STANDARD BIDDING DOCUMENT

Procurement of Services

Provision of Security Services at the Royal Insurance Corporation of Bhutan Limited (RICBL) Head Office, Thimphu and the Regional Office, Phuentsholing for the Year 2018-2019

Procuring Agency:-

General Administration Department,
RICBL, Head Office, Thimphu
Website: www.ricb.com.bt
Invitation for Quotation (IFQ)

Dear Sir/Madam,

1. Royal Insurance Corporation of Bhutan Limited (RICBL) invites sealed Bids from eligible Bidders for providing the security services to the RICBL, Head Office, Thimphu and the Regional Office, Phuentsholing as per the scope of the work mentioned hereinafter.

2. **Scope of work**
   Provide security arrangements for RICBL premises, at Head Office, Norzin Lam, Thimphu and Regional Office, Phuentsholing as per Terms of Reference of the Contract.

3. Detailed specifications, scope of work and terms and conditions are given in the Bidding documents which are available at the address given below as per the following schedule:

<table>
<thead>
<tr>
<th>Name of the package</th>
<th>Provision of security arrangement services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid receipt date and time</td>
<td>Up to 27th February 2018 by 3:30 PM</td>
</tr>
<tr>
<td>Bid opening date and time</td>
<td>27th February 2018 at 4:00 PM in the Chamber of Head, GAD, RICBL, Head Office, Norzin Lam, Thimphu.</td>
</tr>
<tr>
<td>Bidding documents shall be available at</td>
<td><a href="http://www.ricb.com.bt">www.ricb.com.bt</a></td>
</tr>
</tbody>
</table>

4. Interested bidders can download the bidding documents from the RICBL website [www.ricb.com.bt](http://www.ricb.com.bt) for free.

5. The bidder may submit the quotation either by hand delivery or by registered post in two sealed envelopes.

6. A bid shall be contained in an inner envelope sealed with adhesive or other sealant, which will prevent re-opening. The inner envelope shall be signed across the seal. The name of the bidder shall be written clearly on the inner envelope.

7. The inner envelope shall be placed inside outer envelope. The outer envelope should be sealed and clearly marked each as **CONFIDENTIAL and addressed to:**

   **The Head, GAD/HRD**
   **RICBL, Head Office**
   **Norzin Lam, Thimphu**
   **Telephone No.**********
   **Mobile No.**

8. The quotation submitted by the supplier shall comprise the following:
   (i). A duly completed and signed priced quotation as per the Schedule of Items and the Priced Quotation;
(ii). A copy of the valid Trade License;
(iii). A copy of the valid Tax Clearance Certificate;
(iv). The required bid security
(v). Technical Specification as required;
(vi). Any other requirements specified in this document

9. Address for communication:

Name: - Mr. Ugyen Dorji  
Designation: - Administrative Officer (General Administration Department)  
Email: ugyen_dorji@ricb.com.bt  
Mobile No.17989272

(The bidders are recommended to contact the above mentioned person regarding any clarification on the terms and conditions)

10. The amount and currency of the Bid security is [Nu. 50,000/- the bid security shall be validated up to one year] Bid security of the successful bidder will be retained with the RICBL as performance security deposit and will be refunded at the end of the contract period.

11. Submission of bid by fax or by electronic means (are not) acceptable.

12. Opening of the Bid

The Bid will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time. The employer is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

13. Evaluation of Bid

Bids will be evaluated based on both financial and technical score and the contract will be awarded to the highest score.

The bid should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions of Services shall form an integral part of the Contract.

a. All prices shall be quoted in Ngultrum.
b. Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of their quoted prices. In evaluating the bids, the purchaser will determine for each bid the evaluated price by adjusting the bid by making any correction for any arithmetical errors as follows;
  
  i. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
  
  ii. Where there is discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the purchaser there is an obviously gross misplacement of the decimal point in the unit rate, in which
case the line particular total as quoted shall govern, and the unit rate shall be corrected.

iii. If the service provider refuses to accept the correction, this bid will be rejected and the bid security shall be forfeited.

iv. The Evaluation committee shall assess competency of the bidders based on the document to be furnished as provided under clause 8 above. Bidders scoring less than 50% on technical specification shall be disqualified.

12. Award of contract:

a. Award Criteria

RICBL shall award the contract to the successful bidder whose bid has been determined to be substantially responsive and to be highest score evaluated bid, further provided that the bidder is determined to be eligible and qualified and has the capacity and capability to fulfill the contract.

b. Letter of Acceptance

i. Prior to the expiry of the period of bid validity, RICBL shall notify, the successful bidder, through a Letter of Acceptance (LoA) that its bid has been accepted indicating the award price.

ii. Until a formal contract is prepared and executed, the LoA shall constitute a binding contract between the successful bidder and the RICBL.

iii. Upon the furnishing of performance security by the successful bidder, RICBL shall promptly notify each unsuccessful bidder and return their bid security.

c. Signing of Contract Agreement

i. While notifying the successful Bidder in writing through the LoA that it’s Bid has been accepted, RICBL shall invite the successful Bidder for signing of Contract Agreement.

ii. The contract agreement shall be signed within ten working days of the issuance of the LoA.

d. Performance Security

i. The amount and currency of the Bid security shall be Nu. 50,000 (Ngultrum fifty thousand only) in the form of Demand Draft/Cash Warrant/Bank Guarantee, which shall be validated up to one year. Bid security of the successful bidder will be retained with the RICBL as performance security deposit and will be refunded at the end of the contract period.

ii. Failure of the successful bidder to submit the above-mentioned performance security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event, RICBL may award the Contract to the 2nd highest score evaluated Bidder whose offer is substantially responsive and is determined by RICBL to be qualified to perform the Contract satisfactorily or call for fresh bids.
## Format of Financial Bidding for Security Services at RICBL for the year 2018

**Name & Address of the Service Provider:**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>(A) Monthly Remuneration</th>
<th>(B) No. of security personnel required</th>
<th>(A*B) Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Manpower Cost: Head Office, Thimphu</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>i. Supervisor</td>
<td>------</td>
<td>One</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Security Personnel</td>
<td>------</td>
<td>Six</td>
<td></td>
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<tr>
<td>2.</td>
<td><strong>Manpower cost: Regional Office, Phuentsholing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Supervisor</td>
<td>------</td>
<td>One</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Security Personnel</td>
<td>------</td>
<td>Five</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Service charge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Tax</td>
<td></td>
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**Sub Total**

<table>
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<tr>
<th>Cost per month</th>
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<table>
<thead>
<tr>
<th>Cost per annum</th>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>Total amount in Nu. (in words)</th>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Signature of the service provider</th>
<th>Service provider’s official Stamp</th>
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<tr>
<td></td>
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</table>

Date: ___/___/____
### Format of Technical Bid for Security Services at RICBL for the year 2018

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Criteria</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Nature of the service provider’s firm</td>
<td></td>
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<tr>
<td>2.</td>
<td>Year of Experience of the Security Personal of the service provider:</td>
<td></td>
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<tr>
<td></td>
<td>i.</td>
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<td></td>
<td>ii.</td>
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<td>iii.</td>
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<td>iv.</td>
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<td>vii.</td>
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<td>viii.</td>
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<td>ix.</td>
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<td></td>
<td>x.</td>
<td></td>
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<tr>
<td></td>
<td>xii.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Number of assignments in hand</td>
<td></td>
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</tbody>
</table>

Signature of the service provider

Service provider’s official Stamp

Date:__/__/____
TERMS OF REFERENCE (TOR) OF THE CONTRACT

The terms and conditions hereinafter may only be varied with the written agreement of the Purchaser and no terms and conditions put forward at any time by the service provider shall form any part of the Contract.

The terms and conditions of the contract agreement shall be as under.

1. Contract Duration

The contract duration shall for a period of 12 months from the date of award of contract renewable thereafter for another term subject at the discretion of the RICBL.

2. Scope of work

The successful service provider will be required to:

i. Provide security arrangements for RICBL premises, Head Office, Norzin Lam, Thimphu and Regional Office, Phuentsholing.

ii. Undertake to engage, employ and provide seven security personal including one Supervisor at Head Office and five security personnel including one Supervisor at Regional Office, Phuentsholing.

