



Bidding Document

**FOR THE PROCUREMENT OF
SECURITY SERVICES to the Bank at the Head Office located at Peshawar and
all its Branches/premises throughout the Country
including FATA/AJK and Gilgit Baltistan.**

Last Date for Submission:	18TH February, 2019 at 10:30 A.M.
Tender Opening Date:	18TH February, 2019 at 11:00 A.M.

TENDER NOTICE DOCUMENT FOR HIRING OF SECURITY GUARDS –
THE BANK OF KHYBER
INVITATION TO THE INTERESTED BIDDERS

1. GENERAL/ INTRODUCTION:

The prevailing Security environment/Situation in the country necessitate fool proof Security arrangements within the Head office/ all branches/premises of The Bank of Khyber, across the country.

As per Previous record of theft / burglary attempts reveals that the banks / financial institutions are highly vulnerable and susceptible to all kind of threats during such prolong holidays. Furthermore, the chances of locker / vault breaking and ATM vandalism increases and may put the banks at higher security risk.

Therefore, it is vital to hire services of well-reputed Security Services Company (ies) to protect these assets from any such threats.

2. Scope of Work:

- a. Providing Security Services to the Bank of Khyber at the Head Office located at Peshawar and all its Branches/premises throughout the Country including FATA/AJK and Gilgit Baltistan.
- b. **Requirement:** Three/Four Security Personnel round the clock for provision of security service on 24 hours, Seven days a week (24/7) basis.
- c. The rates quoted by the Security Company (Inclusive of all Federal & Provincial Governments Taxes & Guards minimum wages rates Notifications, EOBI, Social Security, Health and Life insurance etc as per Health & Labour law), once accepted by the Bank shall be valid for the contracted period of 03 years and no escalation of security- charges would be entertained during the term of contract.

3.The Bank of Khyber hereafter referred to as “**BOK**” desires to hire Well-reputed Security Services Company (ies) to provide security services to its Head office at Peshawar and all its branches throughout the country and invites sealed bids on single stage two envelop procedure in accordance with KPPRA rules 2014. Two separate sealed envelopes, one for technical bid & one for financial bid proposal to be submitted against the tender. Technical Proposal to be submitted according to following Mandatory and Other terms & Conditions:

4. MANDATORY REQUIREMENTS:

S.No	Description	Document to be submitted
	The bidders is on active tax payers list & has valid registration with FBR & KPRA	1. Copy of Registration with FBR and KPRA to be submitted.
	The bidder should not have been black listed by any federal and provincial government.	2.Affidavit on Stamp Paper of Rs. 100/- that the firm is not black listed by any Federal and Provincial government / semi government Department as per <u>Specimen at Annex-A.</u>
	The bidder must have capacity to fulfill the bank’s criteria as a service provider and submit following documents.	3.The bidder must have experience of providing security services to Government/semi Government <u>organizations/Banks</u> etc. Copies of similar work orders/agreements to be provided.

		<p>4. Certificate on company's letter head that (if selected), the firm shall deploy security supervisors/ guards, which shall be security wise cleared by MOI / Police. <u>Specimen at Annex-B.</u></p> <p>5. Duly signed and stamped <u>Compliance Certificate</u> as mentioned vide <u>Annex-C</u> of this document.</p> <p>6. Duly signed and stamped Compliance to <u>Scope of Work</u> as mentioned Vide <u>Annex-D</u> of this document.</p> <p>7. Duly signed and stamped certificate / undertaking about correctness of tender on Rs. 100/- Stamp Paper by company as mentioned vide <u>Annex-E</u> of this document.</p> <p>8. <u>Undertaking / Certificate from</u> firm that it has its own Armourer (Name / Office Card) which shall check the weapons at least once in a month, after deployment of guards <u>Annex-F.</u></p> <p>9. Apprehension of guard involved in looting/ damaging the interest of the Khyber bank certificate as per <u>Annex – G</u></p> <p>10. Certificate to deploy security supervisors / guards, who are ex- armed forces personnel / ex-civil armed forces personnel's, if found non-complied as per <u>Annex – H.</u></p> <p>11. Certificate to deploy security supervisors / guards, who are having at least 5' .6" height and within the age bracket of <u>35 to 55 years.</u> if found non-complied as per <u>Annex - I</u></p>
	The bidder must submit Annual Audited Report for the last 03 Financial years	Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three (3) audited years should be submitted.
	The bidder must have legal presence in Pakistan.	Bidder must submit certificate of incorporation and Office details at and all provincial headquarters with focal person name and Phone Numbers/Addresses.

5. OTHER TERMS AND CONDITIONS:

- a. Submission of Application letter of Intent for participation in tendering process.
- b. The bidder shall furnish a bid security/ earnest money of Rs, 300,000/- (Three Hundred Thousand only) in the form of a Call Deposit in favour of bank of Khyber. Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the BOK as non-responsive.
- c. Successful bidder shall enter to a security services contract of Three (03) years, however the contract will be awarded to the successful bidders/companies on yearly basis mutual agreement as per satisfactory performance, in line with KPPRA Rules.
- d. Bidders shall submit their bids with proper Indexing Table / Page Numbers and attach all the mandatory / required documents in Annexes or Tagging format.
- e. The company shall bear all costs associated with the preparation and submission of its documents, while the BOK, in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- f. A prospective company (ies) requiring any clarification(s) may notify to BOK or an Officer authorized on its behalf in writing. The BOK or concerned Officer authorized on its behalf shall respond to any request for clarification, which is received well before (approximate **05 working days** or more) to the deadline set for the submission of bids. Copies of BOK response shall be forwarded to prospective companies (if not already clarified in the tender document or deemed necessary for the company).
- g. At any time prior to the deadline for submission of bids, the BOK may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective company, modify the tender document by issuing addendum.
- h. Any addendum thus issued shall form eternal part of the tender document. To afford company's a reasonable time frame in which to take an addendum into account in preparing their bids, **the BOK may at its discretion extends the deadline for submission of bids.**
- i. Bid Documents and related correspondence shall always be in the English Language.
- j. The bid should have a covering letter on printed letterhead of the firm. All pages of the bid shall be initiated / signed and bear official seal of the person(s) authorized to sign/endorse.
- k. All the relevant technical literature in English Language should be attached with the bid.
- l. Price /bid offer shall be quoted in Pak Rupees as per List/ format given at **clause – 7** of this document.
- m. The price / bid offer quoted should be firm, final and clearly written / typed without any ambiguity.
- n. The bid price shall include all government taxes, as per prevailing taxation rates of provincial / federal governments etc. (e.g., GST, Income Tax, Withholding Tax etc.).
- o. The price / bid offer shall be VALID for the whole duration of Three-year contract.
- p. The bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer / price (if required).
- q. All bids shall remain valid for six months (06) from the date of opening of bids/ financial proposals.
- r. If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail.
- s. If there is a mistake in addition / totaling that can be corrected.
- t. If the bidder does not accept the corrected amount of bid, his bid shall be rejected and his bid security shall be forfeited.

6. TECHNICAL EVALUATION CRITERIA:

The bids shall be evaluated on the basis of Eligibility Criteria as outlined below table. Bidders having scored 50 marks shall be qualified for the next phase of financial opening. Bidders are required to provide all relevant documents, if not listed earlier, for the technical evaluation of their proposals:

S.NO	Items/ Points	Total points
1.	Company Provincial Offices in all provinces & AJK. 2 Points for each provinces, maximum marks 10)	10
2.	ISO 9001:2000 or any other Standard / Quality Services Certification for the security company services, 2 mark for each certification with maximum points 10.	10
3.	Work orders/agreements of similar contracts 3 marks per contract with banks & 1 mark from other government/semi government institutions, Copy of Agreement to be attached (Total marks 10)	10
4.	Total number of Security personnel on the payroll of the security company with their different clients, showing deployment with these clients at specific/exact locations. (2 point per 100 guards. maximum 10 marks).	10
5.	Annual Turnover as per audited balance sheet (5 marks up to 10 M & 10 marks for turnover of above 50 M), maximum marks 10.	10
6.	License Registration number with PBA Panel of Approved Security Agencies to operate as a Security Company by attaching Registration copy duly attested.(2 marks for each province, maximum -10 marks)	10
7.	Registration for having NOC to operate as security agency at AJK. Copy to be attached. 5 points.	05
8.	Letter of appreciation from different clients – (one mark per client, maximum 10 marks)	5
9.	Experience in provision of security services (1 mark for each year, maximum 10 marks.	10
10.	Company in compliance of Mandatory requirements (one mark for each, maximum points - 20)	20
Total 100 points (Obtaining 50 % points must for qualifying to the next phase of financial opening. All the bidders are required to submit all relevant documents for technical evaluation)		100

7. FORMAT FOR QUOTING OF RATES (FINANCIAL BID):**a. Details of Guards:**

S.No	Description	Rate per guard inclusive of all taxes	Total Branch/Location	Total Guards	Total bid/ offer
1	HO,KP (1-Supervisor, 1-Asst supervisor & 22 guards)		1	24	
2	KPK		102	297	
3	Punjab		41	138	
4	Sind		13	37	
5	Baluchistan		6	18	
6	AJK		3	6	
7	FATA		6	18	
8	Gilgit		1	2	
	Total		174	540	

b. Note:

1. The rate offered should be inclusive of all relevant Federal & Provincial Governments taxes, EOBI, Social security, Health insurance and life insurance etc as per Health & Guards minimum wages rates Notifications Labour Deptt rules/law.
2. The number of security guards is not fixed, it may increase/decrease with new openings or as per instructions of regulatory authorities or any Security Situation/Instructions of BOK Competent authority.
3. Rates to be offered for 24 hours guarding services basis, 7 days a week per Security guard, province wise.
4. Further necessary terms of reference (with successful bidders) will be included in the mutually agreed SLA as per SBP policy, after finalization of results.

Name of Company: _____

Name of Representative: _____

Mailing Address with phone: _____

Date: _____

Agency: _____

For any Query/clarification:

Contact Person: Col @ Allah Nawaz

Head Security Department

Tel No: 091-5285524

**Head Procurement Division,
The Bank of Khyber
29-The Mall Peshawar Cantt.**

(Tel: 091-5261117).

ANNEXE - B

(Must be printed on Rs-100 Stamp Paper)

AFFIDAVIT / BLACK-LISTING CERTIFICATE

CERTIFIED THAT M/S.....
HAS NOT BEEN BLACK-LISTED BY ANY FEDERAL/PROVINCIAL GOVERNMENT
ORGANIZATION WHAT SOEVER IN PAKISTAN AND THE COMPANY IS NOT IN LITIGATION
WITH ANY OF ITS CUSTOMER/GOVT/SEMI GOVT.

M/S. _____

Authorized Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

ATTESTED BY NOTARY PUBLIC

ANNEXE - B

(Must be printed on Company Letterhead)
SECURITY CLEARANCE CERTIFICATE

CERTIFIED THAT M/S....., WILL
BE BOUND TO DEPLOY SECURITY SUPERVISORS / GUARDS, INCLUDING RELIEVERS, WHO
WOULD BE SECURITY WISE CLEARED BY MOI / POLICE.
IF FOUND NONCOMPLIED, BOK MAY IMMEDIATELY TERMINATE THE CONTRACT
LEADING TO FORFEITURE OF EARNEST MONEY OR PERFORMANCE SECURITY AND
FURTHER TO BLACKLISTING OF THE FIRM.

M/S... _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

GENERAL COMPLIANCE CERTIFICATES

The bid must accompany all the requisite documents mentioned in tender Evaluation criteria of this document.

The following be signed and attached with the bids as a general compliance to Tender document requirements, if agreed upon:

Name of Firm:

Name of Representative:

Mailing Address with Phone:

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

Signature of authorized Officer

.....Seal of
the Company:

.....

DATE.....

SECURITY COMPANY SCOPE OF WORK

1. Aim: To establish foolproof security arrangements to ward off any subversive/ untoward incident at the HO/Branches. Following are the scope of work to be performed, if hired for provision of security services for BOK.

2. Mechanical Security System:-

- a. The company shall provide “Hand-Held Metal Detectors” wherever required by BOK. All branches are already in possession of this item purchased by the BOK and it’s more pertinent for the new openings.
- b. The company shall provide “Car-Search Mirror Detectors” wherever required by BOK.
- c. The company shall provide communication in shape of “Walkie Talkies Inter communication system”, wherever required by BOK.
- d. The company shall provide and install the equipment mentioned at serial No a, b and c from the first day of this agreement, as per requirement of BOK, till its end / termination, whichever occur earlier.
- e. The company shall provide its above listed equipment in good quality and condition and ensure its proper serviceability / operation throughout the period of contract agreement.
- f. The ownership of the company’s above listed equipment shall rest with the company (if already not purchased by the BOK). However, it shall not be replaced after its installation from the location without the prior written approval of the BOK Management/ replacement by other company.
- g. During the period for which the equipment is taken out for repair or replacement, the company shall provide its replacement/back up of the same nature, quality and condition, without affecting security services. However, upon termination of this agreement, the company shall be permitted to remove all its apparatus /equipment installed in the premises/branches.
- h. The company shall be responsible for the maintenance of its equipment.
- i. The company shall be responsible for proper and effective use of Mechanical Security Systems.
- j. The Company shall provide “Umbrella and water cooler to their respective guard’s Branch/location during hot weather”.

3. Security Guards:-

- a. The company shall provide Armed Security Guards in each location/ Branches to provide security cover round the clock. Security Guards with Automatic / Semi-automatic / rapid-fire weapon (Ex-Armed Forces only) on 24 hours Seven days a week (24/7) basis.
- b. The company shall provide and ensure that each guard on duty has received and understood written instructions of basic duties and has the following in his possession:
 - Company card and copy of Computerized National Identity Card (CNIC).
 - Torch for guards on evening and night duties.
 - Standard Uniform/Jacket/Jersey.
 - Weapon(s) with authorized scale ammunition of agreed kind and quality as per Federal & Provincial Governments policy.
- c. The Armed Guard shall be called “Standing Security Guard” and shall remain alert, vigilant throughout their duty hours, and any mishap shall be the responsibility of the company under all circumstances caused due to security guards negligence.

- d. The company shall be responsible to provide satisfactory services at all key Branches/offices of BOK premises with the following conditions: -
- (aa). The company shall maintain jump guard at its own expense to be readily available with the company as the substitute for the supervisors/Guards who become absent /short/sick at the company's own enrollment for which the BOK Management will not make an extra payment.
 - (bb). Upon unsatisfactory performance of the security guards as determined by the BOK Management/Security Deptt, the contract agreement shall be terminated by giving **one month Advance Notice** to the Security Company (ies), Unsatisfactory includes: -
 - Fail to provide trained & Well-disciplined guards.
 - Absence of security guard(s) from duty with no timely replacement.
 - Casual performance of duty by guard(s)
 - Continuous of No or Poor response from Company Head/ Regional office on complaint within 24 hours.
 - Not Maintaining of Control Room during working hours and also during Closed Holidays for emergency response.
 - For Reception of consecutive 3 complaints/notice from any of the branch, guarding services of that particular branch will be shifted/handed over to other company on the panel of BOK.
 - During the period of agreement, the responsibility of any loss and damage due to such unsatisfactory performance will be that of the security company.
- e. The company shall maintain a supervisory network of its own to ensure presence of active performance of duties by the security guards and working of mechanical security system round the clock, seven days a week.
- f. **The guard's duties shall inter Alia include the following:-**
- 1) Prevention of entry into offices /installation premises/Branches trusted in the charge of the company, of any suspicious person not authorized by BOK Management or any person who lacks proper identification or intrudes the secured premises.
 - 2) Prevent pilferage of items /equipment's/property belonging to BOK from the premises placed under the charge of the company as per written instructions issued by the authorized officer of the BOK Management, any part of property shall not be removed without a proper gate pass.
 - 3) Inform concerned authorized officer of the BOK Management promptly and accurately, of any occurrence detrimental to the security of the installation premises and property of the BOK placed under charge of the company.
 - a) The guard shall perform duties including security of BOK personnel, Branches, its property and fire fighting in any eventuality of a fire disaster or any other likely attack by the human being or group of human beings.
 - b) It shall be the responsibility of supervisor/guards of the company to check up firefighting equipment installed in BOK building/premises/Branches and give their daily report in a register to be counter signed by the concerned officer of BOK.

4. Responsibilities of the Company:

- a. In addition to the services to be performed by the company specified above, the company shall provide at no additional cost to the BOK such supervision of its employees as in necessary to adequately fulfill its obligation.

- b. The company shall be responsible for ensuring that all its employees performing the services are physically and mentally fit, have no communicable disease and are in good health in all respects to perform the duties.
- c. The Security Company is an independent contractor and accordingly is fully responsible for any accident or injury to its personnel or caused by its personnel and agrees that neither the BOK nor any of its personnel shall be held liable for either of the above in any manner.
- d. The personnel of the company shall not in any manner indulge in any unionism nor have any linked activity with BOK employees.
- e. The company is responsible for recruitment, discipline and all other service matters of its employees. They shall not in any case communicate with the BOK management regarding their service matters that is the sole responsibility of the company.
- f. The BOK may refuse to accept services from any of the employees of the company, whose work has been found unsatisfactory or not in the accordance with the requirements of this document.
- g. The deployment of security guards at all Branches/ Head office/premises as per agreement will be placed from date. However, for any new site branch, for which order of deployment/opening will be issued by BOK management, the company shall be responsible to deploy security guards and install the security system after the issuance of work order within three (03) days. In case of delay and during the period of delay (if any) incident takes place, it shall be covered under the indemnity clause.
- h. The Security Company shall use its own frequency for communication (Walkie-Talkies) at BOK Head office/ as per requirement as per Federal & Provincial governments policy.

