

THE BANK OF KHYBER

BID DOCUMENT FOR HIRING OF SECURITY AGENCY/IES

(Frame Work Contract for the period of 03 years)

(Single Stage, Single Envelope)

Date of Submission : 07-08-2019 10:30 am

Date of Bid Opening : 07-08-2019 11:00 am

1. GENERAL/ INTRODUCTION:

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

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 BOK 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 ex FATA areas, 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 will be inclusive of all Federal & Provincial Governments Taxes & Guards minimum wages rates as per Notifications, EOBI, Social Security, Health and Life insurance etc. as per Health & Labor laws. Bid 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 period.

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 BOK branches located at different regions/Zones throughout the country, invites sealed bids on Single Stage One Envelop procedure in accordance with KPPRA rules. Proposal to be submitted according to following Mandatory requirements and terms & Conditions:

4. MANDATORY REQUIREMENTS:

S.No	Description/Documents to be attached	Documents to be attached as per following Annexures
1.	Company Profile,	Showing its regional/ Provincial Offices with complete address & contact numbers. (Must be attached on the top of the Bid document)
2.	Undertaking that the bidder is not black listed by any federal and provincial government.	Affidavit on Stamp Paper of Rs. 100/- as per Specimen attached as <u>Annex-A.</u>
3.	Provision of Certificate for deployment security cleared& duly verified supervisors/ guards.	Certificate on company’s letter head as per Specimen attached at <u>Annex-B.</u>

4.	Provision of Compliance Certificate.	Certificate as mentioned in specimen attached at <u>Annex-C</u>
5.	Submission of signed scope of work	as mentioned in specimen attached at <u>Annex-D</u>
6.	Undertaking for correctness of Tender	as mentioned in specimen attached at <u>Annex-E</u>
7.	Undertaking for having Armourer.	<u>Undertaking / Certificate</u> its own Armourer as mentioned in specimen attached at <u>Annex-F.</u>
8.	Undertaking for apprehension of any guard involved in criminal activity at BOK.	Certificate for apprehension of guard as mentioned in specimen attached at <u>Annex - G</u>
9.	Certificate for deployment of ex-serviceman.	Certificate to deploy security supervisors / guards, as attached at <u>Annex – H.</u>
10.	Certificate about age and height of guards.	Certificate to deploy security supervisors / guards age and height, as attached at <u>Annex - I</u>
12.	Certificate of incorporation.	Certificate of incorporation to be attached as per <u>Annexure - J</u>
13.	Registration with FBR as an active tax payer’s list/filer/NTN number.	Copy of Registration with FBR to be attached as per <u>Annexure - K</u>
16.	Registration with PBA Panel as Approved Security Agencies to operate as a Security Company in Pakistan.	Copy of PBA Registration to be attached as per <u>Annexure –L</u>
17.	Registration for having NOC to operate as security agency at the provinces as per business interest.	Copy of Valid Registration/License to be attached as per <u>Annexure –M</u>
18.	Registration for with EOBI Deptt	Copy of registration/record/statement to be attached as per <u>Annexure –N</u>
19.	Copy of Registration with KPRA (Khyber Pakhtunkhwa Revenue authority).	Copy of Registration to be attached as per <u>Annexure –O</u>

5. FORMAT FOR QUOTING OF RATES (FINANCIAL BID):

The bidders are requested to quote their separate/ zone wise rate as per below specimen in clear words and figures please.

S. No	Locations	Guards	Rate per Guard (inclusive of all taxes)	Total cost/invoice	Remarks
1.	<u>KPK – HEAD OFFCIE:</u> (1-Supervisor, 1-Asst supervisor & 22 guards)	24			
2.	<u>KPK ZONE-1:</u> (includes Districts of Kohat, Bannu, DIKhan & Hazara Divisions)	83			
3.	<u>KPK ZONE -2:</u> (includes District Peshawar, District Nowshera & District Charsadda)	105			
4.	<u>KPK ZONE – 3:</u> <u>Mardan Division</u> (includes District Mardan, District Swabi, <u>Malakand Division</u> (District Malakand, District Swat, District Buner, District Shangla, District Dir upper , District Dir Lower, District Chitral	109			
5.	<u>PUNJAB ZONE-1:</u> (PUNJAB SOUTH) (Includes area from District Gujrat, Gujranwala to Lahore , Okara, Bahawalpur, Multan, Sahiwal, Sialkot, Sidra rice mils, Khanewal, Daska, Sheikhpura, Sargodha, DG Khan & Rahimyar Khan & other branches on GT road ahead of Lahore)	60			
6.	<u>PUNJAB ZONE-2:</u> (CENTRAL PUNJAB) (includes area from district Attock to Rawalpindi, Islamabad, Tarnol, Jhang, Gujar Khan Taxila, Jehlum, Faisalabad, Mainsail, Chiniot, and other districts of Punjab)	67			
7.	Sind	37			
8.	Baluchistan	18			
9.	AJK	6			
10.	FATA	18			
11.	Gilgit	2			
	Total Guards	528			

6. GENERAL REQUIREMENTS/TERMS AND CONDITIONS

- a. The rate offered should be inclusive of all relevant Federal& Provincial Governments taxes, EOBI, Social security, Health insurance and life insurance as per Health policy and Guards minimum wages rates as per Government from time to time during the period of contract of 3 years.
- b. The bid/ Tender shall be awarded on Zones basis. Therefore, the interested bidder shall quote rate as per given Zones
- c. The successful bidder will be awarded contract on probationary period of 3 months. If the qualified bidder failed to provide quality service in these 3 months, the bid will be cancelled and offered to the next lowest bidder as per order of merit.
- d. The SLA shall be executed with the qualified bidder for a period of 3 years, signed for one year each as per mutual agreement. Accordingly, will be renewed each year, after satisfactory performance and provision of Quality guarding service.
- e. 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.
- f. Rates to be offered for 24 hours guarding services basis, 7 days a week per Security guard, province wise.
- g. The guards will be ex-serviceman, however 15% ratio of well-trained civilian guards, having minimum two year banking security guard experience may be deployed at less sensitive branches as rule 4-d of PBA, policy.
- h. Payment of Minimum wages to security guards as per Government latest notification/announcement and insurance coverage will rigidly monitored by BOK, in case of illegal deductions or paying less salary to guards or not providing insurance coverage will make concerning Company as disqualified leading to cancelation of contract.
- i. The bidder shall furnish a bid security/ earnest money of Rs, 300,000/- (Three Hundred Thousand only) in favor 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.
- j. The bid offered in violation of not meeting above mandatory requirement or in violation of any regulatory authority shall be considered as non-responsive and stand disqualify.
- k. The Desirous Security Company/(ies) should be financially strong& stable enough to ensure timely payment of guard's salary on 1st of each month instead of waiting for clearance of claim from BOK, failure of which the Company shall stand disqualify.

Name of Company: _____

Name of Representative: _____

Mailing Address with phone: _____

Date: _____

Agency: _____

For any

Query/clarification:

Contact Person: Col @ Allah Nawaz

Incharge Security Department

Tel No: 091-5285524

**Head Procurement Deptt,
The Bank of Khyber 29-The Mall Peshawar Cantt.
(Tel: 091-5275352)**

(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

(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/MANDATORY 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:

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.....

.....

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 companies 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.

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.
- 4) 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.
- 5) 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 policy of Federal& Provincial governments.

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: _____

(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:

(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.DULY SECURITY CLEARED/VARIFIED BY POLICE & CONCERNING DEPTTS 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:

(Must be printed on Company Letterhead)

SECURITY GUARDS AGE CERTIFICATE

CERTIFIED THAT M/S. ...
WILL BE BOUND TO DEPLOY POLICE VARIFIED 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:
