Marks (2) Above 100 and less than 200 manpower 05 Marks (3) More than 200 manpower 10 Marks	10
7	Presentation regarding Action Plan to improve and transform the existing Security Service Management to high quality standards	15
	TOTAL MARKS	80

18. The matric for evaluation of Financial Bids on the scale of 20 marks shall be as follows :-

S.No	Financial Criteria	Total Marks
1	L - 1 (Lowest) Bidder	20
2	L - 2 Bidder	15
3	L – 3 and above Bidders i.e. L-4, L-5 etc.	10

19. Each Bidder/Tenderer shall submit only one tender either by himself or as a partner in joint venture or 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.

20. The “Financial Bid” of only those Bidders/Tenderers who qualify in their “Technical Bid” (based on the above evaluation) 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 and shall be intimated to individual qualified bidders through E-mail on E-mail address provided by the Bidder/Tenderer in their Tender Document. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

21. 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.
22. All amendments/information with respect to this Tender will be uploaded on the Company's Website 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.
23. All over-writings/corrections should be duly signed by the Tenderer/Bidder.
24. Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company.

25. 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. The Oriental Insurance Company Limited, Regional Office, Lucknow 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 thereunder, 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 , The Oriental Insurance Company Limited, Jeevan Bhawan,43 Hazratganj, Lucknow , or such other places as the Arbitrator may decide.
- (E) The Contractor shall not be entitled to suspend the provision of 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.

26. 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.
27. Tenders/Bids must be received by/submitted to Regional Manager, Establishment Department, The Oriental Insurance Company Limited, Regional Office 43 Hazratganj, Lucknow, by the date and time stipulated in the Notice Inviting Tender or shall be deposited in the Tender Box placed at Establishment Deptt., The Oriental Insurance Company Limited, Regional office, Jeevan Bhawan 43, Hazratganj, Lucknow. 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.
28. The Bidder/Tenderer, on award of contract, has to sign an Agreement with the Company on a non-judicial Stamp Paper of Rs. 100/- containing all the terms and conditions mentioned in the Tender Document.
29. 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.
30. In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months' notice in writing to the Company.
31. The Oriental Insurance Company Limited, Lucknow, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.

**REGIONAL MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED
Jeevan Bhawan, 43- Hazratganj, Lucknow
Tel no 0522-4093725

**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 three 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 **quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
3. If two or more Bidders/Tenderers quote the same L-1 rate, fresh quotes are to be obtained from both or all such L-1 Bidders/Tenderers after providing reasonable time for re-submission of fresh quote/rate. There after Contract be placed with the L-1 Bidder/Tenderer as per the evaluation of fresh quotes received from such L-1 Bidders/Tenderers.
4. 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	The Oriental Insurance Co.Ltd., Regional Office,Jeevan Bhawan,43,Hazratganj,Lucknow	Armed Security Guards for Twelve Hours Duty (six Days a Week) Time 9.00AM to 9.00 PM	One

The number of Security Guards required (shown above) is indicative and the actual requirement may vary as per need.

5. The Security Guard deputed by Bidder/Tenderer would wear well stitched, washed and ironed uniform, the cost of which will be borne in full by the Bidder/Tenderer.

6. In case the services of the Security Guard deputed **is not found satisfactory and conveyed to Bidder/Tenderer, the Bidder/Tenderer is required to replace the same with immediate effect.** The Bidders/Tenderers are advised, in their own interest, to visit the office premises mentioned at Serial No. 1 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.
7. In addition to the requirement of Security Guards and Supervisor, the Company may requisition manpower such as Driver, Office Boy etc. as per requirement from the Bidder/Tenderer and the Bidder/Tenderer should be ready to provide such outsourced manpower. In such an event, apart from the Minimum Wages and other facilities allowed by the service provider, the Service Charges as quoted by the Bidder/Tenderer in their Financial Bid shall be paid.

8. DUTY AND RESPONSIBILITY OF SECURITY GUARDS/SUPERVISOR :-

- (A) The Civilian Security Guard will be considered under the appropriate Category. As per minimum wages notified by Government of Uttar Pradesh (Labour Department) under skilled category. The wages for Civilian Security Guard will be revised as per the notifications of Minimum Wages issued by Government of Uttar Pradesh from time to time.
- (B) The Bidder/Tenderer shall ensure protection of the personnel and property of the Company, present trespass in the assigned area with/without arms,
- (C) The Security Guard will be responsible for overall security arrangement of the office premises of the Company at Regional office, Lucknow, covered under the Contract.
- (D) The Security Guard will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
- (E) The Security Guard will ensure that no outsiders are allowed to enter in the building without proper Gate Pass issued by them.
- (F) The Security Guard 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 Guard 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 Guard shall also ensure door keeping duties.
- (L) The Security Guards/Supervisor on patrol duty should take care of all the water taps, valves, water hydrants etc. installed in the office premises.
- (M) The Security Guard should ensure that flower plants and pots are not damaged either by the staff or by the outsiders.

(O) The Security Guard 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 Guard should be sensitized for their role in such situations.

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

(R) The Security Guard 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 contractor's labour/manpower while entering and leaving/going out of the building/premises to prevent theft, pilferage and mischief.

(T) The Security Guard 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 Guard 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.

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

10. 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/Supervisor/Workman/Manpower by the 5th day of every month to each security guard/supervisor/workman/manpower 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/workman/manpower and other Statutory Charges like ESI, EPF etc. 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/workman/manpower and other statutory authorities along with other relevant documents mentioned in the Tender Document **treating it as a mandatory requirement.**

11. The Bidder/Tenderer shall make all payments including minimum wages to the workman/manpower deputed on or before 5th of every month along with Pay Slips to Individual Workman/Manpower 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/supervisor/workman/manpower is a mandatory requirement** and the Bidder/Tenderer has to issue it and submit a copy to the Company.

12. The security guard/workman/manpower 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/supervisor/workman/manpower 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.

13. 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.
14. 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 security guard/supervisor/workman/manpower deputed, by reason of non-fulfilment of the conditions of the contract of the benefit of the security guard/supervisor/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.
15. 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 for providing services of security guards/supervisor including alternate security guard/supervisor, cost of all material, uniform, tools/aids like Lathies, Whistle, Torches, Stationery and other equipment’s etc. and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to security guards/supervisor/workman/manpower 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 **as a mandatory requirement**.
16. The Bidder/Tenderer is **required to deposit statutory payments like EPF and ESI and other connected charges with the concerned authorities timely through separate Challan for OICL giving names of security guards/supervisor/workman/manpower 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**.
17. The Bidder/Tenderer, on award of the contract, is required to submit list of Security Guards/Supervisor/Workman 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.
18. It is mandatory for the Bidder/Tenderer to :-
 - (A) Deposit ESI and EPF Contribution in respect of security guards/workman/manpower 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/supervisor/workman/manpower on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexures 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/workman/manpower 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 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/supervisor/workman/manpower in Cash is not be acceptable to the Company.

(C) Arrange/Apply for “On Line” Police Verification in respect of each workman/manpower deputed for our Company on his own expenses and **submit Police Verification Report obtained from the Police Authorities** in respect of each security guard/supervisor/workman/manpower 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/workman/manpower in question is his/their own employee. Police Verification applied by the individual security guard/supervisor/workman/manpower will not be accepted.**

(D) Provide alternate security guard/workman/manpower, whenever the regular security guard/supervisor/workman/manpower 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.

19. In case of absence/non-availability of the security guard/workman/manpower deputed for a particular day or period on account of leave or otherwise, the **Bidder/Tenderer is required to arrange for alternative security guard/supervisor/workman/manpower** (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.**

20. In case of non-compliance of any of the terms and conditions mentioned in the Tender Document/Contract/Agreement, a penalty will be levied on the Bidder/Tenderer/Security Agency and the same will be deducted from the “Service Charges” payable to the Bidder/Tenderer/Security Agency. **Please note that the Bidder/Tenderer will not deduct/recover this penalty from the amount payable to the security guard / supervisor / workman / manpower deputed by them and the Bidder/Tenderer will have to bear the penalty amount, if any imposed.** The penalty for some of the defaults are as under :-

S.No	Nature of Default	Penalty Amount
1	Non-observance of Dress Code	Rs. 300/- per instance.
2	Non-reporting and absence from duty without reliever	Rs. 300/- per shift.
3	Change of Security Guards without prior permission of Company	Rs. 300/- per instance.
4	Found under the influence of Alcohol/un-authorised drugs	Two days salary at first instance and removal thereafter.
5	Sleeping on Duty	Rs. 200/- per instance.
6	On receipt of public complain attributable to misconduct/mis-behaviour of Guard	Rs. 500/- per instance.
7	ESI and EPF contribution not being deposited regularly by Bidder/Tenderer/Agency to statutory authorities	2 percent of the total bill amount.

8	EPF amount deducted from wages of security guard and deposited less in the account of security guard by Agency	Double the less EPF amount deposited.
9	Wages are not paid in time to the security guards/supervisor/workman/manpower	2% upto 7 days thereafter 5% for each subsequent day of the wage bill of that particular bill.
10	Non-wearing or Non-Supply of Complete Set of Uniform (Winter/Summer) including Caps by/to the Security Guard/Supervisor	Rs. 50/- per Day per Security Guard/Supervisor.
11	Salary Slip not issued to the Security Guard/Supervisor	Rs. 100/- per Security Guard/Supervisor.
12	Payment to some guards/supervisor is made in Cash or by Cheque	Rs. 100/- per Security Guard/Supervisor.
13	If any person is found occupying space or keeping their belongings on passages (both sides) of office premises.	Rs. 300/- per occasion.
14	If a person/hawker is found occupying space in front of office premises or on both sides of passage-way on working days/Saturdays/Sundays.	Rs. 300/- per occasion.

21. The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and PF and other statutory payments to the Security Guards/Supervisor/Workman/Manpower 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, PF and other payments on monthly basis along with details of amount deposited for each security guard/supervisor/workman/manpower deputed by them.**
22. The Bidder/Tenderer will obtain the PF Number and ESI Number for security guard/supervisor/workman/manpower from the appropriate authority and submit a copy of the same to the Company. **The Bidder/Tenderer will also obtain ESI Card for Security Guards and Ex-serviceman/Civilian Supervisor deputed for OICL** from the concerned statutory authority and hand-over the same to them under acknowledgement and provide a photocopy of the same to the Company.
23. The Bidder/Tenderer will be required to make payment to the Security Guard/Supervisor/Workman/Manpower deployed for the period they are on duty only through E-payment Only by the 5th 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/supervisor/workman/manpower will be permitted.**
24. That the Bidder/Tenderer have sufficient security guards/supervisors on their rolls and will change/rotate the security guard/supervisor deputed for OICL on completion of continuous deputation of twelve months and give a break of at-least three months. The security guard/supervisor can be re-deputed with the Company after expiry of three months break and such re-deputation should be with the consent of the company. The contractor is required to follow this procedure as a mandatory requirement and no relief will be given in this regard.
25. The behaviour of the security guard/supervisor/workman/manpower 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.

26. The Bidder/Tenderer shall not sub-contract the whole, part or a substantial portion of the outsourced activity i.e. providing security services to OICL.

27. The Bidder/Tenderer shall maintain all books, records and information required to be maintained as per law and otherwise and shall provide and give the authorized representatives of the Company/IRDAI officials the right to:-

- (A) examine the books, records, information, systems and the internal control environment pertaining to outsourced activity i.e. Providing security services to OICL to the extent that they relate to the service being performed for the company.
- (B) Access any internal audit reports or external audit findings of the outsourcing service provider that concern the service being performed for the company.

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/supervisor/workman/manpower 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/workman/manpower for the month as per **Annexure VIII.**
- (3) Photo-copy of Challan for deposition of ESI contribution in respect of each security guard/workman/manpower deputed through a separate Challan for OICL in respect of security guards/supervisor/workman/manpower 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/workman/manpower 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/supervisor/workman/manpower deputed through a separate Challan for OICL in respect of security guard/supervisor/workman/manpower 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/workman/manpower 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/supervisor/workman/manpower (as per calculations given in **Annexures 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/Supervisor/workman and statutory charges like ESI, EPF etc. 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.**

**REGIONAL MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED

Regional Office, Jeevan Bhawan, 43-Hazratgani, Lucknow

Tel no.0522-4093725

'TECHNICAL BID'

The Bidder is requested to furnish the following information.

SL. NO	DESCRIPTION	PARTICULARS
1	Name of the Firm/Security Agency providing services of Security Guards / Supervisor.	
2	Address of the Firm / Security Agency providing services of Security Guards / Supervisor.	
3	Year of Establishment	
4	Whether the Firm / Security Agency is proprietorship / partnership / limited Company. Attach proof with Registration Number and CIN Number of Company.	
5	(A) Name of authorised contact person. (B) Mobile / Landline Number (C) Fax Number (D) E-mail ID	<hr/> <hr/> <hr/> <hr/>
6	PAN Number of the Firm / Security Agency. Attach Self-attested photo-copy of the PAN Card.	
7	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). Attach self-attested photo-copy of Labour Licence Registration.	

8	Valid License under Private Security Agencies (Regulations) Act, 2009. Attach self-attested photo-copy of License.	
9	Valid and effective Quality Assurance ISO Certificates held by the Firm / Security Agency. Attach self-attested photo-copy of all such ISO Certificates.	
10	Goods and Service Tax Number of the Firm / Security Agency. Attach Self-attested photo-copy of Goods & Service Tax No.	
11	EPF Registration Number of the Firm / Security Agency. Attach Self-attested photo-copy of Certificate of EPF Registration.	
12	ESI Registration Number of the Firm / Security Agency. Attach Self-attested photo-copy of Certificate of ESI Registration.	
13	Experience of minimum five years in the field of providing Security Services on Monthly Contract Basis as on 31/03/2020. Attach Satisfactory Performance Certificates issued by them for providing Security Guards Services.	
14	Bank Account Details of the Firm (A) Bank Account No. (B) Bank Name and Address (C) IFSC Code (D) MICR Code. Attach self-attested photo-copy of cancelled cheque.	<hr/> <hr/> <hr/> <hr/>

15	<p>List of existing Clients along with proof which should include at least three Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2017-18, 2018-19 and 2019-20 as per Annexure III. Attach Satisfactory Performance Certificates from them.</p>	
16	<p>The Bidder/Tenderer should have minimum annual turn-over of Rs. 25 Lacs and should have earned profit for the last three financial years i.e. 2017-18, 2018-19 and 2019-20. Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</p>	
17	<p>The Bidder / Tenderer should have minimum 50 Security Guards in Uttar Pradesh on its rolls as on 31/03/2020. Attach Certificate from Chartered Accountant in this regard as per Annexure V.</p>	
18	<p>Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits. If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs along with letter from Registering Authority certifying exemption from payment of EMD.</p>	

19	Enclose Demand Draft only of Rs. 10,000/- favouring “The Oriental Insurance Company Limited” as “Earnest Money Deposit”. Payment through cheque or any other mode is not acceptable.	Demand Draft No. _____ Date of Demand Draft _____ Demand Draft Amount _____ Bank Name _____
20	Enclose Demand Draft only of Rs. 1,180/- as “Tender Fee” in case Tender Document is downloaded from our Website. Payment through cheque or any other mode is not acceptable.	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/SECURITY AGENCY: _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail Id : _____

DATE : _____

ANNEXURE I
CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID

Sr. No.	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Lucknow.		
2	Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) in the form of Demand Draft only in case the Tender Document is downloaded from Company's Website (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Lucknow		
3	Proof of the Tenderer/Bidder being based in Lucknow and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of the Goods and Service Tax Registration Number (If applicable).		
6	The Tender should have rendered similar satisfactory security guard services on monthly contract basis to at-least three Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having a minimum paid-up capital of Rs. 50 Lacs during the last three years. Attach Certificate of Satisfactory Security Guard Services issued by concerned Establishments /Companies.		
7	Non-relationship Certificate for participation of near relative of employee in the Tender as per Annexure II.		
8	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2017-18, 2018-19 and 2019-20. Attach Certificate from clients / organisations as per Annexure III.		
9	Proof of registration with Employees Provident Fund Commissioner along with Registration Number. Attach Self-attested copy of Certificate of Registration issued by EPF Commissioner.		
10	Proof of registration with ESI Authorities along with Registration Number. Attach Self-attested copy of Certificate of Registration issued by concerned ESI Authority.		

11	The Tenderer/Bidder should have minimum annual turn-over of Rs. 25 Lacs and should have earned profit during the last three financial years Attach Certificate from Chartered Accountant as per Annexure IV.		
12	The Tenderer/Bidder should have minimum 50 security guards in Uttar Pradesh on their rolls as on 31/03/2020. Attach Certificate from Chartered Accountant as per Annexure V.		
13	Letter of Acceptance of terms and conditions and payment procedure for submission of monthly bills for release of payment to Bidder/Tenderer as per specimen given in Annexure VI.		
14	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm / Company.		
15	Undertaking regarding Non-blacklisting / prosecution of the firm as per specimen given in Annexure XII.		
16	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). Attach self-attested photo-copy of Labour Licence Registration.		
17	License under Private Security Agencies (Regulations) Act. Attach self-attested photo-copy of License.		
18	Valid and effective Quality Assurance ISO Certificates held by the Firm / Security Agency. Attach self-attested photo-copy of all such ISO Certificates.		
19	If the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits, please attach self-attested copy of Valid Certificate of Registration as MSEs along letter from Registering Authority certifying exemption from payment of EMD and benefits.		

SIGNATURE WITH STAMP : _____

NAME OF FIRM/SECURITY AGENCY : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____

ANNEXURE II

FORMAT OF NON-RELATIONSHIP CERTIFICATE

I / We / Our organization, _____ including our Partners / Share-holders / Directors hereby certify that none of my / our blood relative(s) is / are employed and posted at The Oriental Insurance Company Limited, Regional Office, Lucknow.

In case at any stage, if it is found that the information given by me / us is false / incorrect, The Oriental Insurance Company Limited shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Signature of the Bidder/Tenderer with Seal _____

Name of the Bidder/Tenderer _____

Date _____

ANNEXURE III

LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE FINANCIAL YEARS.

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organisations to whom services were provided during the last three financial years. This information provided will facilitate evaluation of Technical Bid).

Sl. No	Name of the Organisation with complete postal address located in Lucknow, UP mentioning Pvt.Sector/ Govt Body / PSU / Public Limited Company.	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID.	Period for which Contract was awarded.	Nature of Work	Number of Security Guards provided to them.

SIGNATURE WITH STAMP : _____

NAME OF FIRM/SECURITY AGENCY : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail Id : _____

DATE : _____

ANNEXURE IV

CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE LAST THREE FINANCIAL YEARS

I / We, M/s _____, the Bidder/Tenderer/Security Agency for providing security guard services on Monthly Contract Basis, hereby confirm that the average total turn-over of the firm/company and profit during the last three financial years i.e. 2017-18, 2018-19 and 2019-20 is equal to or more than Rs. 25 Lacs The financial year-wise break-up is given below :-

S.NO	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
1	2017- 18	Rs. _____	Rs. _____
2	2018 - 19	Rs. _____	Rs. _____
3	2019 - 20	Rs. _____	Rs. _____

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

I / We, _____, Chartered Accountants, certify that the figures regarding Annual Turnover and profit earned for the financial years mentioned above in respect of M/s. _____ are checked and found correct and true as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE V

CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF SECURITY GUARDS ON THE ROLL OF THE BIDDER / TENDERER (AS ON 31/03/2020)

I / We, M/s _____, the Bidder/Tenderer/Security Agency for providing Security Guard Services on Monthly Contract Basis to The Oriental Insurance Company Limited, Regional Office, Jeevan Bhawan, 43 Hazratganj, Lucknow hereby confirm that the total number of Security Guards on my / our roll as on 31/03/2020 is _____ (No. in figures : _____). The site / firm / contract-wise break up of Security Guards provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM SECURITY SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY	NUMBER OF SECURITY GUARDS PROVIDED AS ON 31/03/2020
		GRAND TOTAL :	

SIGNATURE & SEAL OF THE TENDERER

Certified that the figure regarding number of Security Guards in Lucknow/UP on the roll of Mr. / M/s. _____, the Bidder/Tenderer for providing Security Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts as on 31/03/2020.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE VI
ACCEPTANCE - LETTER
(On the Letter Head of the Firm / Agency)

To,

The Regional Manager,
The Oriental Insurance Co Ltd
Regional Office, Jeevan Bhawan
Lucknow.

Dear Sir,

Re: Acceptance of Terms and Conditions and Procedure for Submission of bills along with mandatory documents for release of payment in respect of Tender for Providing Security Guard Services on Monthly Contract Basis.

The Tender Document for providing Security Services on Monthly Contract Basis floated by The Oriental Insurance Company Limited have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer of the Tender Document of The Oriental Insurance Company Limited, Regional Office, Jeevan Bhawan, 43 Hazratganj, Lucknow,. I / We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of monthly bills along with all the statutory/mandatory requirement and other documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and The Oriental Insurance Company Limited shall without prejudice to any other right or remedy will be at liberty to forfeit the Earnest Money absolutely deposited by me / us along with the tender document and Security Deposit absolutely deposited by me / us upon award of contract to me / us.

I / We hereby unconditionally accept all the terms and conditions/clauses and accept procedure for submission of monthly bills along with all the statutory/mandatory requirements/documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document for providing Security on Monthly Contract Basis in its entirety.

The required Earnest Money is enclosed herewith in the form of Demand Draft of Rs. _____ drawn on _____ payable at Lucknow

Thanking you,

Yours faithfully,

SIGNATURE OF BIDDER/TENDERER
WITH DATE AND RUBBER STAMP

ANNEXURE VII

STATEMENT OF CALCULATION OF MONTHLY CONTRACT CHARGES PAYABLE TO CONTRACTOR FOR _____ 2020-2021

Sl No	Name with Designation	Minimum Wages	EPF @ 12%	Admn. On EPF @ 0.50%	ESI @ 3.25%	EDLI @ 0.50%	Uniform @ 2%	Total Amount	Leave Cost @ 8.63%	Reliever Cost @ 16.67% if applicable	Total Cost	Service Charges @	Total Cost per Guard	GST @ 18%	Total Payable to Contractor

For M/s _____

Authorised Signatory with Company's Stamp

ANNEXURE VIII

STATEMENT OF CALCULATION OF AMOUNT PAYABLE TO SECURITY GUARD/SUPERVISOR FOR _____ 2020-2021

Sl No	Name	Designation	Bank Account Number	Minimum Wages	Total Wages for the month	Deductions			Total Amount Payable to Guard	E-transaction Number with copy of Slip
						EPF @ 12%	ESI @ 4.75%	Others		

For M/s _____

Authorised Signatory with Company's Stamp

ANNEXURE IX

(On the Letter Head of the Company)

Date : _____

TO WHOMSOEVER IT MAY CONCERN

This is to certify that we have deposited ESI Contribution for the month of _____, **2020-21** vide Challan No. _____ dated _____ (copy enclosed) in respect of our Establishment (Party Code : _____) which includes ESI Contribution for the month of _____, **2020-21**, in respect of the following Security Guards/Workman/Manpower deputed for The Oriental Insurance Company Limited as per details given below :-

S. No	Name of Workman	Employees' Contribution	Employer's Contribution	Interest	Damages	Others	Total
1	Shri						
2	Shri						
3	Shri						
4	Shri						
5	Shri						
	TOTAL						
	GRAND TOTAL (IN WORDS) : Rupees _____						

For _____

Authorised Signatory / Proprietor
Stamp of the Company

ANNEXURE X
(On the Letter Head of the Company)

Date : _____

TO WHOMSOEVER IT MAY CONCERN

This is to certify that we have deposited EPF Contribution for the month of _____, **2020-21** vide Challan No. _____ dated _____ (copy enclosed) in respect of our Establishment (Establishment Code : _____) which includes EPF Contribution for the month of _____, **2020-21**, in respect of the following Security Guards/Workman/Manpower deputed for The Oriental Insurance Company Limited :-

SL.NO	NAME OF WORKMAN	EPF NUMBER
1	Shri	
2	Shri	
3	Shri	
4	Shri	

The total amount of contribution of EPF in respect of the above-noted Workman for the month of _____, **2020**, deposited vide above-referred challan is as per details given below :-

S.No	Particulars	A/C 1 PF Contr.	A/C 2 PF Admn.	AC 10 EPS	A/C 21 EDLI	A/C 22 EDLI Adm.	Total
1	Employer's Share						
2	Employee's Share						
3	Administration Charges						
4	Inspection Charges						
5	Penal Damages						
6	Misc. Payment (Interest U/S 7Q)						
	GRAND TOTAL (IN WORDS) : Rupees _____						

For _____

Authorised Signatory / Proprietor
Stamp of the Company

NO DUES CERTIFICATE

Please do not submit this Indemnity Bond now.

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE ORIENTAL INSURANCE COMPANY LIMITED (ON NON-JUDICIAL STAMP PAPER OF RS. 100/- DULY NOTARIZED.)

This deed of Indemnity executed on _____ at Lucknow by Shri/Smt _____ on behalf of (Name and address of the Security Guard Service Provider) (herein referred to as the Service Provider) favouring The Oriental Insurance Company Limited (herein referred to as the OICL having its Regional Office, Jeevan Bhawan, 43 Hazratganj, Lucknow witness as follows :-

- (1) The Service Provider had been working for the OICL, Lucknow, for providing Security Guard Services.
- (2) The Service Provider has made a Security Deposit of Rs. _____ only for Security Guard Services as provided under Item No. 1 above.
- (3) The Contract for providing Security Guard Services has been completed/terminated by the OICL / Cancelled by the OICL / Service Provider with effect from _____.
- (4) The Service Provider has paid all dues of the workers engaged in aforesaid Security Guard Services and has also paid all the bills of materials purchased for the purpose of the above mentioned Security Service under Item No. 1.
- (5) The Service Provider having satisfied the OICL that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the OICL and on the request of the Service Provider the OICL has agreed to refund the aforesaid Security Deposit of Rs. _____.
- (6) Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows :-
 - (A) In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Security Services as provided under Item No. 1 or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the OICL, pay and make good all those dues or damages forthwith.
 - (B) In the event of delay or failure to pay or make good any amount in the above connection which the OICL has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness:

Witness
Signature
Name
Address

Signature of the Service Provider with Stamp of Firm

Signature
Name
Address

**SPECIMEN OF UNDERTAKING REGARDING
NON-BACKLISTING/PROSECUTION OF THE FIRM**

(To be submitted on the Letter Head of the Bidder/Tenderer)

Date : _____

TO WHOMSOEVER IT MAY CONCERN

I / We / Our organization, M/s _____ hereby undertake and declare that neither me nor our Organization including our Partners / Shareholders / Directors were ever blacklisted / prosecuted by any government department / statutory body(ies) / Public Sector Undertakings in any State or by any Court of Law.

**SIGNATURE OF BIDDER/TENDERER
WITH DATE AND RUBBER STAMP**

THE ORIENTAL INSURANCE COMPANY LIMITED

INSTRUCTIONS AND TERMS AND CONDITIONS FOR QUOTING RATES AND SUBMITTING FINANCIAL BID

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Financial Bid.
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The Lowest Bid (L-1 Bid) will be finalized and declared as per **Method of Evaluation of Technical and Financial Bid** given in the Tender Document.
6. The Civilian Security Guard will be considered under the respective Category as per UP Govt Statutory requirement. The wages for Civilian Security Guard/Supervisor will be paid/revised as per the notifications of Minimum Wages issued by Government of Uttar Pradesh (Labour Deptt.) from time to time.
7. The Minimum Wages Rates per Security Guard/Supervisor will be as per category specified and will be revised as per revision in Minimum Wages Rates as notified by statutory authorities from time to time.
8. The Tenderers/Bidders are advised to refer Scope of Services (including bearing penalty amount by the Bidder/Tenderer) and Terms and Conditions relating to submission of Monthly Bills, in duplicate, along with mandatory/statutory documents/requirements for release/reimbursement of payment to them given in the Tender Document so as to cover all administrative and financial arrangement / expenses to be borne by him/them before quoting "Service Charges".

9. 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 for providing services of security guards/supervisor including alternate security guard/supervisor, cost of all material, cost of uniform/washing, tools/aids like Lathies, Whistle, Torches, Stationery and other equipments etc. and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to security guards/workman/manpower 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 **as a mandatory requirement.**
10. **The Bidder/Tenderer quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
11. If two or more Bidders/Tenderers quote the same L-1 rate, fresh quotes are to be obtained from both or all such L-1 Bidders/Tenderers after providing reasonable time for re-submission of fresh quote/rate. There after Contract be placed with the L-1 Bidder/Tenderer as per the evaluation of fresh quotes received from such L-1 Bidders/Tenderers.
12. All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess, Swatch Bharat Tax etc. will be deducted from the amount payable as per rules.
13. Goods & Service Tax and Cess thereon, as applicable, will be paid in addition to amount quoted by the Firm / Travel Agency.
14. The lump-sum rate quoted for providing Security Guard for eight hours duty as per requirement will not be considered for arriving at L-1 rates. The L-1 rate shall be decided strictly on the basis of “Service Charges” quoted by the Bidder/Tenderer and other terms and conditions contained in the Technical Bid/Tender Document.

**REGIONAL MANAGER
ESTABLISHMENT DEPARTMENT**

(SECURITY GUARD FOR 12 HOURS DUTY ON SIX DAYS A WEEK i.e. 26/27 DAYS PER MONTH BASIS)

PRESENT MINIMUM WAGES AND OTHER STATUORY PAYMENTS AS PER MINIMUM WAGES ACT Uttar Pradesh, Government and subject to revision by the statutory authorities from time to time and also applicable statutory deductions as per instruction of the statutory authorities per month.

SUMMARY OF FINANCIAL BID – ANNEXURE A,

Sl. No	Type of Workman	Annexure Number of Financial Bid	Amount Quoted per person	Number of Persons required	Total Amount payable in Indian Rupees
1	Security Guard for 12 Hours Duty on Six Days a Week Basis (Column 11 of Annexure A) at Regional Office, Jeevan Bhawan, 43 Hazratganj, Lucknow	A	Rs. _____ (Column 11)	01	Rs. _____
2	Lump-sum Charges for providing Additional Security Guard for a shift of 12 hours each as per requirement			1	Rs. _____

Grand Total Amount (Row No. 2) in Words: Rupees _____ Only.

SIGNATURE WITH STAMP : _____
NAME OF FIRM/SECURITY AGENCY : _____
NAME OF AUTHORISED PERSON : _____
CONTACT NUMBER : _____
E-mail ID : _____
DATE : _____