5. Restriction of Assignment /Take over:

- a. The company shall not assign or sub-contract any of its duties or rights under this agreement, including but not limited to any benefit or interest herein or there under, any such assignment or sub-contacting by the company shall entitle the BOK to terminate its services forthwith.
- b. If the company makes any arrangement with or assignment in favor of its creditors or amalgamates with any other concern or his taken over, the BOK shall be entitled to terminate its services forthwith.

Name of Firm: _____

Name of Representative: _____

Mailing Address with phone: _____

Name of Firm & Seal: _____

Date: _____

Annex - E

(Must be printed on Rs-100 Stamp Paper)

UNDERTAKING/ CERTIFICATE

IF PROVIDED INFORMATION WITH THE BID DOCUMENT FOUND FALSE, OR ANY CRIMINAL PROCEEDINGS FOUND IN ANY COURT OF LAW, THE SERVICES OF THE HIRED SECURITY AGENCY WILL BE IMMEDIATELY TERMINATED WITHOUT ASSIGNING ANY REASON AND MAKING ANY REFUND / PAYMENT. FURTHER, THE PERFORMANCE SECURITY GIVEN BY THE FIRM WILL ALSO BE CONFISCATED AND THE FIRM WILL BE DECLARED BLACK LISTED.

M/S: _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

ATTESTED BY NOTARY PUBLIC

(Must be printed on Company Letterhead)

COMPANY'S ARMOURER CERTIFICATE

CERTIFIED THAT, MR.....BEARING
SERVICE CARD NO. CNIC #IS WORKING AS
ARMOURER FOR M/S.....WHO WILL
EXAMINE / CHECK WEAPONS OF THE DEPLOYED ARMED GUARDS /SECURITY
SUPERVISOR(S) AT LEAST ONCE IN A MONTH ON REGULAR BASIS,
DULY NOTIFYING/ HANDING OVER FITNESS CERTIFICATE TO EACH GUARD AS WELL AS
BRANCH MANAGER FOR POLICE RECORD.

M/S. _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #. _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

(Must be printed on Company Letterhead)

APPREHENSION OF GUARD INVOLVED IN LOOTING/ DAMAGING THE INTEREST OF THE KHYBER BANK CERTIFICATE

CERTIFIED THAT M/S.
WILL BE BOUND TO TAKE A PROACTIVE ROLE FOR APPREHENSION OF THE INDIVIDUALS INVOLVED IN ANY HEIST / HOLDUP AT THE BANK AND FOR RECOVERY OF THE LOOTED / STOLEN ASSETS IN SUCH INCIDENTS,
IF FOUND NON-COMPLIED,
BOK MAY IMMEDIATELY TERMINATE THE CONTRACT LEADING TO FORFEITURE OF EARNEST MONEY OR PERFORMANCE SECURITY/ FURTHER BLACKLISTING OF THE FIRM.

M/S... _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

ANNEXE - H

(Must be printed on Company Letterhead)

CATEGORY OF SECURITY GUARDS

CERTIFIED THAT M/S....
WILL BE BOUND TO DEPLOY SECURITY SUPERVISORS / GUARDS,
WHO ARE EX- ARMED FORCES PERSONNEL / EX-CIVIL ARMED FORCES PERSONNELS.
IF FOUND NONCOMPLIED,
BOK MAY IMMEDIATELY TERMINATE THE CONTRACT LEADING TO FORFEITURE OF
EARNEST MONEY OR PERFORMANCE SECURITY AND FURTHER TO BLACKLISTING OF
THE FIRM.

M/S... _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:

ANNEXE - I

(Must be printed on Company Letterhead)

SECURITY GUARDS AGE CERTIFICATE

CERTIFIED THAT M/S. ...
WILL BE BOUND TO DEPLOY SECURITY SUPERVISORS / GUARDS, WHO ARE HAVING AT
LEAST 5' .6" HEIGHT AND WITHIN THE AGE BRACKET OF 35 TO 55 YEARS.
IF FOUND NON-COMPLIED,
BOK MAY IMMEDIATELY TERMINATE THE CONTRACT LEADING TO FORFEITURE OF
EARNEST MONEY OR PERFORMANCE SECURITY/ FURTHER BLACKLISTING OF THE FIRM.

M/S... _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____ Fax #: _____

Email: _____

Signature: _____ Dated: _____

Agency Seal:
