



RICB

"Your partner for growth and security"

ROYAL INSURANCE CORPORATION OF BHUTAN LIMITED

TENDER DOCUMENT FOR "SUPPLY AND INSTALLATION, AND ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM, STANDALONE SMOKE DETECTORS AND INTEGRATED ELECTRO MAGNETIC LOCKING SYSTEM WITH BIOMETRIC DEVICE AT ALL RICB OFFICES AND OLAKHA SALVAGE YARD".

REAL ESTATE-2023

Name of Firm:.....

License No.....

CDB No.....

Contact No.....

Email Address:.....

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NOTICE INVITING TENDER (NIT)

1.	Bidder's Legal Name:	
2.	Bidder's Country of Registration:	
3.	Bidder's Year of Registration:	
4.	Bidder's Legal Address in Country of Registration:	
5.	Bidder's Local Address in Bhutan (if any):	
6.	Bidder's Website /Email Address:	
7.	Bidder's Authorized Representative in Bhutan (if any) Name: Designation: Address: Telephone: E-mail Address:	
8.	Status of the Bidder (check the box as applicable): <input type="checkbox"/> Bidding Company <input type="checkbox"/> Lead Member of the Joint Venture <input type="checkbox"/> Agent of the Foreign Bidder	
9.	Attached are copies of the following original documents: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Tax Clearance Certificate of Bidder named in 1or 2 above (applicable for Bhutanese Bidders). <input type="checkbox"/> Trade License of Bidder named in 1or 2 above (applicable for Bhutanese Bidders). <input type="checkbox"/> Certificate of Incorporation or Registration of Bidder named in 1or 2 above. <input type="checkbox"/> Any other certificate to support the legal entity of the Bidder named in 1or 2 above.	

PROFILE OF BIDDER ORGANISATION

Date:.....*[Insert Bid Submission Date]*

Date:

Signature.....

Place:

Name:

Designation.....



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PREQUALIFICATION CRITERIA

Service wise Minimum Eligibility Criteria for qualification of bidders are as follows:

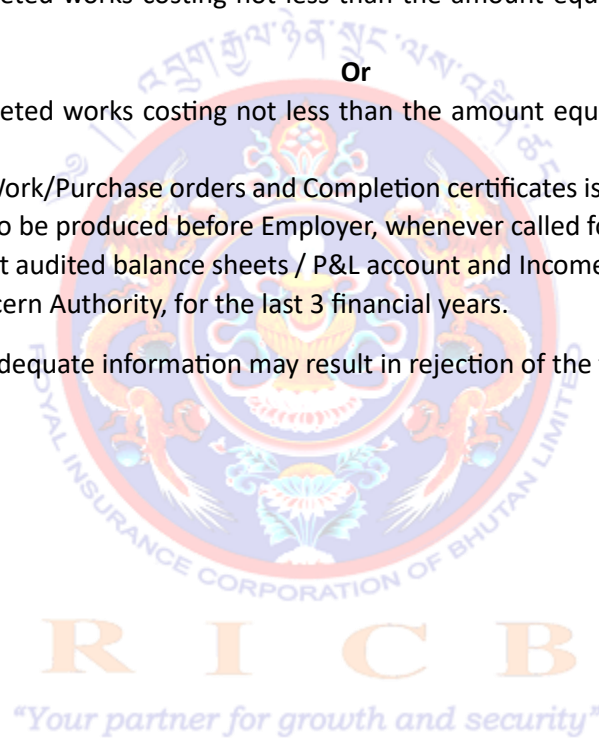
The Bidding Firm/Company:

1. Should have at least more than 5 years of experience in the respective field(s) and carried out minimum of 3 numbers of project in last three financial years in which bidder is quoting.
2. Should have successfully completed or currently providing services in last 02 Year, in the respective field, in which bidder is participating:
 - i. Three similar completed works costing not less than the amount equal to 40 % of the estimated cost.

Or
 - ii. Two similar completed works costing not less than the amount equal to 50 % of the estimated cost.

Or
 - iii. One similar completed works costing not less than the amount equal to 80 % of the estimated cost.
3. A Certified copy of Work/Purchase orders and Completion certificates issued by the client should be enclosed and need to be produced before Employer, whenever called for verification purposes.
4. Bidder should submit audited balance sheets / P&L account and Income Tax Return certificates duly certified by the Concern Authority, for the last 3 financial years.

Note: Any false and/or inadequate information may result in rejection of the tender.



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SECTION 1: INSTRUCTION TO BIDDERS (ITB)

A. GENERAL

1. SCOPE OF TENDER

- 1.1. The Employer, as indicated in the **Section 3, Terms of Reference/Special Condition of Contract** issues this Bidding Document for the procurement of Works. The name, identification and identification of this bidding are provided in **Section 3, Terms of Reference/Special Condition of Contract**.
- 1.2. The successful Bidder will be required to complete the Works within the Time for Completion stated in the **Special Conditions of Contract (SCC) or ToR**.
- 1.3. Throughout this Bidding Documents.
 - (a) The term **“in writing”** means communicated in written form with proof of receipt;
 - (b) If the context so requires, singular means plural and vice versa; and
 - (c) **“day”** means calendar day.

2. ELIGIBILITY

- 2.1. Bidders of the categories specified in the **ToR/SCC** are eligible to participate in this bidding process.

3. CORRUPT OF FRAUDULENT PRACTICE

- 3.1. The Institute requires that Bidders/ Contractors under this contract observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, the Institute:
 - a) defines, for the purpose of these provisions, the terms set forth below as follows:
 - i. **“corrupt practice”** means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution;
 - ii. **“fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition;
 - iii. **“collusive practice”** is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party; and
 - iv. **“Coercive practice”** is impairing or harming or threatening to impair or harm, directly or



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indirectly, any party or the property of the party to influence improperly the actions of a party.

- b). will reject a proposal for award of work if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- c). will declare a Bidder ineligible, either indefinitely or for a stated period, to be awarded a contract/contract if he at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

4. SITE VISIT

The Bidder, at the Bidder’s own responsibility and risk is encouraged to visit and examine the Site of Services and obtain all information that may be necessary for preparing the Bid and entering into a contract for execution of the Services.

B. BIDDING DOCUMENTS

5. Content Of Bidding Documents

5.1. The set of bidding documents comprises the documents listed in the table below.

Sl. No.	Description
1	Notice Inviting Tender
2	Profile of Bidder Organisation
3	Instruction to the Bidders
4	General Condition of Contract
5	Special Condition of Contract
6	Schedule of Requirement
7	All the documents required for technical evaluation.
8	Financial Bid

C. PREPARATION OF BIDS

6. One Bid per Bidders

6.1. Each bidder shall submit only one bid for **“SUPPLY, INSTALL, COMMISSIONING & ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM, AUTOMATIC SLIDING DOOR, ELECTROMAGNETIC DOOR LOCK, BIOMETRIC SYSTEM AND SMOKE DETECTOR ALARM SYSTEM AT ALL RICB OFFICES & SALVAGE YARD”**. A bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder’s participation to be disqualified.



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7. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his Bid, and the institute or employer will in no case be responsible and liable for those costs.

8. Documents comprising the Bid

8.1. The bid submitted by the bidder shall comprise the following:

- a. The non-refundable tender document fee of **Nu.500/-** (five hundred) must be deposited in RICB accounts section in cash/online transaction and submit the receipt along with the tender document.
- b. Bid Security (EMD) for **Nu. _____ (Ngultrums _____)** in the form of Cash/Cash Warrant in favour of Chief Executive Officer, Royal Insurance Corporation of Bhutan Limited, Thimphu.
- c. All documents required for Technical Bid with Qualification Information and Documents.
- d. Financial Bid.
- e. Any other information requested for this tender document.

9. Bid Prices

- 6.1. The price quoted by the bidder should be inclusive of all cost of spares, labour, service charges and transportation, cost of **“SUPPLY, INSTALL, COMMISSIONING & ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM, AUTOMATIC SLIDING DOOR, ELECTROMAGNETIC DOOR LOCK, BIOMETRIC SYSTEM AND SMOKE DETECTOR ALARM SYSTEM AT All RICB OFFICE & SALVAGE YARD”** as described in this tender document.
- 6.2. Items for which no rate or price is quoted by the bidder will not be paid for by the Employer when executed and shall be deemed to have been covered by the other rates quoted in the financial bid.
- 6.3. The price Bid should contain the rate against each items separately. The rate for each item should be quoted as mentioned in the Bill of Quantity.
- 6.4. The rate quoted shall be in **BHUTANESE CURRENCY (Nu.)** for each item and should be inclusive of all taxes/duties, spares, cost of other material, labour charges, installation of equipment for all RICB Office Building and salvage yard.

10. Bid Validity

- 10.1. The bid shall be valid for **Sixty (60) days** from the date of submission of the bid. Any Bids which do not meet the validity requirement shall be rejected by the Employer as non-responsive.
- 10.2. In exceptional circumstances, prior to expiry of the original time limit, the Employer may request that the bidders may extend the period of validity for a specified additional period. The request and the bidder’s responses shall be made in writing or e-mail. A bidder may refuse the request without forfeiting his bid security. A bidder agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity of his bid security for a period of the extension.



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11. Bid Security (Earnest Money Deposit – EMD)

- 11.1. The bid shall be accompanied by a bid security amount of **Nu.....(Ngultrums.....)** in the form of a Cash/Cash Warrant addressed to the Chief Executive Officer, Royal Insurance Corporation of Bhutan Limited, Thimphu, issued by a reputable Financial Institution in Bhutan other than RICB.
- 11.2. The bid security shall be valid for **Sixty (60) days** from the day of Bid opening.
- 11.3. Any bid not accompanied by an acceptable Bid Security and not secured shall not be rejected by the Employer. However, if the bidder fails to submit Bid Security within a given timeline, the evaluation team will not proceed for evaluation of that bid and consider non-responsive.
- 11.4. The Bid Security of unsuccessful bidders will be returned after the awarding of tender to the successful bidder.
- 11.5. The Bid Security of the successful bidder will be returned after he has signed the Agreement and furnished the required Performance Security Guarantee.
- 11.6. A Bid not accompanied by bid security of adequate value and validity shall be rejected by Employer as non-responsive.
- 11.7. The bid security shall be forfeited in the following cases:
- a) If the Bidder withdraws the bid after Bid opening during the period of Bid validity;
 - b) If the Bidder does not accept the correction of the Bid price;
 - c) In the case of a successful bidder, if the bidder fails to sign the Contract or furnish Performance Security within the specified time limit.

12. Signing Of Bids

- 12.1. The Bidder shall prepare document comprising the bid as described in the relevant clauses in this tender document.
- 12.2. The Bid shall be typed or written in indelible ink and shall be signed by the bidder or a person who is duly authorized by the bidder, holding a power of attorney, with an official seal.

13. Submission Of Bids

14. Sealing and Marking of Bids

- 14.1. Bid should be submitted in two Envelopes as mentioned below:-
- (a) **Technical Bid** (Duly Sealed), consisting of section 1 to section 4 and other necessary documents required for technical evaluations.

This Envelope should be marked as “Technical Bid” and address as follows:

**The Chairman,
Tender Committee
Royal Insurance Corporation of Bhutan Limited
Corporate Office, Thimphu**



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- (b) **Financial Bid** (Duly Sealed) should contain financial Bid in the prescribed format.

This Envelope should be marked as “Financial Bid” and address as follows:

**The Chairman,
Tender Committee
Royal Insurance Corporation of Bhutan Limited
Corporate Office, Thimphu**

- 14.2. All the above two envelopes should be put in a larger envelope, signed and sealed properly with **adhesive or any other sealant** to prevent reopening. This envelope should be addressed to:

**The Chairman,
Tender Committee
Royal Insurance Corporation of Bhutan Limited
Corporate Office, Thimphu**

This envelope must bear the following Identifications:

- | i. | Bid | For | [NAME OF WORK] | Bid | Reference | No- |
|------|--|-----|----------------|-----|-----------|-----|
| ii. | It should be marked “ CONFIDENTIAL ”. | | | | | |
| iii. | Provide a warning “ Do not open before [MENTION OPENING TIME & DATE] ” | | | | | |
| iv. | Non-refundable Bid fee receipt of Nu.500/- (Ngultrums five hundred) must attach on the larger envelope. | | | | | |
- 14.3. If the envelopes are not sealed and marked as above, the Institute will assume no responsibility for the misplacement or wrong/premature opening of the bid.
- 14.4. If the outer envelope is not sealed properly with adhesive or any other sealant and not marked as above, the Tender Committee will not evaluate the bid.
- 15. Deadline for Submission of the Bids**
- 15.1. Bids must be received by the Employer at the address specified above not later than the last date of submission. In the event of the specified date for the receiving the bids being declared a holiday by the Employer, the bids will be received up to the appointed time on next workingday.
- 15.2. Any Bid received by the Employer after the deadline will be rejected.
- 15.3. The deadline for receipt of bid(s) by the Employer is **[30th August 2023] before 12.30PM**. Bids by electronic means are not acceptable unless otherwise informed by the Employer (prior to the submission date).



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16. Bid Opening And Evaluation

17. Bid Opening

- 17.1. On the due date and appointed time as specified above, the Employer will open both **Technical Bid and Financial Bid** which should contain the Documents as mentioned in this Tender Document (except those received late) in presence of the Bidders or their representatives who choose to attend.
- 17.2. If any Bid does not contain the documents in the manner prescribed in this Tender document, then that Bid will be rejected, and the Bidder informed accordingly. In the event of the specified date for Bid opening being declared a holiday by the Employer, the Bids will be opened at the appointed time and location on the next working day.
- 17.3. Any bid price, if applicable, which is not read out and recorded at Bid opening, will not be taken into account in Bid evaluation.

18. Clarification of Bids

- 18.1. To assist in the examination and comparison of Bids, the Employer may, at his discretion, ask any Bidder for clarification of his Bid, including percentage quoted by him in the tender document. The request for clarification and the response shall be in writing or e-mail, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to conform the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids in accordance with the relevant clauses in this Tender Document.
- 18.2. No Bidder shall contact the Employer on any matter relating to his bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.
- 18.3. Any effort by the Bidder to influence the Employer's bid evaluation, bid comparison or contract award decisions, may result in the rejection of his bid.
- 18.4. Further information can be obtained in writing from

Contact:

Name: Mr. Tenzin

Designation: Assistant Manager (Real Estate)

Email: tenzin@ricb.bt

Contact No.: +975-77227920

Not later than seven (7) days from the date of bid submission.

19. Examination of Bids and Determination of Responsiveness

- 19.1. Prior to detailed evaluation of Bids, the Employer will determine whether each Bid;-
- i. meets the eligibility criteria and qualification defined in section 1 of bid document.
 - ii. has been properly signed by an authorized signatory (accredited representative) holding



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- Power of Attorney in his favour. The Power of Attorney shall inter alia include a provision to bind the Bidder to settlement of disputes clause;
- iii. is accompanied by the required Bid security and;
 - iv. is responsive to the requirements of the Bidding documents.
- 14.2. A responsive Bid is one which conforms to all the terms, conditions and specification of the Bidding documents, without material deviation or reservation. A material deviation or reservation is one:-
- i. which affects in any substantial way the scope, quality or performance of the Services;
 - ii. which limits in any substantial way, the Employer's rights or the Bidder's obligations under the Contract; or
 - iii. whose rectification would affect unfairly the competitive position of other Bidders presenting responsive Bids.
- 14.3. If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

20. Correction of Errors

- 20.1. Bids determined to be responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:
- (a) Where there is a discrepancy between the rates in figures and in words, the rate in words will govern; and
 - (b) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 15.2. The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount the Bid will be rejected, and the Bid security may be forfeited.

21. Evaluation and Comparison of Bids

- 21.1. The Employer will evaluate and compare only the responsive and eligible Bids as per the criteria stipulated.
- 21.2. The bid will undergo a four-stage processing; viz.
- a. Checking the Essential Requirements;
 - b. Accepting the Bid documents;
 - c. Examining the Technical Part;
 - d. Examining the Financial Part.
- 21.3. **Evaluation of Technical Bid**
- a. Eligibility criteria will be considered for technical evaluation. The scoring will be 70:30 for Technical Bid and Financial Bid respectively and the Bid scoring minimum of 50 out of 70 will proceed for Financial Evaluation.



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- b. Following are the **Mandatory documents** for Technical Evaluation.
- i. Original signed CVs of technical manpower committed with at least two referees.
 - ii. Copies of Citizenship ID Cards or work permit/passport/Election/Voter ID cards (for foreign workers) of all manpower committed.
 - iii. Copies of Provident Fund Account Documents for all regular personnel or payrolls or copies of monthly remittance schedule of Health Contribution and Tax Deducted at Source for all regular personnel committed for this project.
 - iv. Copies of similar work experience certificate for both consultant/contractors carried out with the last five (5) years.

Note: Non-submission of above document or evidence for key personnel, and similar work experience certificate by bidder shall affect the scoring of points in evaluation purpose. Translation in English must be submitted along with the copy of original if the certificates are not in English.

- c. Technical Evaluation will be carried out on the following criteria and every bidder shall submit the document accordingly for the evaluation.

SL. NO.	Evaluation Criteria/Sub Criteria	Maximum Score
A	Registered firm specifically for design, manufacture, supply, install, test, and commission in Bhutan.	5.00
1	Registered ICT firm specifically for design, manufacture, supply, install, test, and commission in Bhutan. (100% of 5)	5.00
2	Not registered ICT firm specifically for design, manufacture, supply, install, test, and commission in Bhutan. (0% of 5)	0.00
	Total for A	
B	(Specific experience of the consultancy/ firm within last five years	30.00
(b1)	Specific experience of the consultancy/ firm for installation of CCTV System within last five years	10
1	More than five number of similar works done within last five years (100% of 10).	10.00
2	More than three number of similar works done within last five years (60% of 10).	6.00
3	More than one number of similar works done within last five years (30% of 10).	3.00
4	No similar experience (0% of 10).	0.00
	Total for b1	
(b2)	Specific experience of the consultancy/ firm for installation of Automatic Sliding Door, Electromagnetic Door Lock & Biometric System within last five years	10.00
1	More than five number of similar works done within last five years (100% of 10).	10.00
2	More than three number of similar works done within last five years (60% of 10).	6.00
3	More than one number of similar works done within last five years (30% of 10).	3.00
4	No similar experience (0% of 10).	0.00
	Total for b2	



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(b3)	Specific experience of the consultancy/ firm for installation of Smoke Detector Fire Alarm System within last five years	10.00
1	More than five number of similar works done within last five years (100% of 10).	10.00
2	More than three number of similar works done within last five years (60% of 10).	6.00
3	More than one number of similar works done within last five years (30% of 10).	3.00
4	No similar experience (0% of 10).	0.00
	Total for b3	
	Total for B = (b1) + (b2) + (b3)	
C	Specific experience of the consultancy firm for Annual Maintenance Contract of similar work within last five years	10.00
1	More than three number of similar works done within last five years (100% of 10).	10.00
2	More than two number of similar works done within last five years (50% of 10).	5.00
3	More than one number of similar works done within last five years (25% of 10).	2.50
4	No similar experience (0% of 10).	0.00
	Total for C	
D	Key professional staff qualification, experience and competence for the assignment.	30.00
(d1)	IT/Electronic/Software/Network Engineer	20.00
1	Bachelor's degree in IT/Electronic/Software/Network engineering with more than seven years of professional experience OR Diploma in IT/Electronic/Software/Network engineering with more than ten (10) years of professional experience. (100% of 20)	20.00
2	Bachelor's degree in IT/Electronic/Software/Network engineering with more than five to seven (5-7) years of professional experience OR Diploma in IT/Electronic/Software/Network engineering with seven to ten (7-10) years of professional experience. (70% of 20)	14.00
3	Bachelor's degree in IT/Electronic/Software/Network engineering with more than five to seven (5-7) years of professional experience OR Diploma in IT/Electronic/Software/Network engineering with seven to ten (7-10) years of professional experience. (40% of 20)	8.00
4	Bachelor's degree in IT/Electronic/Software/Network engineering with more than three (3) years of professional experience OR Diploma in IT/Electronic/Software/Network engineering with less than five (5) years of professional experience OR TTI Diploma in IT/Electronic/Software/Network engineering with more than five (5) years of professional experience. (20% of 20)	4.00
	Total for d1	
(d2)	Electrical/Civil/Mechanical Engineer	10.00
1	Bachelor's degree in electrical/Civil/Mechanical engineering with more than seven years of professional experience OR Diploma in Electrical/Civil/Mechanical engineering with more than ten (10) years of professional experience. (100% of 10)	10.00



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2	Bachelor's degree in electrical/Civil/Mechanical engineering with more than five to seven (5-7) years of professional experience OR Diploma in Civil engineering with seven to ten (7-10) years of professional experience. (50% of 10)	5.00
3	Bachelor's degree in electrical/Civil/Mechanical engineering with more than five to seven (5-7) years of professional experience OR Diploma in Electrical/Civil/Mechanical engineering with seven to ten (7-10) years of professional experience. (30% of 10)	3.00
4	Bachelor's degree in electrical/Civil/Mechanical engineering with more than three (3) years of professional experience OR Diploma in Electrical/Civil/Mechanical engineering with less than five (5) years of professional experience OR TTI Diploma in Electrical/Civil/Mechanical engineering with more than five (5) years of professional experience. (20% of 10)	2.00
	Total for d2	
	Total for D = (d1) + (d2)	
E	Brand of the product as proposed by the bidder	15.00
1	The brand of the product proposed by the bidder is ISO certified for quality. (100% of 15)	15.00
2	Other brands. (50% of 15)	7.50
	Total for E	
F	Participation by nationals among proposed key personnel	10.00
1	All key staff Nationals (100% of 10)	10.00
2	More than 50% key staff Nationals (60% of 10)	6.00
3	Less than 50% key staff Nationals (25% of 10)	2.50
4	All key staff non-Nationals (0% of 10)	0.00
	Total for F	
	Grand Total (A+B+C+D+E+F)	

NOTE: The points scored in technical bid evaluation shall be converted to 70% and the bidder who scored minimum of 50 points after conversion to 70% shall proceed to Financial Evaluation.

21.4. Evaluation of Financial Bid

- Only those Bid who score minimum of 50 out of 70 in Technical Bid and are responsive will be considered for examination in the Financial Part.
- The Financial proposal shall be evaluated for any arithmetical errors and for the purpose of comparison, all the cost shall be converted to a single currency i.e. Ngultrum.
- Computation of financial score will be carried out as:

$$= \left(\frac{\text{Lowest Financial Quote}}{\text{Financial Quoted of the firm}} \right) \times 30$$



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22. AWARD OF CONTRACT

23. Award Criteria

- 23.1. The contract will be awarded only to the best evaluated bid.
- 23.2. The best evaluated bid shall be the maximum score of the sum of Technical Bid and Financial Bid after evaluation.

24. Notification of Award and Signing Agreement

- 24.1. The Bidder whose Bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period by registered letter. This letter will state the sum that the Employer will pay the Contractor in consideration of the execution, completion and maintenance of the Services provided by the Contractor as prescribed in the Contract (hereinafter and in the Contract called the "Contract Price").
- 24.2. The Employer shall issue a Notification of Award to the successful Bidder. Until a formal Contract is prepared and executed, the Notification of Award shall constitute a binding Contract.
- 24.3. An agreement in the form given in this document will be signed between the Employer and the successful bidder incorporating all correspondence between the Employer and the successful Bidder. This tender document will be a part of the agreement and all terms and conditions mentioned herein will be part of the terms and conditions in the agreement. The successful Bidder shall furnish the performance security guarantee within 15 days after notice of award.
- 24.4. Upon the furnishing by the successful Bidder of the Performance Security guarantee, the Employer will promptly notify the other Bidders that their Bids have been unsuccessful and release their Bid security.

25. Performance Security Deposit

- 25.1. Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall be required to furnish performance security of 10% of the annual contract price, in the form of cash warrant, demand draft or unconditional Bank Guarantee payable to the Chief Executive Officer, Royal Insurance Corporation of Bhutan Limited, Thimphu, issued by a reputable financial institution other than RICB, which shall be furnished upon issuance of notification of the award.
- 25.2. The performance security shall be valid for a period of **1 year** from the date of commencement of the contract.
- 25.3. Failure of successful bidder to submit the Performance Security within the given timeline shall cancellation of the award of work and forfeiture of the Earnest Money Deposit.
- 25.4. Failure of the successful Bidder to comply with the requirements of any clause of this document shall constitute sufficient grounds for cancellation of the award of work and forfeiture of the Earnest Money Deposit or the Performance Security Guarantee, as the case may be.



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SECTION 2: GENERAL CONDITION OF CONTRACT

A. GENERAL

1. Definitions

- 1.1. The **Contract** is the contract between the Employer's nominee and the Contractor to execute, complete and maintain the Services. It consists of all the documents listed in Section-2
- 1.2. The **Contractor / Agency** is a person or corporate body, whose Bid to carry out the Services has been accepted by the Employer.
- 1.3. The **Contractor's Bid** is the completed Bidding document submitted by the Contractor to the Institute.
- 1.4. The **Contract Price** is the price stated in the letter of acceptance and thereafter as adjusted in accordance with the provisions of the Contract.
- 1.5. **The Institute** is the party, who will employ the Contractor (here the Royal Insurance Corporation of Bhutan Limited) to carry out the Services.
- 1.6. The **Initial Contract Price** is the Contract Price listed in the Employer's Letter of Acceptance.
- 1.7. The **Intended Completion Date** is the date on which it is intended that the Contractor shall complete the Services. The Intended Completion Date is specified in the Contract Data. The Intended Completion Date may be revised only by the Employer or his nominee by issuing an extension of time.
- 1.8. **Materials** are all supplies, including consumables, used by the contractor for execution of the Services. The Site is the area defined as such in the Contract document.
- 1.9. **Specification** means the Specification of the Services included in the Contract and any modification or addition made or approved by the Employer or his nominee.
- 1.10. The **Start Date** is given in the Contract Data. It is the date when the Contractor shall commence execution of the Services. It does not necessarily coincide with any of the Site Possession Date.
- 1.11. A **Variation** is an instruction given by the Employer or his nominee which varies the Services. The Services are what the Contract requires from the Contractor to execute to the Employer as defined in the Contract document. The Qualified Service Engineer is those employed / proposed to be employed by the Contractor at the Site, who has participated and is in possession of a valid Competency Certificate.



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1.12. **Security Deposit** means performance security guarantee and vice-versa.

B. GENERAL CONDITIONS

- i. The party who has been provider of services to Royal Insurance Corporation of Bhutan Limited earlier and if their services have been found violating terms of contract very frequently and were penalized for the same for a cumulative sum equivalent to 5% or more of the annual service contract or more in any one financial year or have been found giving/using false information/fraudulent tactics during execution/ participation in tender process in any of the earlier occasions, will not be considered in the tender process, even if the term of their contract was not terminated/ Agency's participation was rejected.
- ii. In case of a tie (a case of more than one tenderer quoting the same prices in the financial bids) of offers, the party having more experience of service provider in Government/Autonomous organizations/State own company and the details submitted as per essential requirements clause will be preferred.
- iii. Experience certificate of satisfactory completion of services provided by the Government/Autonomous organizations/State own company for last three years with similar nature and quantity of work will only be considered for cases of tie stated above.
- iv. The Institute is not in any way bound to accept the lowest or any Tender and reserves the right to accept any tender in whole or any part of the tender or portion of the quantity offered and reserves the right if required to negotiate with any or all the Tenderers without assigning any reason(s) whatsoever.
- v. The owner of the firm / a senior representative authorized by them must visit the Institute every week to inspect the services.

2. Interpretation

2.1. This Tender document and all terms and conditions mentioned herein will form a part of the agreement of the contract for the services of above-mentioned work.

3. Governing Law

3.1. The Contract/ Purchase Order shall be governed by and interpreted in accordance with the Laws of Bhutan.

4. Communication

4.1. Communications between parties, which are referred to in the conditions are effective only when



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in writing as well as verbally.

5. Service Provider Responsibilities

5.1. The Service Provider shall provide all the Services in accordance with Section IV Terms of Reference/ Special Condition of Contract.

6. Purchaser's Responsibilities

6.1. The Purchaser shall provide all the Services in accordance with this document.

7. Risks

7.1. **Risks for Employer:** any operation of the forces of nature like floods, tornadoes, earthquakes, landslides and lightning etc. or the hand of god (in so far as it occurs on the Site), which an experienced contractor:

- i. could not have reasonably foreseen, or
- ii. could reasonably have foreseen, but against which he could not reasonably have taken at least one of the following measures:
- iii. In such cases, damage is caused, the employer has full right to get the item repaired through outside party or through the contractor.

7.2. **Risk for Contractor:** All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks above are the responsibility of the Contractor.

8. Dispute Resolution

8.1. **Amicable Settlement:** In case of any dispute of any kind whatsoever arises between Employer and the service provider in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute or difference by mutual consultation.

8.2. However, any dispute which cannot be amicably settled between the parties, shall be referred to adjudication /arbitration in accordance with the laws of Bhutan.

9. Extension of the Intended Completion of Date

9.1. The duration of this Contract shall be as mentioned in the Section-I with effect from the commencement of the contract. However, it may be extended for subsequent years based on performance of the Agency as decided by the Institute. The successful bidder shall be expected to provide the services during the specified contract period on Annual Contract Basis as described in the contract document.



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C. QUALITY CONTROL

10. Quality of Work

10.1. The Service Provider shall guarantee for the quality of work. The quality of workmanship shall be of highest standard and to the full satisfaction to the Purchaser.

10.2. The Service Provider shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency, and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices.

11. Inspection and Tests

11.1. Purchaser may depute its employee at Service Provider's work to inspect the ongoing works. During the delivery of services, if it is found that the requirements and the deliverables of the contract, in terms of performance and time, is not delivered as per the TOR/Special Condition of Contract, the Purchaser terminate the contract subsequent to clause GCC 16: Termination.

D. COST CONTROL

12. Contract Price

12.1. The Contract Price shall be as specified in the Contract/Work Order subject to any additions and adjustments thereto or deductions therefrom as may be made pursuant to the Contract.

13. Certificate for Payment

13.1. The Contractor shall submit to the Employer, or his nominee quarterly Bill of the services completed.

14. Payment

14.1. Payments shall be made promptly by the Purchaser, but no later than thirty (30) days after the receipt of invoices and documents, provided that the documents are compliant with all the requirements of the Purchaser.

14.2. The currencies in which payments shall be made to the Service Provider under this Contract shall be those in which the Contract Price is expressed.

15. Tax Deduction

15.1. At the time of release of payment, two (2%) percent TDS on service portion shall be deducted from the Service Providers having Bhutanese trade license, from the gross amount of bills except from the manufacturers and authorized dealers. The Purchaser shall furnish necessary TDS Certificate to the Bidders, issued by the Department of Revenue & Customs, RGoB.

16. Retention Money Deduction

16.1. The Employer shall not deduct retention from running bills/ any bills on any account from the contractor under this contract.

17. Final Account

17.1. The Contractor shall apply to the Employer or his nominee a detailed account of the total amount



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that the Contractor considers payable under the Contract. The Employer or his nominee shall issue a no dues Certificate and certify any final payment that is due to the Contractor within 7 days of receiving the Contractor's account, if it is correct and complete. If it is not, the Employer or his nominee shall issue within 7 days a schedule that states the scope of the corrections or additions that are necessary. If the Final Account is still unsatisfactory after it has been resubmitted, the Employer or his nominee shall decide on the amount payable to the Contractor and issue a payment certificate, within 15 days of receiving the contractor's revised account.

18. Performance Security

18.1. The Performance Security shall be valid until the successful completion of the obligations under the Contract, including warranty obligations, if any.

18.2. The Performance Security shall be discharged by the Purchaser and returned to the Service Provider not later than thirty (30) days following the date of completion of the Consultant's performance obligations under the Contract, including any warranty obligations.

19. Liquidated Damage

19.1. If any delay in execution of the works is attributable to the acts or omissions and commissions of Contractor Institute shall be entitled to recover liquidated damages at the rate of 0.05% of the total fees per day of delay limited to maximum of 10% of the total actual fees payable.

20. Termination

20.1. Termination for Default:

20.1.1. The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:

- a) If the Service Provider fails to deliver any or all of the Services in accordance to the Contract, within the stipulated delivery schedule or extension thereof granted by the purchaser; or
- b) if the Service Provider fails to perform any other obligation under the Contract; or
- c) if the Service Provider, in the opinion of the Purchaser has engaged in fraud and corruption, in competing for or in executing the Contract, the Purchaser shall be the final authority to decide whether the Service Provider has engaged in any Fraud and Corruption as mentioned above and such decision shall be final and binding on the Service Provider; or
- d) If the Service Provider becomes bankrupt or goes into liquidation or makes general assignment for the benefit of the creditors or any receiver is appointed for the property owned by the vendor.

20.1.2. In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Services similar to those



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undelivered, and the Service Provider shall be liable to Purchaser for any additional costs incurred by Purchaser in procurement of such undelivered Services. Wherever the Contract is terminated in part, the Service Provider shall continue performance of the Contract to the extent not terminated.

20.2. Termination by Service Provider

20.2.1. The Purchaser commits a substantial breach of the Contract; the Service Provider may give a notice to Purchaser that specifies the breach and requires Purchaser to remedy the same. If Purchaser fails to remedy the breach or take steps to remedy the breach within thirty (30) days after receipt of the Service Provider's notice, or,

20.2.2. If the Service Provider is unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser, including but not limited to Purchaser's failure to obtain any governmental permit necessary for the Delivery of Services, which Purchaser is required to obtain as per provision of the Contract or as per relevant applicable laws, the Service Provider may give a notice to Purchaser to carry out such obligation under the Contract and if Purchaser fails to comply within thirty (30) days after receipt of the Service Provider's notice, then the Service Provider may, referring to this sub-clause, forthwith terminate the Contract.

20.2.3. In the event of termination, all payments due to the Service Provider for the Services already delivered, shall be settled by Purchaser with no further liability on any account whatsoever.

20.3. Termination by Force Majeure

20.3.1. Service Provider shall not be considered in default if delay in delivery occurs due to Force Majeure.

20.3.2. Only those causes which have duration of more than 7 days shall be considered causes of Force Majeure. In the event of delay due to such causes, the delivery schedule will be extended for a length of time equal to the period of Force Majeure or at the option of the Purchaser, the order may be cancelled. Such cancellation would be without any liability whatsoever on the part of the Purchaser. In the event of such cancellation, the Service Provider shall refund any amount advanced or paid to the Service Provider by the Purchaser and deliver back any materials issued to him by the Service Provider and release facilities, if any provided by the Purchaser.

21. Payment Upon Termination

21.1. If the Contract is terminated because of a fundamental breach of Contract by the Contractor, the Employer or his nominee shall issue a certificate for the value of the services done, less Liquidated damages / penalty up to the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable laws and less the percentage to apply to the services not completed as indicated in the Contract Document. If the total amount due to the Employer exceeds any payment due to the Contractor, the difference shall be a debt payable to the Employer.



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22. Performance of Services in accordance to Specification

22.1. The Contractor shall perform the Services in accordance with the Specifications and the Schedule of Requirement, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management professional techniques and practices, and employ appropriate advanced technology and safe methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer's legitimate interests.

23. Site Regulations and Safety

23.1. The Contractor shall assume full responsibility and comply with all applicable safety regulations for the adequacy and safety of site operations and methods of construction, and he shall adopt measures to prevent injuries to persons or damage to properties or utilities. He shall hold the Employer harmless from any liability for loss or damage resulting from his failures to take the necessary precautions. He shall avoid undue interference with private business, public travel, or with the work of other contractors. He shall take steps to protect the environment and to minimize noise, pollution or other undesirable effects resulting from his method of operation.

23.2. The Contractor shall, throughout the execution and completion of the works and the remedying of any defects therein:

- a. The Contractor shall be responsible for the safety of all activities on the Site.
- b. Provide necessary Personnel Protective Equipment's (PPE) to all the site staff and Compact have full regard for the safety of all persons under his control and RICB shall not held any responsible for failure to put on required safety practice.
- c. Provide and maintain at his own cost all lights, guards, fencing, warning signs and watching, when and where necessary or required by the Engineer/ Supervisor or by any duly constituted authority, for the protection of the Works or for the safety and convenience of the public and in view of general safety.
- d. Take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to the property of the public or others resulting from pollution, noise or other causes arising as a consequence of his method of operation.



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SECTION 3: TERMS OF REFERENCE/SPECIAL TERMS OF CONTRACT

A. SCOPE OF SERVICES

1. Royal Insurance Corporation of Bhutan Limited (RICB), a Company incorporated under the Companies Act of the Kingdom of Bhutan 2016, having its registered office at Norzin Lam, Building No. 16, Post Box No. 315, Thimphu (hereinafter called the 'institute' or the 'employer') wishes to receive bids for "Supply and Installation, and Annual Maintenance Contract for CCTV system, Standalone smoke detectors and Integrated Electro Magnetic locking system with Biometric device at all RIBC office buildings owned by our company and Olakha salvage yard. " and one year free maintenance of above works and related services during the Guarantee Period as per the Bid documents.
2. The scope also includes all works and services associated with the Supply, Repair & Installation of: CCTV Solution, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System at all RIBC owned Offices & Olakaha Salvage Yard.
3. The bidder shall be expected to have capabilities, technical knowledge & qualification to Supply, Repair, Installation, test, and commission of: CCTV Solution, Automatic Sliding Door, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System to Royal Insurance Corporation of Bhutan Limited as per its requirements.
4. All electrical works connected with "S Supply and Installation, and Annual Maintenance Contract for CCTV system, Standalone smoke detectors and Integrated Electro Magnetic locking system with Biometric device at all RIBC office buildings owned by our company and Olakha salvage yard" beyond power supply point shall also be included in the scope of the Bid as per this document. During the guarantee period of **one year** after successful commissioning, handing over of CCTV Solutions, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System and taking over by the Employer, the Bidder shall carry out comprehensive maintenance of CCTV Solution, Automatic Sliding Door, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System free of cost. After this guarantee period, the Employer will reserve the right to enter into **Annual Maintenance Contract (AMC)** as described in the Bid document.
5. The make of materials mentioned in the Bid document are indicative only and are, by and large, of recognized Origin. Any other equivalent product of International Repute will be acceptable subject to the products satisfying the specified Technical and Operational parameters and subject to prior approval of the Consultant / Employer.
6. Employer reserves the right to select different agencies for the above works and award the work either directly or through the Main Contractor by nomination as specified elsewhere in the Bid.
7. The equipment supplied and installed shall be in accordance to updated version of ISO standard. Fire protection requirement as per IS (International Standard) and local authority's requirements shall also be complied and considered.



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8. The Bidder shall furnish any other details relevant to the work and not covered in the Bid with financial bearing, if any, explicitly.
9. As the Bid documents shall form part of the Agreement, the provisions covered therein should be noted carefully and any deviation felt necessary therefrom shall be highlighted at the time of bidding only and not after.
10. The Bidder shall give rates for all items given in the schedule of quantities.
11. The current statutory requirement as per Rules of Local Authority as applicable shall be complied with, **no extra payment** shall be considered either due to escalation or amendments / modifications to Local Authority Rules issued during the contract period.
12. The Bidder/ Contractor shall be responsible to obtain necessary License from Authority, Government of Bhutan.
13. **TERMINAL POINTS:**
The terminal point (s) Viz. Civil work and other services shall be as follows:
 - i. The cost for removing existing materials or parts of components while preparing the site for carrying out the work of “Supply and Installation, and Annual Maintenance Contract for CCTV system, Standalone smoke detectors and Integrated Electro Magnetic locking system with Biometric device at all RICB office buildings owned by our company and Olakha salvage yard” should be borne by the contractor.
 - ii. All tenderers should visit the site before quoting. So, it will be assumed that the work has been quoted considering present site condition and the work will be completed in all respect without claiming anything etc.

B. ELIGIBILITY CRITERIA

- i. The Bidder should be registered ICT or relevant firm engaged in activities mentioned under Scope of work having valid trade license and tax clearance at the time of bid submission (proof of registrations and tax clearance certificate must be submitted with technical bid).
- ii. Reputed firm / related firm with more than 5 years in the market with experience in such services.
- iii. Proof of employment for certified engineers (RRCO Salary Tax) should be submitted along with the technical proposal.
- iv. Produce certificates of similar/ relevant projects carried out in Bhutan (must be signed with seal by respective client).
- v. Should have qualified for installation experts (should attach certificates and experience) to take



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this work.

- vi. The Bidder must have a experience in executing such Annual Maintenance Contract/executed any related work for above-mentioned services.

C. GENERAL/DETAILED SPECIFICATION FOR INSTALLATION

14. The Bidder shall note the following scopes defined under each particulars covered herein.

14.1. CCTV Solutions

RICB is looking for supply, install and configuration of CCTV surveillance systems and related equipment across RICB locations.

- I. Study RICB requirement and analysis (study and design solution as per RICB's need)
- II. Supply PTZ, indoor and outdoor IP Security Cameras.
- III. Camera mounting hardware and cables.
- IV. Post implementation support / warranty of one year free of cost
- V. All installation/ transportation charges will be borne by bidder.

14.2. Electromagnetic Door Lock

RICB is looking for supply, install and configuration of Electromagnetic Door Lock systems and related equipment at all RICB offices.

- I. Study RICB requirement and analysis (study and design solution as per RICB's need).
- II. Supply electromagnetic door lock.
- III. Supply, installation, configuration, testing and training of users.
- IV. Fixing and installing electromagnetic door lock at every main door as per engineer in-charge's directive.
- V. Integrate the door lock system with biometric system with controlled access to employee log and visitor card.
- VI. Provide hydraulic door stopper at each door.
- VII. Post implementation support / warranty of one year free of cost.
- VIII. All installation/transportation and import charges will be borne by the bidder.

14.3. Biometric System

RICB is looking for supply, install, configuration of Biometric systems and related equipment for marking attendance as well as supply and development/customization of a web-based attendance system and integrating controlled access to employee log and visitor card at all RICB office.

- I. Study RICB requirement and analysis (study and design and development of web based real time biometric attendance with integration to RICB inhouse system EIS).



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- II. Supply biometric device that is compatible with electromagnetic door lock.
- III. Supply, installation, configuration, testing and training of users (in ANNEXURE - A 1).
- IV. Upgrading existing biometric system as per aforementioned design.
- V. Provide real time biometric attendance and integrate to RICB EIS system, should have capability of transfer in offline and with power back-up as well.
- VI. Should build master data by registering all employees biometrically in system with existing master data.
- VII. Should be capable of handling network or power disruption, the data should be captured locally and should be posted once the connectivity/ power restores.
- VIII. Post implementation support / warranty of one year free of cost.
- IX. All installation/transportation and import charges will be borne by the bidder.

14.4. Standalone Smoke Detector Alarm System.

RICB is looking for supply, install and configuration of Standalone Smoke Detector Alarm System and related equipment at all RICB office.

- I. Supply Standalone Smoke Detector device that is battery powered and provides instant audio and visual alerts on site.
- II. Supply, installation, configuration and testing at site .
- III. Integration with door lock system for emergency fire exit and other doors.
- IV. Post implementation support / warranty of one year free of cost.
- V. All installation/transportation and import charges will be borne by the bidder.

The contractor should ensure that the installation at all the sites should be tested and commissioned after training the users and provide one year of free maintenance.

D. TECHNICAL SPECIFICATION

15. Technical Specification is as follows

Sl.no	Specifications	Remarks of bidder
CCTV Solutions (Hikvision or equivalent)		
	4MP Powered by darkfighter Moto Varifocal Bullet Network Camera	
	1/2.8" Progressive Scan CMOS	
	1920 × 1080 @60fps	
	High frame rate	
	Powered by DarkFighter	
	H.265, H.265+	
	120dB WDR	
	IP67, IK10	



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	IR range: up to 60 m	
	BLC/3D DNR/ROI/HLC	
	Smart encoding: Support low bit rate, low latency	
	Colour: 0.0068 Lux @ (F1.4, AGC ON), 0Lux with IR	
2MP Outdoor PTZ Network Dome Camera		
	1920 x 1080 Resolution	
	4.5-144mm Varifocal Lens	
	Input and Output for 2-Way Audio	
	RJ45 Ethernet with Hi-PoE Technology	
	IP66-Rated for Outdoor Use	
	IR Cut Filter	
	61.4-2.1° Horizontal Field of View	
	microSD Slot Supports up to 256GB	
	ONVIF Compliant	
	16x Digital Zoom	
4 MP Outdoor IR Fixed Dome Camera		
	1/3" (4 MP) Progressive Scan CMOS	
	Up to 2688 x 1520 Resolution	
	2.8mm and 4mm Fixed Lens Option	
	EXIR 2.0 Range Up to 100 ft (30 m)	
	H.265+/H.265/H.264+/H.264	
	120dB WDR	
	IP67, IK10 Protection	
	Durable Metal Housing	
	12 VDC +/- 25% (PoE 802.3af), maximum 7.5 W	
Electromagnetic Door Lock (Hikvision brand or equivalent)		
	Double leaf flush door magnetic lock	
	Armature plate and install hardware included	
	Magnet Size: 10.47" L x 2.87" W x 1.57" D	
	Armature Size: 7.25" L x 2.4" H x 0.69" D	
	Dual Voltage: 12 / 24VDC – Field selectable	
	Current Draw: 500mA @ 12VDC, 250mA @ 24VDC	
	Magnetic Door Lock for any Access Control System and emergency/exit switch	
	Vandal and weather resistant	
	Stainless steel	
	LZ1200 in-swing door bracket or Glass Door Bracket	
	Warranty of one years or free maintenance service	
Biometric system (Hikvision brand or equivalent)		



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	Fingerprint, card reader and facial recognition and time attendance with integration to in-house payroll system and electromagnetic lock	
	Support more than 1000 users	
	Should register fingerprints of at least 3 fingers per user with pin options as well.	
	Smart attendance real-time as well as should also accept transfer of data from biometric machine on offline too.	
	Software should have user friendly graphical user interface (GUI) and should enable role-based access.	
	Integration with electromagnetic door lock with controlled access	
	Minimum 5' screen or higher, with atleast 262k colors TFT	
	1.8 GHz processor minimum	
	4GB RAM or higher	
	Build in embedded TCP/IP protocol, 100 M High-speed network which can realize support crossing the sub mask to transmit the with wireless connectivity as optional.	
	Recognition sensor speed less than or equal to 1 sec	
	Biometric sensor and extractor should comply with latest certification	
	Memory: more than 3000 fingerprints,	
	Memory capacity to store transaction logs \geq 100,000	
	Memory capacity to store device operation logs \geq 100,000	
	Audio/visual capability A/V indication either at device level or at application level for indication various events like; a) indication for placing finger, b) start of capturing and c) end of capturing	
	Warranty of one year or free maintenance service	
Standalone Smoke Detector Alarm System (Hikvision or Honeywell or equivalent)		
	brand or equivalent	
	Battery powered and mounted with durable and long-lasting battery	
	Audio alert of recommended standard local and ISO	
	High performance sensor of more than 10m radius	
	On site visual alerts	
	Warranty of one years or free maintenance service	

E. OTHER PARAMETER

16. GENERAL

- a) The manufacture, supply and Installation, and Annual Maintenance Contract for CCTV system, Standalone smoke detectors and Integrated Electro Magnetic locking system with Biometric device at all RICB office buildings owned by our company and Olakha salvage yard shall be complete in all respect in a first class workmen like manner and shall cover all work including work necessary for the supporting materials like electrical wires and other minor Civil works such as removing and



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replacing existing items, etc., required for installation and materials, all complying the requirement of local body if any, and in accordance with the I.S. specifications for fire protection requirement as per Building Code of Bhutan.

- b) Quality Assurance Plan (QAP) and Work Plan in respect of “Supply and Installation, and Annual Maintenance Contract for CCTV system, Standalone smoke detectors and Integrated Electro Magnetic locking system with Biometric device at all RICB office buildings owned by our company and Olakha salvage yard” shall be submitted before commencement of work for approval of the Project Engineer.

17. INSURANCE

The work shall have adequate insurance cover as specified by the employer and the employer shall be kept indemnified from all claims unless otherwise provided for.

18. TEST AT SITE:

Tests on site shall be carried out as per I.S. or equivalent to BS before the products is/are put into normal use.

19. APPROVAL OF INSTALLATIONS AND COMPLETION CERTIFICATE:

Approval/Completion Certificate from the relevant inspector to Government for installation and Commissioning shall be obtained and made available to the Employer before handing over products at no extra cost. Fees payable to the authorities shall however be made by the employer.

20. SERVICING

The servicing facilities shall be made available for maintenance of CCTV Solution, Automatic Sliding Door, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System during guarantee period of 12 (**Twelve**) months i.e., Defect Liability Period, free of cost and thereafter under annual service contract.

F. ANNUAL MAINTENANCE CONTRACT

21. SCOPE OF SERVICES

The following scope of work is only indicative, and contractor is advised to use his own judgment in evaluating the quantum of work involved in round the clock operation and preventive and corrective maintenance of CCTV Solution, Automatic Sliding Door, Electromagnetic Door Lock, Biometric System and Smoke Detector.

1. CCTV System

Preventative maintenance of a system and its equipment shall be carried out on a monthly, quarterly, half yearly and annual basis and corrective maintenance shall be carried out in response to the development of a fault that has occurred in a particular piece of equipment or in the CCTV system overall.

Maintenance required

- i) Camera Housings



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- Clean housing glass of camera unit(s)
- Visual inspect, check weatherproof gasket for seal, rectify where necessary.
- Check internal housing for moisture, rectify where necessary
- Check external joints, glands make off and re-seal where necessary.
- Check operation of wash wipe. (IF APPLICABLE)
- Fill washer bottles.
- Check operation of wiper blades, replace where necessary.
- Clean housing glass. Replace where necessary.
- Check operation of heater. Replace where necessary.
- Check validity of all brackets & mechanisms.

ii) Bracket Mounts/Poles

- Check for instability in columns and brackets.
- Check validity of any locking mechanisms.
- Replace or temporarily make safe.
- Check all relevant electrical and earth connections.
- Check for any cable damage, corrosion.
- Check bracket mounts/poles for corrosion

iii) Cameras & Lens

- Remove optical lens.
- Inspect for moisture, seal failure.
- Rectify or replace where necessary.
- Clean optical lens with proprietary soft lens cloth and refit.
- Check operation of auto iris & zoom adjust where necessary
- Re-set camera to manufacturer's specification and adjust camera settings as necessary.
- Check all relevant camera performance.
- For integrated dome camera / lens units the above will apply where relevant together with relevant requirements of (i) and (ii) above.

iv) Cables, Connectors & Connections

- Check all cables for damage continuity, etc.
- Check and replace, if necessary, all copex covers.
- Replace where necessary.
- Check all connections, plugs for damage, continuity, moisture ingress. Replace where necessary.

v) Telemetry Interface Tx/Rx

- Check telemetry within manufacturer's specification
- Check all functions operate correctly.
- Check all system control functions.



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vi) Display Devices

- Check validity of all signal & power connections.
- Check video signal for levels as necessary.
- Check all display devices and validate.
- Brightness/Co

vii) Video Archiving and Retrieval System

- Check validity of all signal & power connections.
- Check all control functions.
- Ensure the validity of software commands.
- Check for HDD errors and defragmentation.
- Check validity of operation of all remote switching units.
- Check random (at least TEN) archived data and confirm performance and timescale.
- Check & confirm operation of all retrieval devices (CD/DVD) – replace if necessary.

viii) Housings

- Check all housings not listed above for:
- Electrical isolation / earthing.
- Ventilation.
- Cleanliness.
- Rectify as necessary.

ix) Electrical & General Safety

During servicing and maintenance, the Contractor is responsible for ensuring validity of all equipment and compliance with safety regulations.

x) Software upgrades

The maintenance contractor, as a part of the maintenance contract, will advise the RICB when software upgrades are necessary and/or recommended.

2. Automatic Sliding Door System

Preventative maintenance of a system and its equipment shall be carried out on a monthly, quarterly, half yearly and annual basis and corrective maintenance shall be carried out in response to the development of a fault that has occurred in a particular piece of equipment or in the Automatic Sliding Door System overall.

Maintenance required

- i) Check general condition of door
- Ensure overall operation
 - Check door alignment and realign



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- Check door movement
 - Check door movement
 - Check door play
- ii) Check components of the door
- Check door studs for tightness
 - Check door hanger trolley wheel for wear
 - Check thrust roller adjustment
 - Check motor belt condition and tension
 - Check door drive belt and tension
 - Check idler condition, restore if necessary
 - Check hanger drive to drive belt fixing
- iii) Check all electrical connections
- Recalibrate opening and closing distances
 - Clean all functions on control panel
 - Check opening and closing speed
 - Record number of operations
 - Check safety sensors activation within 10mm of each side of the door
 - Ensure safety beam is secure and functioning correctly
 - Ensure door electronic reversing
 - Check bearings on motors and end pulley for smooth running
 - Ensure lock nut for adjustments are in place
 - Check V belts for wear and tension
 - Carriage wheels for wear
 - Ensure rails are clean
 - Check for any loose wires and secure
 - Test inside and outside sensors for range and sensitivity
 - Test Speed and hold open pods for proper settings
 - Test Electric locks for proper operation
 - Ensure alignment of the doors
 - Ensure alignment of safety beams and working condition
 - Check drive control unit
 - Check motor
 - Check all function on program selector, reprogram where necessary
 - The spares shall be supplied by the contractor at cost reimbursement agreement at a mark-up
- iv) Software upgrades

The maintenance contractor, as a part of the maintenance contract, will advise the RICB when software upgrades are necessary and/or recommended and update accordingly.



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3. Biometric system

Preventative maintenance of a system and its equipment shall be carried out on a monthly, quarterly, half yearly and annual basis and corrective maintenance shall be carried out in response to the development of a fault that has occurred in a particular piece of equipment or in the Biometric System overall.

Maintenance required

I) Biometric sensor:

The biometric sensor should be cleaned regularly using a soft, lint-free cloth. The sensor should also be inspected for signs of damage or wear and tear. If the sensor is damaged, it should be replaced.

II) Data storage device:

The data storage device should be backed up regularly to protect against data loss. The data storage device should also be defragmented periodically to improve its performance.

III) Software

The software should be updated regularly to ensure that it is compatible with the latest biometric sensors and data storage devices. The software should also be patched periodically to fix security vulnerabilities.

IV) Network

If the biometric system is connected to a network, the network should be regularly monitored and secured to prevent unauthorized access to the biometric data.

V) Power supply

The power supply should be inspected regularly for signs of damage or wear and tear. If the power supply is damaged, it should be replaced.

VI) Cooling system

The cooling system should be cleaned regularly to remove dust and debris. If the cooling system is clogged, it may not be able to keep the biometric system cool, which can lead to overheating and damage.

VII) Peripherals

The peripherals should be regularly cleaned and maintained to keep them in good working order. This includes cleaning the keyboard and mouse and dusting the display.

In addition to the above, the following maintenance tasks may also be required for a biometric system:

- **Calibration:** The biometric sensor may need to be calibrated periodically to ensure that it is accurately capturing the biometric data. Calibration is a process of adjusting the sensor to match the specific biometric data of the users.
- **Troubleshooting:** If the biometric system is not working properly, it may need to be troubleshooted. Troubleshooting is the process of identifying and resolving the problems that are preventing the biometric system from working properly.
- **Upgrades:** The biometric system may need to be upgraded periodically to improve its performance or security. Upgrades can include new biometric sensors, data storage devices, software, or network hardware.



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4. Electromagnetic locks

Preventative maintenance of a system and its equipment shall be carried out on a monthly, quarterly, half yearly and annual basis and corrective maintenance shall be carried out in response to the development of a fault that has occurred in a particular piece of equipment or in the Electromagnetic locks System overall.

Maintenance required

i) Electromagnetic lock:

- The electromagnetic lock should be inspected regularly for signs of damage or wear and tear. Look for cracks, dents, or other damage to the housing. Also, check the wiring for any loose or damaged connections. If the electromagnetic lock is damaged, it should be replaced.
- The electromagnetic lock should be cleaned regularly to remove dirt and debris. Use a soft, lint-free cloth to wipe down the housing. Do not use any harsh chemicals or cleaners.
- The electromagnetic lock should be tested regularly to make sure it is working properly. To do this, simply activate the lock and make sure the armature plate is attracted to the coil.

ii) Armature plate:

- The armature plate should be cleaned regularly to remove dirt and debris. Use a soft, lint-free cloth to wipe down the plate. Do not use any harsh chemicals or cleaners.
- The armature plate should be inspected regularly for signs of damage or wear and tear. Look for cracks, dents, or other damage to the plate. If the armature plate is damaged, it should be replaced.

iii) Mounting hardware:

- The mounting hardware should be inspected regularly for signs of damage or wear and tear. Look for loose or damaged bolts or screws. If the mounting hardware is damaged, it should be repaired or replaced.

iv) Wiring:

- The wiring should be inspected regularly for signs of damage or wear and tear. Look for loose or damaged wires. If the wiring is damaged, it should be repaired or replaced.
- The wiring should be tested regularly to make sure it is not damaged. To do this, simply touch the exposed wires together. If there is a spark, the wiring is damaged and should be replaced.

v) Power supply:

- The power supply should be inspected regularly for signs of damage or wear and tear. Look for cracks, dents, or other damage to the housing. Also, check the connection to the electromagnetic lock for any loose or damaged connections. If the power supply is damaged, it should be replaced.



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vi) Sensors:

- If the electromagnetic door lock system has sensors, they should be cleaned regularly to remove dirt and debris. Use a soft, lint-free cloth to wipe down the sensors. Do not use any harsh chemicals or cleaners.
- The sensors should be inspected regularly for signs of damage or wear and tear. Look for cracks, dents, or other damage to the sensors. If the sensors are damaged, they should be replaced.
- vii) Software:
- The software that controls the electromagnetic door lock system should be updated regularly to ensure that it is compatible with the latest hardware. This can be done by downloading the latest software from the manufacturer's website.

viii) Peripherals:

- If the electromagnetic door lock system is connected to any peripherals, such as a keypad or a card reader, they should be cleaned and maintained regularly to keep them in good working order. This may include cleaning the keypad with a soft, lint-free cloth and dusting the card reader.

5. Standalone Smoke detector alarm system

Preventative maintenance of a system and its equipment shall be carried out on a monthly, quarterly, half yearly and annual basis and corrective maintenance shall be carried out in response to the development of a fault that has occurred in a particular piece of equipment or in the Standalone Smoke detector alarm system overall.

I. Smoke detector:

- Contractor shall be responsible for inspecting the smoke detector regularly for signs of damage or wear and tear. If the smoke detector is damaged, you will need to replace it.
- You will also be responsible for changing the battery in the smoke detector every 6 months, or more often if the smoke detector is located in an area that is prone to power outages.
- You will also need to clean the smoke detector regularly to remove dust and debris. Use a soft, lint-free cloth to wipe down the outside of the smoke detector. Do not use any liquid cleaners or solvents to clean your smoke detector.
- Finally, you will need to inspect the smoke detector for damage once a year. Look for cracks, dents, or other signs of damage to the smoke detector. If the smoke detector is damaged, replace it.

II. Battery:

- Contractor shall be responsible for replacing the battery in the smoke detector every 6 months, or more often if the smoke detector is located in an area that is prone to power outages. Once you have replaced the battery, reassemble the smoke detector.



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III. Sensor:

- shall be responsible for cleaning the smoke detector regularly to remove dust and debris. Use a soft, lint-free cloth to wipe down the outside of the smoke detector. Do not use any liquid cleaners or solvents to clean your smoke detector.
- Shall be responsible to inspect the smoke detector for damage once a year. Look for cracks, dents, or other signs of damage to the smoke detector. If the smoke detector is damaged, replace it.

IV. Wiring:

- Shall be responsible for inspecting the wiring of the smoke detector regularly for signs of damage or wear and tear. If the wiring is damaged, you will need to repair or replace it.
- Shall test the wiring of the smoke detector regularly to make sure it is working properly.

V. Mounting hardware:

- Shall be responsible for inspecting the mounting hardware of the smoke detector regularly for signs of damage or wear and tear. If the mounting hardware is damaged, you will need to repair or replace it.
- Shall also need to make sure that the smoke detector is properly mounted to the ceiling or wall. The smoke detector should be mounted at least 10 feet from any cooking appliances.
- In addition to the above, the following parts and components of a standalone smoke detector system may also require maintenance under an AMC, depending on the specific system:
 - Back-up battery: Some smoke detectors have a back-up battery that will sound the alarm if the main battery fails. As the contractor, you will be responsible for replacing the back-up battery every 12 months.
 - Horn: The horn is the part of the smoke detector that sounds the alarm. As the contractor, you will be responsible for testing the horn regularly to make sure it is working properly.
 - LED indicator: The LED indicator is a light that shows the status of the smoke detector. As the contractor, you will be responsible for inspecting the LED indicator regularly for signs of damage or wear and tear. If the LED indicator is damaged, you will need to replace it.

G. PAYMENT TERMS

22. SUPPLY, INSTALLATION & COMMISSIONING OF CCTV SOLUTION, ELECTROMAGNETIC DOOR LOCK, BIOMETRIC SYSTEM AND SMOKE DETECTOR ALARM SYSTEM

22.1. The following percentage of contract rates for the various items included in the contract shall be payable against the stage of works shown herein.

- I. 50% after initial inspection and delivery at the site in good condition.
- II. 30% after completion of installation in all respect.
- III. Balance of 20% will be paid after testing, commissioning trial run & handing over to the department for beneficial use.
- IV. Tax Deducted at Source (TDS): TDS @2% will be deducted.
- V. No deduction of retention money.
- VI. No mobilization advances shall be paid for carrying out this work.



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23. ANNUAL MAINTENANCE CONTRACT

23.1. **Quarterly payments** will be made based on the report submitted for the preventive and corrective maintenance carried out, and bills submitted by the Contractor and certified by the concerned Real Estate Engineer to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of Real Estate Engineer after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. And TDS @2% will be deducted from every bill.

24. COMMENCEMENT & COMPLETION OF SERVICE

24.1. The Agency will start service from the date as per award of the contract. The duration for design, manufacture, supply, install, test, and commission is for **sixty (60) days** and followed by one year warranty or free maintenance of CCTV Solution, Automatic Sliding Door, Electromagnetic Door Lock, Biometric System and Smoke Detector Alarm System during the Guarantee Period. After one year maintenance during the Guarantee Period, the initial annual maintenance contract (AMC) service contract shall be for a period of **Five year** which may be extended based on performance of the Agency during this period which shall be decided by the Institute and at the full discretion of Chief Executive Officer, Royal Insurance Corporation of Bhutan Limited.

25. PENALTY

- 25.1. The contractor shall take immediate action to attend any complaint assigned to him through site order book / verbal instruction or on telephones from employer. In all cases the complaints shall be attended in the specified duration as mentioned below: -
- i. No delay in complaint of emergent nature to be attended within 02 hours.
 - ii. Minor complaints will be attended within 8 hours.
 - iii. Major complaints will be attended within 24 Hours or as decided by User/Client.
 - iv. If the complaint not attended within the prescribed period, recovery shall be made @ Nu. 500/- per complaint from the contractor bill. For Emergency complaint recovery rates shall be Nu. 1000/- per complaint per day and decision of Employer in this regard shall be final & binding.
- 25.2. It is expected that the contractor will use genuine/original spare parts, If the employer found substandard services from the part of contractor it will be considered as breach of the terms and conditions under the agreement and will lead to imposing penalty as deemed fit by the employer including the termination of contract if necessary.
- 25.3. The employer has the full right to reduce/exempt the quantum of penalty depend upon the circumstances/the reasons/ as per the request of the contractor, if deemed fit.



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SECTION 4: SCHEDULE OF REQUIREMENT

A. SCHEDULE OF REQUIREMENT

26. Installation of CCTV Solutions

Sl. NO	Description of item	Unit	Qty
1	Providing, rectifying, installing a CCTV Solutions (iso certified for quality or equivalent), with PTZ, IP Camera Dome, Bullet IP camera and other accessories required including all necessary safety features and in accordance with the particulars of CCTV Solutions service requirement and technical specifications (as per tender documents) etc., including getting approval/obtaining completion certificate in co-ordination with client from the BSB inspectorate of Government of Bhutan for installation and commissioning of CCTV Solutions, before handing over the entire installation as required for Royal Insurance Corporation of Bhutan. (To be read in conjunction with the complete tender document). The bidder must quote the rate including all the items of work and carry out the work as per directives from the engineer in charge.	Each	13

27. Installation Of Biometric system

Sl. No	Description of item	Unit	Qty
1	Providing, rectifying, installing Biometric system (iso certified for quality or equivalent), integrating with electromagnetic door lock system with all the other accessories and Including all necessary safety features and exit switch in accordance with the particulars of Biometric system service requirement and technical specifications (as per tender documents) etc., including getting approval/obtaining completion certificate in co-ordination with client from the BSB inspectorate of Government of Bhutan for installation and commissioning of Biometric system , before handing over the entire installation as required for Royal Insurance Corporation of Bhutan. (To be read in conjunction with the complete tender document). The bidder must quote the rate including all the items, works and all the necessary items and please proceed with the work after consulting with the engineer in charge).	Each	10

28. Installation Of Electromagnetic lock system

Sl. No	Description of item	Unit	Qty
1	Providing, rectifying, installing Electromagnetic lock system (iso certified for quality or equivalent), with all the other accessories on aluminum door and upgrading the present door with controlled access to employees biometric and card system and automatic lock system. Including all necessary safety features and in accordance with the particulars of Electromagnetic lock system service requirement and technical specifications (as per tender documents) etc., including getting approval/obtaining completion certificate in co-ordination with client from the BSB inspectorate of Government of Bhutan for installation and commissioning of Electromagnetic lock system, before handing over the entire installation as required for Royal Insurance Corporation of Bhutan. (To be read in conjunction with the complete tender document). The bidder must quote the rate including all the items, works and all the necessary items and please proceed with the work after consulting with the engineer in charge).	Each	10



29. Installation Of Standalone Smoke detector alarm system

Sl. No	Description of item	Unit	Qty
1	Providing, rectifying, installing Standalone Smoke detector alarm system (iso certified for quality or equivalent), with all the other accessories on Including all necessary safety features and in accordance with the particulars of Standalone Smoke detector alarm system service requirement and technical specifications (as per tender documents) etc., including getting approval/obtaining completion certificate in co-ordination with client from the BSB inspectorate of Government of Bhutan for installation and commissioning of Standalone Smoke detector alarm system , before handing over the entire installation as required for Royal Insurance Corporation of Bhutan. (To be read in conjunction with the complete tender document). The bidder must quote the rate including all the items, works and all the necessary items and please proceed with the work after consulting with the engineer in charge).	Each	141

30. Schedule of Maintenance Routines: CCTV system, Automatic Sliding door system, Integrated Biometric device and electromagnetic door lock, and standalone smoke detector fire alarm system.

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of the CCTV system, Automatic Sliding door system, Integrated Biometric device and electromagnetic door lock, and standalone smoke detector fire alarm system. The Contractor shall be responsible for all the maintenance necessary to ensure that the complete CCTV system, Automatic Sliding door system, Integrated Biometric device and electromagnetic door lock, and standalone smoke detector fire alarm system as specified in this Maintenance Agreement achieves a constant high-quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices. In all instances where preventative maintenance work has identified the need to replace equipment, items or components, this work shall be carried out under the maintenance function as defined within the Contract.



a) Schedule of maintenance routines: CCTV

Sl. No	Description	Service description	Frequency
	Camera External	<ul style="list-style-type: none"> Visual inspect, check weatherproof gasket for seal, rectify where necessary. Check internal of housing for moisture rectify where necessary. Check external joints, glands, make off and re-seal where necessary Clean housing glass. Replace where necessary. 	6 months
	Pan Tilt Mechanism	<ul style="list-style-type: none"> Check operation of pan tilt mechanism Reset limits where necessary. Check gearbox, bearings, etc. Adjust or replace where necessary Check pan tilt controller for ingress of moisture. Replace seal where necessary Check pan tilt operation. Re-set to manufacturer's specification. Replace electronics where necessary 	3 months
	Camera Bracket	<ul style="list-style-type: none"> Check bracket mounts/poles for corrosion or Mounts/Poles failure and damage to paint 	3 months
		<p>Rub down, repaint or replace where necessary</p> <ul style="list-style-type: none"> Check operation of access door locks, lubricate as necessary Check securing of fixings and fastenings tighten/adjust as necessary 	
	Camera Lens	<ul style="list-style-type: none"> Remove optical lens. Inspect for moisture seal failure. Rectify or replace where necessary Clean optical lens with proprietary soft lens cloth and refit. Check operation of iris and zoom. Adjust where necessary 	3 months
	Camera Performance	<ul style="list-style-type: none"> Measure and record camera's performance. Provide hard /soft copy of waveform trace 	3 months
	Cables and ducting	<ul style="list-style-type: none"> Check cable protection ducts, conduits, mini-trucking etc to ensure proper physical conditions. Check all cables for damage, continuity, etc. Replace where necessary 	3 months
	Connections	<ul style="list-style-type: none"> Check all connections, plugs for damage continuity, moisture ingress Check BNC, RG 45 and other connectors. Replace where necessary 	3 months



	DVR /NVR performance/functionality	<ul style="list-style-type: none"> • Check all functions operate correctly (Recording, time, playbacks, Event logs, voltages, resolution, software, drives, streaming, network, database, etc • Check all control functions • Reconfigure to right performance specifications/factory resets where necessary. 	3 months
	DVR/NVR /Video Encoder	<ul style="list-style-type: none"> • Check and service recording drives and hardisks 	3 months
	Storage and recording status	<ul style="list-style-type: none"> • Check capacity and advice or rectify storage capacity issues. 	3 months
	DVR/NVR /Video encoder Connections and buttons	<ul style="list-style-type: none"> • Check BNC/RG 45 and other connections. • Check button operation including remote buttons. • Check Network connectivity and communication. • Cleaning and blowing as per • Rectify where necessary. 	3 months
	DVR/NVR /Video encoder moveable parts	<ul style="list-style-type: none"> • Check all moveable parts e.g., drives, control knobs, Fans, Motors and others) of DVR or NVR and provide necessary service to the parts according to IEE standards. 	6 months
	Monitors	<ul style="list-style-type: none"> • Check video signal for level. • Check BNC/RJ and other connections. Remake or Inspect display tube. Replace where necessary • Check condition of cables. • Inspect display tube. • Adjust, rectify or Replace where necessary • Perform any factory resets if need be. 	3 months
	Control System and PC	<ul style="list-style-type: none"> • Clean PC. • Clean filters to PC fans. • Check security of cable connections • Check hard disks • Software checks and upgrades. • Check antivirus and malware protection. 	3 months



	<p>Electrical Power Supplies</p>	<ul style="list-style-type: none"> • Check all input and output parameters (Voltage, current, power, frequency etc.) and ensure its within accepted nominal values as per IEE standards. • Check all surge/overvoltage protection units to ensure correct functionality. • Check operation of Fuses and circuit breakers • Check for ingress of moisture at distribution boards, plugs and sockets • Check all cables for damage, continuity, etc • Check Earthing connections • Fixed wiring inspection and test to BS 7671 standards. -(after 2 years) • Rectify where necessary. 	<p>3 months</p>
	<p>All CCTV equipment</p>	<ul style="list-style-type: none"> • Clean or blow to prevent dust, dirt or any form of corrosion. • Cleaning material and process shall be as per IEE standards of cleaning electrical equipment and in accordance with safety regulations. 	<p>3 months</p>



b) Schedule of maintenance routines: Automatic Sliding Door

Sl.No	Description	Service description	Frequency
	ELECTRICAL	<ul style="list-style-type: none"> • Maintenance of motor, main panel and respective starter circuits shall be carried out. IR values are to be measured and recorded. • Check the condition and rating of HRC fuse. If wire fuses are used, replace them with the new HRC fuse of rated capacity. • Check the condition of the Power and control wiring. • Check the main contactor contacts condition, if pitting /damaged, replace with new one. • Check the condition and setting of Overload relays if any. • Check the insulation resistance value of cable and panel and record. • Check condition of the motor cable & cable glanding and tightness of terminations. • Check the insulation resistance value of motor & record the values. • Check the earthling continuity. • Check the motor earthling (Two places). • Full load currents of the Motor to measured & record and compare with previous values. • check the cable moving system 	3 months
	Mechanical	<ul style="list-style-type: none"> • Clean the doors, rails, rail track. • Check the tightness of all fasteners. • Check the gearboxes for oil leakages. If oil is leaking replace oil seal. • Check the oil level & condition of oil in gearbox & top up/replace the oil depending on requirement. • Check the condition of wheels & rail for wear and replace if required. • Check the condition of all bearings & replace if required. 	3 months



		<ul style="list-style-type: none"> • Apply grease for all bearings. • Check for proper functioning of bumpers. • Check the wheel axle for proper alignment. • Check the condition of keys for the wheels, Couplings, break drums etc. Replace keys if required. • Check the condition of Couplings & rectify if required. • Rubber bushes of the Couplings are to be checked for wear and to be replaced if required. • Check the condition of brakes and rectify if required. • Replace the break linings if they worn out. • Connecting linkages shall be checked & readjusted if required. Adjust for correct spring tension. • Check the condition of wire ropes/chains & Sprockets. • Replace if any component is damaged. Check for any over lapping of ropes & rectify if required. • Check the tightness of fasteners of end fixity rope attachments. • Check for any damage to wire rope & replace if required. • Apply grease to chains & sprockets. Check for free rotation of pulleys/sprockets & rectify if required • Observe the gearbox noise level & rectify if it is beyond acceptable limit. Check the condition of wire ropes/chains & Sprockets. • Operate the system & check for general condition of the drive system. • Check the condition of limit switches & actuating brackets. • Rectify if required. Operate the system & check for proper functioning of limit switches. • Measure the distance moved after Switching off the supply to the door and compare the value with the previous values. • Measure the speed and compare with specified & previous values. • maintenance of cable trolley pulleys guides, door guides etc. 	
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C) Schedule of maintenance routines: integrated Biometric system and electromagnetic lock system

Sl. No	Description	Service description	Frequency
	Visual inspection	<ul style="list-style-type: none"> Look for cracks, dents, or other physical damage to the biometric system or electromagnetic lock. Check for loose or missing screws or bolts. Look for signs of wear on the moving parts of the electromagnetic lock. Make sure that all the cables are properly connected. Check for any loose or damaged connections. Check the integration of biometric device and electromagnetic lock. 	1 months
	Testing and cleaning	<ul style="list-style-type: none"> Clean the biometric system and electromagnetic lock. Lubricate the moving parts of the electromagnetic lock. Troubleshoot the configuration of biometric device and electromagnetic lock. Check the facial, card and fingerprint reading sensor accuracy and speed of authentication. Resolve it if any issue. 	3 months
	security	<ul style="list-style-type: none"> Back up the database of the biometric system. Update the firmware of the biometric system and electromagnetic lock. Test the biometric system and electromagnetic lock under duress. Replace the batteries in the biometric system. Look for any rust or other signs of corrosion on the biometric system or electromagnetic lock. Replace if any. 	3 months

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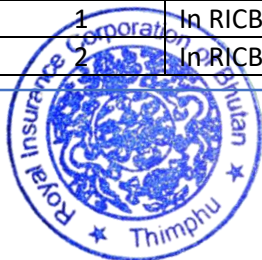


d) Schedule of maintenance routines: standalone smoke detector

Sl. No	Description	Service description	Frequency
	Visually inspect and cleaning	<ul style="list-style-type: none"> • Test the smoke detector. • Clean the smoke detector. • Inspect the smoke detector for any damage. • Replace the batteries in the smoke detector. If required. • Check the alarm. • Check the light and sound sensor. Replace if needed. 	3 months

31. Details of Supply, Install and commissioning of the work is at following site and location

At RICB corporate building and Olakha Salvage Yard		
SL. No.	Description	Quantity
CCTV		
1	In RICB corporate office, each at entrance and exit door of ground floor.	2
2	In RICB corporate office, each at entrance and exit door of first floor.	2
3	In RICB corporate office, each at entrance and exit door of second floor.	2
4	In RICB corporate office, at the main exit door (emergency door at the basement).	1
5	In RICB corporate office, at the loading/unloading area (Basement).	2
6	At the RICB Salvage yard, Olakha.	3
7	At the RICB Salvage yard, Olakha. (PTZ camera)	1
Electromagnetic door lock		
1	In RICB corporate office, each at entrance and exit door of ground floor.	2
2	In RICB corporate office, each at entrance and exit door of first floor.	2
3	In RICB corporate office, each at entrance and exit door of second floor.	2
Biometric device		
1	In RICB corporate office, each at entrance and exit door of ground floor.	2
2	In RICB corporate office, each at entrance and exit door of first floor.	2
3	In RICB corporate office, each at entrance and exit door of second floor.	2
Standalone smoke detector		
1	In RICB corporate office, at basement.	20
2	In RICB corporate office, at ground floor.	28



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3	In RICB corporate office, at first floor.	26
4	In RICB corporate office, at second floor.	32
At Phuentsholing Main Branch		
SL. No.	Description	Quantity
1	Smoke Detector	20
2	Electromagnetic Lock set	1
3	Biometric device set	1
4	Biometric Card	30
At Khuruthang Branch Office		
SL. No.	Description	Quantity
1	Smoke Detector	4
2	Electromagnetic Lock set	1
3	Biometric device set	1
4	Biometric Card	10
At Bumthang Branch Office		
SL. No.	Description	Quantity
1	Smoke Detector	7
2	Electromagnetic Lock set	1
3	Biometric device set	1
4	Biometric Card	10
At Gelephu Branch Office		
SL. No.	Description	Quantity
1	Smoke Detector	4
2	Electromagnetic Lock set	1
3	Biometric device set	1
4	Biometric Card	10



SECTION 6: BID FORMS

Form 1: Bid Submission Form

Form 2: Bid Securing Declaration

Form 3: Integrity Pact Statement

Form 4: Contract Agreement

Form 5: Bidding Document Fee Deposit slip



FORM 1: FORM OF BID

Notes on Form of Bid:

The Bidder shall fill in and submit this bid form with the Bid. If Bidders do not fill in the Contract Price and does not sign this Bid form, the bids will be rejected.

Date:.....

**To,
The Chairman
Tender Committee
Royal Insurance Corporation of Bhutan Limited
Thimphu**

We, the undersigned, declare that:

- a) We offer to execute the
.....
.....
.....**(Name and title of the work/contract)** in accordance with the Conditions of Contract accompanying this Bid for the Contract Price of **(Amount in figure),**
.....
.....**(Amount in words)**
.....**(Name of Currency).**
- b) This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.
- c) We hereby confirm that this Bid complies with the Bid validity and Bid Securing Declaration required by the bidding documents and specified in the Bidding Data Sheet.
- d) Our duly integrity Pact Statement is attachment herewith.

Authorized Signature:

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Name and title of Signatory:

Name of Bidder:

Address:

FORM 2: BID SECURING DECLARATION

Date:

**To,
The Chairman
Tender Committee
Royal Insurance Corporation of Bhutan Limited
Thimphu**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-Securing Declaration.

We accept that we are required to pay the bid security amount specified in the Bidding Data Sheet within 14 days of your instruction and failure to do so will automatically exclude us from being eligible for Bidding or submitting Bid in any contract with the Employer for the period of two years if we are in breach of our obligation(s) under the Bid conditions, because we:

- a. have withdrawn our Bid during the period of Bid validity specified by the Bidder in the Form of Bid; or
- b. having not accepted the correction of errors in accordance with the Instructions to Bidders ITB 14; or
- c. Having been notified of the acceptance of our Bid by the Employer during the period of Bid validity, (i) fail or refuse to furnish the performance security in accordance with the ITB, or (ii) fail or refuse to execute the Contract in accordance with the ITB 18.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) thirty (30) days after the expiration of our Bid.

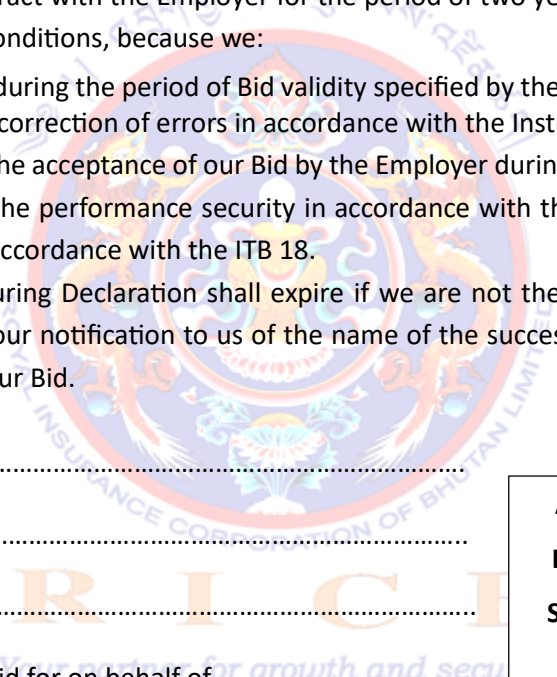
Signed:

In the capacity of

Name

Duly authorized to sign the Bid for on behalf of

Dated on Day of



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FORM 3: INTEGRITY PACT STATEMENT

1. General:

Whereas Mr. _____ representing the Royal Insurance Corporation of Bhutan, hereinafter referred to as the “Employer” on one part, and _____ representing M/s. _____, hereinafter referred to as the “Bidder” on the other part hereby execute this agreement as follows:

This agreement shall be a part of the standard bidding document, which shall be signed by both the parties at the time of purchase of bidding documents and submitted along with the tender document. This IP is applicable only to “**large**” scale works, goods and services, the threshold of which will be announced by the government from time to time. The signing of the IP shall not apply to framework contracting such as annual office supplies etc.

2. Objectives:

Whereas the Employer and the Bidder agree to enter into this agreement, hereinafter referred to as IP, to avoid all forms of corruption or deceptive practice by following a system that is fair, transparent and free from any influence/unprejudiced dealings in the **bidding process** and contract **administration**, with a view to:

- 2.1. Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services; and
- 2.2. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope: The validity of this IP shall cover the bidding process and contract administration period.

4. Commitments of the Employer:

The Employer Commits itself to the following: -

- 4.1. The Employer hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process and contract administration.
- 4.2. The Employer further confirms that its officials shall not favour any prospective bidder in any form that could afford an undue advantage to that particular bidder in the bidding process and contract administration and will treat all Bidders alike.
- 4.3. Officials of the Employer, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office any violation or attempted violation of clauses 4.1 and 4.2.
- 4.4. Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be

initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.

5. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following:-

- 5.1. The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- 5.2. The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- 5.3. If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.

6. Sanctions for Violation:

The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.

- 6.1. The breach of the IP or commission of any offence (forgery, providing false information, misrepresentation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws, including De-barment Rules.
- 6.2. The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.

7. Monitoring and Administration:

- 7.1. The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.
- 7.2. The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

We, hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this integrity Pact at(place) on date (date)

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EMPLOYER

BIDDER/REPRESENTATIVE

CID Number:

CID Number:

WETNESS

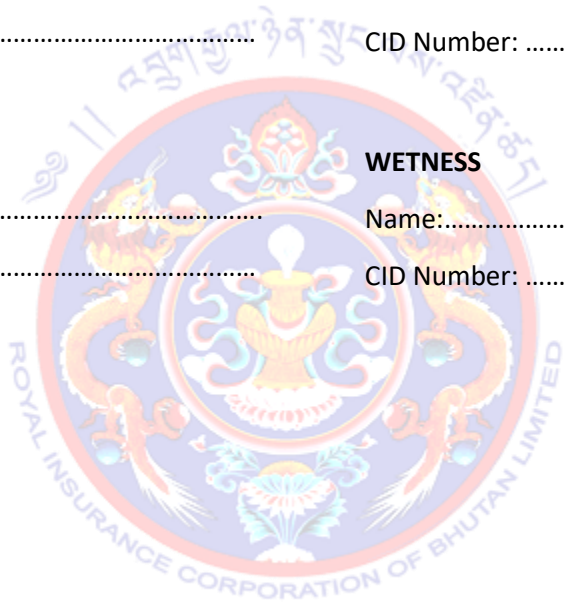
WETNESS

Name:.....

Name:.....

CID Number:

CID Number:



R I C B

"Your partner for growth and security"

FORM 4: UNDERTAKING FORM

I, (**Name of Firm**) hereby undertake to supply the items of
to the Royal Insurance Corporation of Bhutan Limited, Corporate Office, Thimphu, as per the specification provided by RICB, Thimphu.

I hereby would like to certify and reconfirm, that I have understood all terms & conditions for supply of the above item.

I would like to certify, reconfirm and validate, that the item shall be supplied to the RICB under the trade license approved by the Royal Government of Bhutan

I reconfirm that the validity of above-mentioned trade license is till _____

I would like to certify and reconfirm that all relevant taxes have been cleared and a copy of the Tax clearance Certificate is attached (Verified Copy)

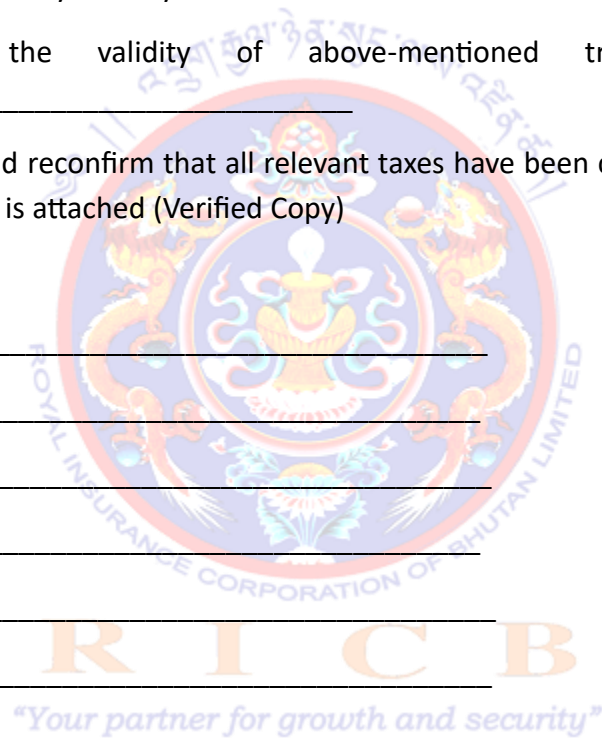
Signature of Supplier : _____

Name: _____

Address: _____

Telephone No : _____

Email Address : _____



FORM 5: CONTRACT AGREEMENT

THIS AGREEMENT is made on between the **Royal Insurance Corporation of Bhutan Limited**, (hereinafter called “the Employer”) on one part and (License NO.....) (hereinafter called “the Contractor”) on the other part.

WHEREAS, the Employer has given the work “**Design, manufacture, supply, install, test, commission, obtain all necessary statutory approval and one year maintenance of CCTV system, automatic sliding door, biometric system and electromagnetic locks and standalone smoke detector fire alarm system during the Guarantee Period and followed by five years Annual Maintenance Contract as per the Bid documents** at all RICB offices and salvage yard, and the contractor has accepted for the execution of the maintenance work at **Nu.....** (Ngultrums) hereafter called “the contract price”.

Now, therefore the parties agree as follows:

1. In this contract, words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereinafter referred to.
2. The following document shall form an integral part of this contract agreement and shall be interpreted in the following order of priority:
 - (a) The signed contract agreement;
 - (b) The letter of acceptance;
 - (c) The completed bid form as submitted by the bidder;
 - (d) The special condition of the contract (SCC)/Terms of Reference (ToR);
 - (e) The general condition of the contract;
 - (f) Specifications.;
 - (g) The drawings; and
 - (h) Any other document listed in the SCC as forming part of the contract.
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and complete the works and remedy any defects therein in conformity in all respects with the provisions of the contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of the defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed by the contract.

FORM 6: BIDDING DOCUMENT FEE DEPOSIT SLIP

Bid Document Fees Deposit Slip

Date:...../...../.....

Name of Bidder:

Tender for:

.....
.....
.....

Amount in figure: **500/-**

Amount in words: **Ngultrums five hundred Only.**

Deposited by:

Seal & Sign

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