3. Roles and Responsibilities

A detailed and specific roles and responsibilities of the security personnel shall be specified in the contract agreement. However, following are the broad roles and responsibilities of the service provider:

i. Securing and safeguarding the RICBL building/premises and its properties at Head Office, Thimphu and Regional Office at Phuentsholing;

ii. Taking responsibility for any loss of property or liability caused to RICBL due to security breach and/or lapses;

iii. Ensure that the security personnel provided to RICBL are not below the age of 18 years.

iv. The service provider shall provide uniform, equipments and Identity Cards to each of its security personnel engaged under this arrangement.

v. The service provider shall provide names of contact person with mobile number (24 hours functional) for contacting under emergency condition.

vi. The service provider shall be responsible for:
   a. Monitoring overall movement of visitor’s vehicles & customers entering and leaving the office premises of RICBL.
   b. Providing security services to the offices located within the RICBL building other than that of the RICBL.
   c. Maintaining detail records of movement of vehicles and/or materials/goods, both incoming and outgoing to and from the RICBL premises.
   d. Monitoring overall arrangement of reserved parking areas & restriction of unauthorized vehicles from parking in reserved parking areas.
   e. Ensuring that the main gate and the entry gate from the Bhutan Post (at the Head Office, Thimphu) are closed before and after office hours.
   f. Ensuring that visitors are treated with due respects & courtesy, and are guided to the respective offices located within the RICBL building.
Standard Bidding Tender Document for providing Security Services at the Royal Insurance Corporation of Bhutan Limited for the year 2018

g. Maintaining detail record of any incidence occurring within the premises of RICBL in the Incident Register on daily basis and submitting it by next morning to the RICBL.
h. Frisking any suspicious visitors including vehicles entering & leaving the RICBL premises.
i. Ensuring that the gate is opened at 06.00AM and is closed at 06:00PM during week days and opened at 6.00AM and is closed at 2.00PM on Saturdays, which is subject to change upon issuance of advance written notice by the Management of RICBL.
j. Ensuring that the main gate is open during Sundays & Government Holidays for employees who are working overtime.
k. Maintaining separate register of record by the security personnel on duty regarding entry and exit of employees and other visitors to and from the RICBL premises during Sundays, Government Holidays, and after office hours.
l. Informing the RICBL of any kind of emergencies or incidences at the office premises, which may be detrimental to the interest of the RICBL.
m. Maintaining the attendance register of the security personnel at the site and submitting the same to the designated official of the RICBL as required under the contract agreement.
n. Maintaining the alternative arrangement of duty with intimation to RICBL upon leave/absence of the security personnel at the RICBL premises.
o. Compliance with Labour and Employment laws of Bhutan in terms of recruitment and remuneration of the security personnel deployed at the RICBL premises.

vii. Submission of CVs of each and every security personnel deployed at the RICBL premises. Such CVs must contain the following documents and information:

a. Bio data with photo
b. High School or Diploma certificates.
c. Appropriate security training certificate.
d. Previous work experience testimonials.

eviii. Any rates and taxes applicable for the operation of the security services will be the responsibility of service provider.
(ix. The service provider and all its security personnel provided to RICBL shall at all times, during the currency of the contract, follow and comply with the laws and rules of the country as well as that of the RICBL for the purpose of carrying our services to the RICBL.

x. The service provider shall agree, accept and abide by all terms and conditions specified in the contract agreement that will be determined and prepared by RICBL pursuant to issuance of the LoA.

xi. The RICBL shall be entitled to determine the terms and conditions of the contract agreement this agreement.

4. Termination of Contract
i. RICBL shall terminate the contract prematurely and discharge the service provider without prejudice to other rights and remedies available to it, and forfeit the performance security on the following grounds:
   a. If the service provider becomes insolvent; or
   b. If it fails and/or neglects to perform its roles and responsibilities to the satisfaction of RICBL; or
   c. If the service provider or its security personnel are found involved in undesirable or illegal activities; or
   d. If repeated complaints have been received against the service provider and/or its security personnel from employees of RICBL or other employees of those offices housed in the RICBL buildings regarding the behavior of security personnel and/or quality of service provided.

xii. In case of termination of the contract, the RICBL shall be entitled to appoint a new service provider.

5. Reservation of rights:
   i. The RICBL reserves the right to amend, modify or terminate any of the procedures or requirements set out in this TOR at any time or from time to time without prior notice.
   ii. The RICBL further reserves the right to accept or reject the lowest or any proposal or Bid.

6. Dispute and Adjudication.
   i. Any disputes arising from the implementation of the provisions of the contract shall be settled amicably through negotiation.
   ii. In the event amicable settlement through negotiation fails, the case shall be adjudicated at the Royal Court of Justice of competent jurisdiction as per laws of Bhutan.

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