



**Provision of Security Services at RICB Offices in Phuentsholing and Thimphu.**

**Last date/time for submission of tender : 12<sup>th</sup> of May 2025 at 11.30 AM**

**Date and time for opening of tender : 12<sup>th</sup> of May 2025 at 2.30 PM.**

**Tender Reference Number: RICB/CO/GAD-STORE (01)2025/5519 dated 22/4/2025**

**Disclaimer:** The information provided in response to this Request for Proposal (RFP) will become the property of the RICB and will not be returned. The RICB reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The RICB also reserves the right to accept or reject any or all the responses to this RFP without assigning any reasons whatsoever.



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No. RICB/CO/GAD-STORE (01)/2025/5519

April 22, 2025

### NOTICE INVITING TENDER

The Royal Insurance Corporation of Bhutan Limited, Corporate Office, Thimphu, is pleased to invite sealed bids from eligible Bhutanese Security firms holding a valid trade license for the provision of security services at the following locations:

- Corporate Office, Thimphu and
- Main Branch Office, Phuentsholing

Sl. No.	Office Location	Requirement	Total	Contract Term
1	Corporate Office, Thimphu	<ul style="list-style-type: none"><li>• 1 Supervisor</li><li>• 6 security guards</li></ul>	7	2 years
2	Main Branch, Phuentsholing	<ul style="list-style-type: none"><li>• 1 Supervisor</li><li>• 5 security guards</li></ul>	6	
Total security personnel required			13	

1. Eligible Bhutanese firms may download the tender documents from the RICB website ([www.ricb.bt](http://www.ricb.bt)); however, the bid must be accompanied by a demand draft of Nu. 1,000. Alternatively, the documents can be purchased from the Procurement Section.
2. The sealed bid must be addressed to the recipient mentioned in Section 1: Bid Schedule and Address.
3. The bid must be submitted to the Procurement Section, GA&HRD, Thimphu.
4. The bid form must be duly filled out and signed on every page, in accordance with the provided instructions.



Management



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# SECTION 1: BID ADDRESS & SCHEDULE

Sl. No.	Description	Detailed Information
1	Name of Project	Providing security services to our Corporate Office, Thimphu and Main Branch Office, Phuentsholing.
2	Tender Reference Number	RICB/CO/GAD-STORE (01)2025/.....
3	Date of release of Bidding Document.	22/04/2025
4	Last date and time of receiving vendor Pre-bid clarifications in writing	.....2025 before 5PM
6	Address Bid submission	The Chairperson, Tender Committee, Royal insurance Corporation of Bhutan Limited, P.O. Box-315, Norzin Lam, Thimphu: Bhutan
7	Last date and time for Bid Submission	..... 11.30 AM
	Date and Time of Opening Envelope marked as Copy.	..... at 2.30 PM
9	Place for opening of the tender.	Board Room, RICB.
10	Name and address for communication	Deki Choden (deki_choden1@ricb.bt)
11	Bid Related Queries	Thinley Namgay (thinley_namgay@ricb.bt)
12	Bid Cost	Nu. 1,000.00
13	Bid Security	38,000.00

Note:

1. Bid Cost: Nu. 1,000.00 shall be required to deposit (Non-Refundable). Non-deposit of fee may result in rejection of the Bids.



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## SECTION 2 - INTRODUCTION

### 2.1. Background

The Royal Insurance Corporation of Bhutan Limited (RICB), established on 7th January 1975 under the Charter of His Majesty the Fourth Druk Gyalpo Jigme Singye Wangchuk, aims to meet the insurance needs of citizens and participate in national economic development. RICB has grown significantly, aligning with the nation's goals of economic growth, self-reliance, and Gross National Happiness. It offers multiple credit products, insurance services and social security services.

Royal Insurance Corporation of Bhutan is seeking proposals from the eligible Bhutanese security service providers to provide Security services at its offices in Thimphu and Phuentsholing.

### 2.2. Objective

The objective of this Request for Proposal (RFP) is to solicit proposals from eligible Bhutanese security service providers to provide professional security services at the Royal Insurance Corporation of Bhutan (RICB) offices located in Thimphu and Phuentsholing. The aim is to ensure a safe, secure, and orderly environment for employees, clients, and assets any other security related requirements for RICB.

## SECTION 3 - SCOPE OF WORK

### 3.1. Scope of work

The selected security service provider shall be responsible for delivering comprehensive security services at the Royal Insurance Corporation of Bhutan (RICB) offices located in Thimphu and Phuentsholing. The scope of services shall include but not limited to:

- 3.1.1. Provide security arrangements for RICB's premises at the Corporate Office and Main Branch Office at Phuentsholing.
- 3.1.2. Undertake to engage, employ and provide seven security personnel including one Supervisor at Corporate Office, Thimphu and six security personnel including one Supervisor at Main Branch Office, Phuentsholing.
- 3.2. Successful bidder will be required to follow or adhere to the roles and responsibility mentioned below.
  - 3.2.1. Patrolling and Surveillance
  - 3.2.2. Physical Protection of asset
  - 3.2.3. Traffic and Parking Management
  - 3.2.4. Conflict Resolution
  - 3.2.5. Key management and Lock System
  - 3.2.6. Protection and Crowd Control



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### 3.2. Single Point of Contact.

The selected bidder shall appoint a single point of contact (SPOC) with whom RICB will deal regarding the project. Nominating a single point of contact during a project is crucial for ensuring streamlined communication and effective project management.

## SECTION 4 – ELIGIBILITY CRITERIA

The invitation to bid is open to all the eligible Bhutanese security service providers who qualify the given below criteria.

### 4.1. Eligibility Criteria

Sl. No	Eligibility Criteria	Response Document
1	The Bidder should be a registered Company valid for providing security service.	Registration Certificate
2	The bidder should not be currently blacklisted by any bank/institution in Bhutan. The Bidder should submit a self-declaration on letter head of the bidder with seal and signatory.	Annexure H - Declaration regarding Clean Track by Bidder on bidder's bidder head.
3	Valid Trade License	Valid Trade License
4	Valid Tax Clearance Certificate	Valid Tax Clearance Certificate
5	Sign confirmation letter/ undertaking letter	As per the format attached
6	Provide Profit and Loss account for the year 2024	Copy of financial statements.

## SECTION 5 – INSTRUCTION TO BIDDERS

### The Bidding Document

#### 5.1. RFP

- RFP shall mean Request for Proposal.
- Bid, Tender and RFP are interchangeably used to mean the same.
- The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk



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and may result in the rejection of its Bid without any further reference to the Bidder.

- d) RICB reserves the right to take any decision regarding RFP process for addressing any situation which is not explicitly covered in the RFP document.
- e) The Bidder must disclose any actual or potential conflict of interest with RICB.

## 5.2. Cost of bidding

The bidder shall bear all costs associated with the preparation and delivery of the bid, and the Client will not be responsible or liable for these costs. This RFP document is non-transferable, and the cost of the RFP document is non-refundable.

## 5.3. Bid price

- 5.3.1. The bidders should submit bid price as per the service requirement mentioned in the invitation for bids.
- 5.3.2. The prices submitted as response to this bid should be inclusive of all applicable taxes/duties. The Client shall not be responsible for any payment beyond the quoted price and the bidder should bear all/any additional expenses.

## 5.4. Content of Bidding Document

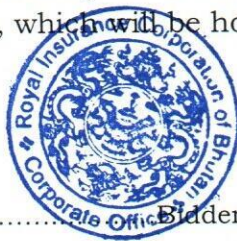
The bidder is required to prepare two sets of Bids, One Original and One Copy. Each envelope should be clearly labeled as '**ORIGINAL**' and '**COPY**'.  
The contents of the Envelopes are given in clause 6.9.

## 5.5. Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify RICB in writing at RICB's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.  
The Bidders shall submit the queries only in the format given below:

Sl. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)

Replies to all the clarifications and modifications received through mail and email will be posted on RICB's website. Any modification to the Bidding Documents which may become necessary as a result of such queries shall be made by RICB by issuing an Addendum, which will be hosted on RICB's website.



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## 5.6. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, RICB, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted on RICB's website. The Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda had been considered by the Bidder in its Bid.

To provide Bidders reasonable time to consider the amendment in preparing their bids, RICB may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in RICB's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

## 5.7. Due Diligence

The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in the rejection of the bid. Also, the grounds for rejection of a Bid should not be questioned after the final declaration of the successful Bidder. The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail.

## SECTION 6. PREPARATION OF BID

### 6.1. Bid Price

Prices quoted in the Bid should include all costs including all applicable taxes, duties levies, fees etc. whatsoever.

### 6.2. Earnest Money Deposit (EMD) / Bid Security

The bidder shall furnish Earnest Money Deposit sum of **Nu. 38,000/-** in the form of a Demand Draft / Bank Guarantee/Pay order from a scheduled bank in Bhutan other than RICB in favor of "Royal Insurance Corporation of Bhutan Limited" valid for 180 days issued by a scheduled bank.

**\*\*\*Original EMD should be placed in the envelope marked as "COPY" and failure to comply will lead to rejection of bid during the evaluation by the evaluators.**



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EMD is non-interest bearing and no interest will be paid on the EMD.

### **6.3. Return of EMD**

- a) EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
- b) The EMD of successful Bidder shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

### **6.4. Forfeiture of EMD**

The EMD made by the Bidder will be forfeited if:

- a) The Bidder withdraws his Bid before opening of the bids.
- b) The Bidder withdraws his Bid after opening of the bids but before Notification of Award.
- c) The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.
- d) The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.
- f) Failure to accept the order by the Selected Bidder within 15 days from the date of receipt of the Notification of Award / Purchase Order makes the EMD liable for forfeiture at the discretion of RICB. However, RICB reserves the right to consider at its sole discretion the late acceptance of the order by the selected Bidder.
- g) Failure to submit the Performance Bank Guarantee within the stipulated period makes the EMD liable for forfeiture. In such an instance, RICB at its discretion may cancel the Order placed with the selected bidder without giving any notice.

### **6.5. Period of Validity of Bids**

Bids shall remain valid for a period of 180 days after the date of Bid opening as mentioned in Section 1 or as may be extended from time to time. RICB holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.



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## 6.6. Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, RICB may request the Bidder's consent to an extension of the validity period. The request and response shall be made in writing. The extension of validity period by the Bidder should be unconditional and irrevocable. The EMD / Bank Guarantee provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

## 6.7. Signing of Bid

The Bid shall be sealed and signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be sealed and signed/initialed by the person or persons signing the bid.

The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be sealed and signed/initialed by the person or persons signing the Bid.

The Bid shall be sealed and signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure G) or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

## C. Submission of Bid

### 6.8. Envelope Bidding process

The Bid shall be prepared in four separate envelopes: two marked as ORIGINAL and two as COPY. Each of these envelopes shall be sealed and placed inside an outer envelope labeled as follows:

**"Request for Proposal for Providing Security Services at Thimphu and Phuentsholing at RICB".**

The inner and outer envelopes shall

- be addressed to RICB at the address mentioned in Section 1
- The inner envelopes shall indicate the name and address of the Bidder.
- If the outer envelope is not sealed and marked as indicated, RICB will assume no responsibility for the Bid's misplacement or premature opening.

### 6.9. Contents of the Envelopes.

The bidder is required to prepare the bid as fo





Envelope 'COPY'-Eligibility cum Technical  
 Envelope Copy-Financial Bid  
 Envelope Original-Eligibility cum Technical  
 Envelope Original-Financial Bid- ***This should be placed inside the envelope marked as Copy separately.***

These envelopes should be placed inside the outer envelope marked as '**Request for Proposal for Providing security services at its office Thimphu and Phuentsholing**'.

It should contain the following documents, the **copies** should be placed in the envelope marked as "**COPY**," and the **originals** should be placed in the envelope marked as "**ORIGINAL**," **except for the ORIGINAL EMD, which should be placed inside the "COPY" envelope.** RICB will open only envelope marked as **COPY** in the presence of bidders who choose to attend.

The following documents should be placed inside respectively.

- i. Cost of Bid document-Nu.1,000.00. (Ngultrum: One Thousand only). -***Original demand draft should be attached here, and if its deposited, attach receipt here.***
- ii. Earnest Money Deposit- in the form of Bank Guarantee/Demand draft (***Original EMD should be placed inside envelope marked as COPY***)
- iii. Bidder Information – Annexure B
- iv. Declaration of Acceptance of Terms and Conditions – Annexure C
- v. Declaration of Acceptance of the Scope of Work – Annexure D
- vi. Power of Attorney or Board Resolution for Signing of Bid – Annexure E
- vii. Letter of Undertaking – Annexure F
- viii. Declaration Regarding Clean Track by Bidder – Annexure G
- ix. RFP document sealed and signed by an authorized signatory.
- x. Financial Offer Form
- xi. Financial Proposal detail.

#### **6.10. Bid Submission**

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats given in the RFP.

#### **6.11. Bid Currency**

All prices shall be expressed in Bhutanese Ngultrum.

#### **6.12. Bid Language**

All the correspondences and bid submissions should be in English Language.

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### **6.13. Rejection of Bid**

The Bid is liable to be rejected if:

- a) The Bid documents being found not responsive as specified in RPF
- b) The Bid documents don't bear the signature of an authorized person.
- c) It is received after the expiry of the due date and time stipulated for Bid submission.
- d) Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFP.
- e) Any or some of the bids appearing to have been tempered with.
- f) All bid prices substantially exceeded the estimated cost.
- g) No Bid shall be rejected at bid opening, except for late bids. However, those who fail to comply with terms and conditions will be disqualified during the evaluation process.

### **6.13. Deadline for Submission**

The last date of submission of bids is given in Section 1, unless amended by RICB through a public announcement and through its website.

### **6.14. Extension of Deadline for submission of Bid**

RICB may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through RICB website, in which case all rights and obligations of RICB and Bidders will thereafter be subject to the deadline as extended.

### **6.15. Late Bid**

Bids received after the scheduled time will not be accepted by RICB under any circumstances. RICB will not be responsible for any delay due to postal service or any other means.

### **5.16. Modifications and Withdrawal of Bids**

Bids once submitted will be treated as final and no further correspondence will be entertained on this.

No Bid will be modified after the deadline for submission of bids.

### **6.17. Bid Evaluation Process**

A two-stage procedure will be adopted in evaluating the proposal:

1. A technical evaluation, which will be carried out prior to opening any financial proposal.



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## **2. A financial evaluation.**

The RICB will open Envelopes '**COPY**' of eligibility cum technical in the presence of the bidders. The evaluators will evaluate the bids to determine substantially responsive bids. Each requirement document submitted by the bidder shall be evaluated thoroughly by the evaluators appointed by the tender committee. If any license or clearance documents are missing, the evaluator will ask the bidders with stipulated time in writing before finalization of the evaluation.

Only those technically qualified bidders will take the next step for the financial opening. After that evaluators will make a thorough comparison of the prices quoted by the bidders. The Bid evaluation will be measured at 30% in financial and 70% in technical score and the contract will be awarded to the highest score.

## **SECTION 7 – BID OPENING**

### **7.1. Opening of Bids**

Envelopes marked as '**COPY**' will be opened in the presence of bidders who choose to attend.

### **7.2. Stage 1 - Opening of Eligibility cum technical Envelope '**COPY**' and evaluation.**

RICB will open the 'COPY' envelopes of eligibility-cum-technical bids at the specified time in the presence of bidders who choose to attend. If bidders' representatives are absent, the bids will still be opened at the scheduled time at RICB's discretion. Present representatives must sign a register as proof of attendance. If the bid opening date is declared a holiday, it will be held at the same time and place on the next working day.

Bids will be evaluated for substantial responsiveness by evaluators appointed by the tender committee. Each submitted requirement document will be thoroughly reviewed. If any license or clearance document is missing, bidders will be asked in writing to submit it within a stipulated time before final evaluation.

The technical and the financial shall have the weightage of 60% and 40% respectively.

### **7.3. Stage 2 - Opening of Financial Envelope '**COPY**' and evaluation.**

RICB will inform the time, date and venue for only those bidders who technically qualified for the opening of the Financial Bids.

The RICB will open **Financial Bid-COPY** in the presence of the bidders who choose to present at that specified time. In case the Bidders' representatives are not present at the time of opening of Bids, the Bids will still be opened at the scheduled time at the sole discretion of RICB.





The Bidders' representatives who are present shall sign the register, evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for RICB, the bids shall be opened at the appointed time and place on next working day. The evaluators make thorough price comparison and assessment including for arithmetic Errors.

The RICB reserves the right to accept or reject any offer without providing reasons. The weightage for financial bid shall be 40 points out of total score of 100. The financial

Score formula

= financial score of bidder =(lowest bid price /bidder's price) \*weight for cost.

6.3.1. Arithmetic errors in the Bids submitted shall be treated as follows:

- a. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall 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 will govern unless, in the opinion of the RICB, there is obviously a gross error such as a misplacement of a decimal point, in which case the line-item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the Financial Bid, the amount obtained on totaling the line items in the Financial Bid will govern.

## **SECTION 8 – TERMS AND CONDITIONS**

### **8.1. Definitions**

“Contract” means the Contract Agreement entered between RICB and the Bidder.

“Contract Period” means the period mentioned in the Contract.

“Contract Price” means the price or prices arrived at which will form the Contract Agreement.

“Intellectual Property Rights (IPR)” means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

“Bidders” means bidder selected through this RFP process. “Project” means the entire scope of work as defined in the RFP.





## **8.2. Performance Security Deposit**

The successful bidder will have to provide Performance Security Deposit 10% of the contract value, valid for the Contract period. The Successful Bidder must submit the guarantee within 15 days of receiving the Notification of Award. Upon receipt of the guarantee, RICB will release the EMD. The Performance Security deposit may be forfeited if the bidder fails to comply with contract terms, make satisfactory supply, or complete work within the agreed period, without affecting the purchaser's right to take further actions as per the contract and bidding documents.

Failure of the successful bidder to submit the above-mentioned performance security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event, RICB may award the Contract to the 2nd highest scorer evaluated Bidder whose offer is substantially responsive and is determined by RICB to be qualified to perform the Contract satisfactorily or call for fresh bids.

## **8.3. Taxes and Duties**

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates while making any payment. Financial Bid should be inclusive of all taxes, duties, charges and levies.

## **8.4. Payment Terms**

No advance payment will be made. Bidders are required to submit a workable payment term.

## **8.5. Price**

The price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the cost/price shall be entertained.

## **8.6. No Damage to RICB Property**

Bidder shall ensure that there is no loss or damage to the property of RICB while during the Contract. In case it is found that there is any such loss/damage due to direct negligence/nonperformance of duty by any personnel of the Bidder, the amount of loss/damage so fixed by RICB shall be recovered from the Bidder.

## **8.7. Fraudulent and Corrupt Practice**

- a) "Fraudulent Practice" means a misrepresentation of facts to influence a procurement process or the execution of the project 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 RICB of the benefits of free and open competition.





- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressuring to influence the action of a public official in the process of project execution.
- c) RICB will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for or in executing the project.

#### **8.8. Work Order cancellation**

RICB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to RICB alone.

- a. Serious discrepancy observed during the performance as per the scope of the project.
- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder/Bidder turns out to be incorrect and/or conceals or suppresses material information.

**In case of work order cancellation**, any payments made by RICB to the Bidder would necessarily have to be returned to RICB with interest @15% per annum from the date of each such payment. Further, the Bidder would also be required to compensate RICB for any direct loss incurred by RICB due to the cancellation of the contract and any additional expenditure to be incurred by RICB to appoint any other Bidder. This is after repaying the original amount paid.

#### **8.9. Resolution of Disputes**

Any disputes arising out of or in connection with this Contract shall be resolved through mutual consultation or negotiation. If a dispute cannot be resolved through negotiation or mediation, the Royal Court of Justice, Thimphu, Bhutan, shall have exclusive jurisdiction to hear, adjudicate, and decide the matter. This Contract, and any non-contractual obligations arising from it, shall be governed by and construed in accordance with the laws of the Kingdom of Bhutan.

#### **8.10. Governing Law**

This Agreement, and any non-contractual obligations arising out of this Agreement, shall be governed by, and construed in accordance with the laws of the Kingdom of Bhutan.

#### **8.11. Addresses for Notice/s**

The following shall be the address of RICB and Bidder. RICB address for notice purpose:

The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315, Norzin Lam, Thimphu: Bhutan





### **8.12. Bid validity period**

- a) The bid of the successful bidder shall remain valid for 2 years from the date of opening of bid documents.
- b) The successful bidder shall neither withdraw the bid nor compromise/change the rates within the validity period of bid.

### **8.13. Communication and notice**

Any change/ addendum in the bidding documents will be notified in writing/upload to RICB website to the prospective bidders who have purchased the bidding documents, and prospective bidders purchasing the bidding documents must mention proper address during purchase.

## **SECTION 9 - AWARD OF CONTRACT**

### **9.1. Notification of Award**

After selecting the successful bidder whose bid has been determined to be substantially responsive and has achieved the highest evaluated score and provided that the bidder is deemed eligible, qualified, and capable of fulfilling the contract, and after obtaining internal approvals and prior to the expiration of the bid validity period, RICB will issue a Notification of Award to the selected bidder.

Upon the successful bidder's acceptance of the Notification of Award and the signing of the contract and NDA, RICB will promptly notify all unsuccessful bidders and will release any remaining EMDs, if applicable

### **9.2 Letter of Acceptance**

- (i). Prior to the expiry of the period of bid validity, the Client shall notify the successful bidder, through a Letter of Acceptance (LoA) that its bid has been accepted indicating the award of the project.
- (ii). Until a formal contract is prepared and executed, the LoA shall constitute a binding contract between the successful bidder and the RICB.

### **9.3 Signing of Contract Agreement**

- (i) While notifying the successful Bidder in writing through LoA and award letter, the Client shall invite the successful Bidder to sign the Contract Agreement.
- (ii) The contract agreement shall be signed only after furnishing of Security Deposit by the successful bidder.

### **9.4. Contract Duration**

The duration of the contract shall be 24 months, commencing from the date of signing.





## **10. ROLES AND RESPONSIBILITIES**

### **10.1. The detailed and specific roles and responsibilities of the security personnel.**

The detailed and specific roles and responsibilities of the security personnel shall be specified in the contract agreement. However, the following are the broad roles and responsibilities of the service provider which is not limited.

- a) Securing and safeguarding the RICB's building/premises and its properties at Corporate Office, Thimphu and Main Branch Office at Phuentsholing.
- b) Taking responsibility for any loss of property or liability caused to RICB due to security breach and/or lapses.
- c) Ensure that the security personnel provided to RICB are not below the age of 18 years and above 45.
- d) The service provider shall provide uniform, equipment's and Identity Cards to each of its security personnel engaged under this arrangement; and
- e) The service provider shall provide names of contact person with mobile number (24 hours functional) for contacting under emergency condition.

### **10.2. The service provider shall be responsible for:**

- a) Monitoring overall movement of visitors' vehicles & customers entering and leaving the office premises of RICB.
- b) Providing security services to the offices located within the RICB building.
- c) Maintaining detailed records of movement of vehicles and/or materials/goods, both incoming and outgoing to and from the RICB premises.
- d) Monitoring overall arrangement of reserved parking areas & restriction of unauthorized vehicles from parking in reserved parking areas.
- e) Ensuring that the main gate and the entry gate from the Bhutan Post (at the Corporate Office, Thimphu) are opened and closed as per written notice RICB.
- f) Ensuring that visitors are treated with due respect & courtesy and are guided to the respective offices located within the RICB building.
- g) Maintaining detail record of any incidence occurring within the premises of RICB in the Incident Register on daily basis and submitting it by next morning to the RICB;
- h) Frisking any suspicious visitors including vehicles entering & leaving the RICB premises.
- i) Ensuring that the main gate is opened during Sundays & Government Holidays for employees who are working overtime.
- j) Maintaining separate register of record by the security personnel on duty regarding entry and exit of employees and other visitors to and from the RICB premises during Sundays, Government Holidays, and after office hours.





- k) Informing the RICB of any kind of emergencies or incidents at the office premises, which may be detrimental to the interest of the RICB.
- l) Maintaining the attendance register of the security personnel at the site and submitting the same to the designated official of the RICB as required under the contract agreement.
- m) Maintaining the alternative arrangement of duty with intimation to RICB upon leave/absence of the security personnel at the RICB premises.
- n) Compliance with Labor and Employment laws of Bhutan in terms of recruitment and remuneration of the security personnel deployed at the RICB premises.
- o) The deployed security guard should equip the self-defense equipment, communication device and well trained on rescue like operating the fire extinguisher, and other necessitate.

### **10.3. Submission of CVs of each and every security personnel.**

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

- a) Bio data with photo
- b) Qualification (Marksheet)
- c) Appropriate security training certificate.
- d) Previous work experience testimonials.

**Note:** *The personnel proposed herein shall be mandatorily stationed at the client's premises (for successful firm)*

### **10.4. Termination of Contract**

RICB shall terminate the contract prematurely and discharge the service provider without prejudice to other rights and remedies available to it, and forfeit the performance security on the following grounds:

1. If the service provider becomes insolvent; or
2. If it fails and/or neglects to perform its roles and responsibilities to the satisfaction of RICB; or
3. If the service provider or its security personnel are found involved in undesirable or illegal activities; or
4. If repeated complaints have been received against the service provider and/or its security personnel from employees of RICB or other employees of those offices housed in the RICB buildings regarding the behavior of security personnel and/or quality of service provided.
5. In the event of termination of the contract, the RICB shall be entitled to appoint a new service provider.



**10.5. Right to Reject, Accept/Cancel the bid**

RICB reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

RICB does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, at any time during the tender process, without assigning any reason whatsoever. RICB also has the right to re-issue the Tender without the Consultants' having the right to object to such re-issue.

**10.6. Use of Contract Documents and Information**

The vendor shall not, without the Client's prior written consent, disclose the Contract, or any provision thereof, or any specification, sample or information by or on behalf of the Client in connection therewith, to any person other than a person employed or any entity made in confidence and shall extend so far as may be necessary for purposes of such performance.

**10.7. Sub-Contracts**

The vendor shall not subcontract any part or the entirety of the contract.

**10.8. Patent Rights**

The vendor shall ensure that goods supplied to the Client are free from all encumbrances, charges, lien, hypothecation, pledge, trademark, or patent laws and indemnify the Client against all third-party claims relating to infringement of patent, trademark or industrial design rights arising from use of goods or technology or know-how or any part of the same.





## SECTION 11: TECHNICAL EVALUATION CRITERIA

### 11.1. Technical Evaluation Criteria

The Technical Evaluation will be based on the following broad parameters:

Technical Criteria		Points	Compliance (Yes/No)
<b>1</b>	<b>Overall Experience of the Firm for providing security services.</b>	<b>14</b>	
1.1	1 - 2 years	2	
1.2	3 - 5 years	5	
1.3	6 - 7 years	7	
1.4	8 - 9 years	9	
1.5	10-11 years	11	
1.6	11 years above	14	
<b>2</b>	<b>Qualification of the key staff for this project having relevant knowledge (provide related documents)</b>	<b>16</b>	
2.1	High School	16	
2.2	Middle School	12	
2.3	Lower school	8	
2.4	Primary school	4	
<b>3</b>	<b>Experience of key staff for proving security service. (Provide related documents as proof).</b>	<b>28</b>	
3.1	1-2 years	4	
3.2	3-4 years	8	
3.3	5-6 years	12	
3.4	7-8 years	16	
3.5	9-10 years	20	
3.6	11-12 years	24	
3.7	12 above years	28	
<b>4</b>	<b>No. of security services provided to the different organizations/ Institutions. (Provide related documents as proof)</b>	<b>12</b>	
4.1	1 to 2 works	4	
4.2	3 to 4 works	8	
4.3	5 and above	12	
<b>Total</b>		<b>70</b>	

Only bidders scoring a minimum of 60% (i.e., 42 out of 70 marks) in the technical evaluation shall be considered for the opening of the financial bids.



Client's seal and signature.....Bidder's authorized seal and sign.....21 of 35

### 11.2. Bidder's Experience

#### A - Bidder's Organization

[Provide here a brief description of the background and organization of your firm/company. The brief description should include ownership details, date and place of incorporation of the company/firm, objectives of the company/firm etc.]

#### B - Bidder's Experience

Using the format below for each Project for which your company/firm was legally contracted for Providing Security services.

Sl.No	Particulars	Details
1.	Name of the Project	
2.	Approximate cost of contract/Project cost	
3.	Institute /Company	
4.	Duration of Project (months)	



Client's seal and Bidder's authorized seal and sign.....22 of 35



**SECTION-12. FINANCIAL OFFER FORM**

Date:

To

The Chief Executive Officer

Royal Insurance Corporation of Bhutan limited,

P.O Box 315,

Norzin Lam, Thimphu: Bhutan

Dear Sir,

Re: RFP No. RICB: ..... dated ..... for  
Request for Proposal (RFP) for 'Providing Security Services at RICB'.

Having examined the Bidding Documents provided with the above referenced RFP, we, the undersigned, hereby offer to provide the required services in full conformity with the said Bidding Documents, for a total sum of BTN ..... (Ngultrum: .....), inclusive of all applicable taxes and levies.

We agree to abide by this Bid and the rates quoted herein for any orders awarded by RICB during the bid validity period, which shall remain binding upon us. Until a formal contract is executed with the selected bidder, this Bid shall constitute a binding agreement between us.

We undertake that, in participating in this bid process and, if awarded, in executing the resulting contract we shall strictly adhere to the laws governing fraud and corruption in force in Bhutan.

We confirm that we have complied with all the terms and conditions outlined in the RFP. We also acknowledge that RICB is under no obligation to accept the lowest or any bid/proposal received.

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of) Duly authorized to sign Bid for and on behalf of



Client's seal ..... Bidder's authorized seal and sign.....23 of 35



**SECTION-12. FINANCIAL OFFER FORM**

Date:

To  
The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315,  
Norzin Lam, Thimphu: Bhutan

Dear Sir,

**Re: RFP No. RICB: ..... dated ..... for  
Request for Proposal (RFP) for 'Providing Security Services at RICB'.**

Having examined the Bidding Documents provided with the above referenced RFP, we, the undersigned, hereby offer to provide the required services in full conformity with the said Bidding Documents, for a total sum of BTN ..... (Ngultrum: .....), inclusive of all applicable taxes and levies.

We agree to abide by this Bid and the rates quoted herein for any orders awarded by RICB during the bid validity period, which shall remain binding upon us. Until a formal contract is executed with the selected bidder, this Bid shall constitute a binding agreement between us.

We undertake that, in participating in this bid process and, if awarded, in executing the resulting contract we shall strictly adhere to the laws governing fraud and corruption in force in Bhutan.

We confirm that we have complied with all the terms and conditions outlined in the RFP. We also acknowledge that RICB is under no obligation to accept the lowest or any bid/proposal received.

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



Client's seal..... Bidder's authorized seal and sign.....24 of 35



### 12.1. FINANCIAL QUOTE IN DETAIL

Name of Service Provider:.....				
Address : .....				
Sl. No	Particulars	(A) Monthly Remuneration	(B) Required security staff.	(A*B) Total Cost
1	Manpower Cost: Corporate Office, Thimphu			
	i. Supervisor	.....	One	.....
	ii. Security personnel	.....	Six	.....
2	Manpower Cost: Main Branch, Phuentsholing			
	i. Supervisor	.....	One	.....
	ii. Security personnel	.....	Five	.....
3	Service Charge			
4	Tax			
Sub- Total				
Cost per month				
Cost per annum				

Monthly Total amount in Nu. (In words)	
Annually Total amount in Nu. (In words)	



Client's seal..... Bidder's authorized seal and sign.....25 of 35

Signature of the service provider	Service provider's official stamp
Date:	

**NOTE:** The male candidates are preferred for supervisor and security personnel.





**SECTION 15: MANDATORY DOCUMENTS TO BE SUBMITTED BY THE BIDDERS.****Annexure A: Details of the Bidder**

Details of the Bidder		
1	Name of the Bidder	
2	Address of the Bidder	
3	Status of the Company (Public Ltd/ Pvt. Ltd)	
4	Details of Incorporation of the Company.	Date: Ref#
8	Permanent Account Number (PAN) /Taxpayer Number (TPN)	
9	Name & Designation of the contact person to whom all references shall be made regarding this tender	
10	Telephone No. (with STD Code)	
11	E-Mail of the contact person:	
12	Fax No. (with STD Code)	
13	Website	
Financial Details (as per audited Balance Sheets)		
14	Year	2024
17	Profit after tax	

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_, Place: \_\_\_\_\_



**Annexure B : Declaration for Acceptance of RFP Terms and Conditions**

The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315,  
Norzin Lam, Thimphu: Bhutan

Sir,

Subject: RFP No. RICB:.....dated ..... for  
***'Providing security services to our Corporate Office, Thimphu and Main Branch  
Office Phuntsholing'.***

I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



Client's seal.....Bidder's authorized seal and sign.....28 of 35



## **Annexure C: Declaration for Acceptance of Scope of Work**

The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315,  
Norzin Lam, Thimphu: Bhutan

Sir,

**Re: Subject: RFP No.....dated.....for  
'Providing security services to our Corporate Office, Thimphu and Main Branch  
Office Phuntsholing'.**

I have carefully gone through the Scope of Work and Roles and responsibility contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



### Annexure C: Power of Attorney

(On Stamp paper of relevant value or with legal stamp)

We \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize \_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for " \_\_\_\_\_ " in response to the RFP No. \_\_\_\_\_ by RICB, including signing and submission of all the documents and providing information/responses to RICB in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025.

For \_\_\_\_\_.

(Signature of the principal)

(Name)

Designation

Address

Accepted

(Signature of the attorney)

Name

Designation





## Annexure D: Letter of Undertaking

To  
The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315,  
Norzin Lam  
Thimphu: Bhutan

Sir,

**Reg.:** Our bid for Request for Proposal (RFP) for ***'Providing security services to our Corporate Office, Thimphu and Main Branch Office Phuntsholing'***.

We submit our Bid Document herewith.

We understand that:

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by you to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and respectively responsible for the due performance of the contract.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025.

Yours faithfully

For \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_



**Annexure E - Declaration regarding Clean Track by Bidder**

**(On Bidder's Letterhead)**

To  
The Chief Executive Officer  
Royal Insurance Corporation of Bhutan limited,  
P.O Box 315,  
Norzin Lam, Thimphu: Bhutan

Sir,

**Subject: RFP.....dated..... for  
'Request for Proposal (RFP) for Providing Security Service at RICB'.**

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/blacklisted by any Government / Semi Government organizations/ Institutions in Bhutan. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

Sl. No.	Country in which the company is debarred /blacklisted /case is pending	Blacklisted/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company's/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder and seal)

Name .....Designation.....

Date:



Client's seal..... Bidder's authorized seal and sign.....32 of 35



## INTEGRITY PACT

### 1. General:

Whereas Mr/Mrs. *Sonam Dekar* representing the Royal Insurance Corporation of Bhutan, hereinafter referred to as the **"Employer"** on one part, and \_\_\_\_\_ representing.....(Company), 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:

- a) 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
- b) 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: -

- a) 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.



Client's seal.....Bidder's authorized seal and sign.....33 of 35



- b) The Employer further confirms that its officials shall not favor 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
- c) 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.
- d) 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:-

- a) The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, 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.
- b) 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.
- c) 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.

The breach of the IP or commission of any offence (forgery, providing false information, mis-representation, 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 their provisions of the relevant laws, including De-barment Rules.

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:**

The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws. 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.

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) \_\_\_\_\_

Employer's Seal

Bidder's sign and seal

Witness: \_\_\_\_\_

Witness: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

