



**ANDHRA PRADESH GENERAL INSURANCE
CORPORATION LIMITED**

(CIN: U66000AP2020SGC114676)



REQUEST FOR QUOTATION
[Shortlisting of Manpower and Security service provider/s]

Ref: FIN52-OPES0MISC/1/2023-CRO/28.04.2023

Shortlisting of manpower and Security service provider/s to provide Data Entry Operators (DEOs), Attenders/Office Subordinates, Housekeeping Personnel, Caretakers and Security Guards at Corporate Office (Mangalagiri) and Corporate Liaison Office (Hyderabad) for a period of one year.

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1. Quotations are invited from Service Providers for providing:

1.1. Data Entry Operators (DEOs), Attenders/Office Subordinates, Housekeeping Personnel, Caretakers and Security Guards at Corporate Office (Mangalagiri) and Corporate Liaison Office (Hyderabad) for a period of one year.

1.2. Security Personnel at Corporate Office (Mangalagiri) and Corporate Liaison Office (Hyderabad) for a period of one year.

2. Details:

2.1. With reference to Section 1.1 above the current scope is as follows:

2.1.1. Data Entry Operators (DEOs), Attenders/Office Subordinates, Housekeeping Personnel and Caretakers required at Head Office (Mangalagiri), Transit Camp/ Guest House, Vijayawada and Corporate Liaison Office (Hyderabad) for a period of one year.

Table: 1			
S. No	Description	Type	Location
1	Data Entry Operator	Subordinate staff	At Mangalagiri and Hyderabad on need basis.
2	Attender/ Office Subordinate	Sub staff	
3	Housekeeping Personnel	Sub staff	
4	Caretaker	Sub staff	At Transit Camp/ Guest House on need basis.

2.1.2. Security Personnel

Table: 2		
S. No	Type	Location
1	Day Watchman	At Mangalagiri and Hyderabad on need basis.
2	Night Watchman	

3. Time schedule of RFQ (Important Dates):

Table: 3	
Date of Publishing	28.04.2023 @ 17:00 Hrs
Pre-Bid Meeting (Virtual)	02.05.2023 @ 11:00 Hrs
Last Date for Pre-Bid queries	04.05.2023 @ 17:00 Hrs
Pre-Bid query clarifications	05.05.2023 @ 17:00 Hrs
Cutoff time for RFQ download	08.05.2023 @ 10:30 Hrs
Bid submission closing	08.05.2023 @ 11:00 Hrs
Opening of Technical Bids	08.05.2023 @ 11:15 Hrs
Opening of Price Bids	08.05.2023 @ 12:15 Hrs
Completion of Evaluation	TBD

4. **TERMS/ REFERENCES:** The bidder shall agree and confirm that the terms, conditions, rights and obligations as more particularly detailed herein below shall be complied with, during the operation of LoA/ MoA i.e., consequent to this RFQ:

4.1. Fees & Payment Structure

4.1.1. **Monthly Fees:** In consideration of the services rendered, the Service Provider will be entitled to receive Fees as per the following schedule:

4.1.1.1. Towards the services to be provided by Service Provider during the agreement period, APGICL shall pay the cost of manpower at including Wages, PF, ESI, such other Statutory/ Regulatory Payments, Service Charge and applicable GST, per month, against a formal monthly invoice.

4.1.1.2. **Office Hours:**

4.1.1.2.1. For Data Entry Operator, 10:30 AM to 5:00 PM from Monday to Friday. Lunch break from 01.30 PM to 02:00 PM.

4.1.1.2.2. Sub-staff, 09:30 AM to 6:00 PM from Monday to Friday. Lunch break from 01.30 PM to 02:00 PM.

4.1.1.2.3. Security:

4.1.1.2.3.1. Day Shift: 12 Hours (08:00 AM to 08:00 PM)

4.1.1.2.3.2. Night Shift: 12 Hours (08:00 AM to 08:00 PM)

4.1.1.3. **Overtime:** When the subordinate staff/ sub-staff worked beyond the usual office hours, the same shall be reimbursed to the service provider as follows:

Table: 4	
Total overtime charges (Per Person) for a given month =	$\{X*Y/Z\} + \text{GST}$ X = No of overtime manhours of a given month Y = Total monthly charges <ul style="list-style-type: none"> • For a month consisting of 31 days, Z = 184 * No of staff deployed for current month. 184 is no of man-hours per month (8 Hours Per day * 23 days) • For a month consisting of 30 days, Z = 176 * No of staff deployed for current month. 176 is no of man-hours per month (8 Hours Per day * 22 days) • For a month consisting of 29 days, Z = 168 * No of staff deployed for current month. 168 is no of man-hours per month (8 Hours Per day * 21 days)
Respective TDS and GST are applicable on overtime charges.	

4.1.1.4. Overtime charges are not applicable for security.

4.1.2. **Other Reimbursements:**

4.1.2.1. Apart from the above, APGICL shall also reimburse to the vendor, expenses (including GST) pertaining to uniform of sub-staff and conveyance/ travel on office work/ duty. However, for reimbursement which no service charge shall be charged. The reimbursement of

uniform charges is not applicable for subordinate staff (DEO) and security.

- 4.1.2.2. Uniform for attenders: Cost of (2) Two pairs of uniform (including stitching charges) with one pair of black shoes with socks (or) one pair of rubber room slippers shall be reimbursed, either to the vendor (without service charges) or to the attender/ housekeeping staff. The color, fabric and tailoring design of the uniform shall be as approved by APGICL GAD/ Establishment department. Maximum amount reimbursable for uniform and foot wear of attenders per annum is Rs.5,000/- for 2 pairs per sub-staff.
- 4.1.2.3. Local Conveyance (Sub-staff only): Reimbursement of local conveyance @ Rs.3.50 per km shall be make for travelling on own vehicle to perform office duties. In case of travel by public transport (Cab/ Auto/ Bus/ Ride Hailing Apps), the same shall be reimbursed at actuals, subject to verification and approval.
- 4.1.2.4. Outstation Travel (For DEO and Sub-staff): In case of travel by public transport (Cab/ Auto/ Bus/ Ride Hailing Apps), the same shall be reimbursed at actuals, subject to verification and prior approval.
- 4.1.2.5. APGICL is not liable for any damages/ injuries to the staff/ worker/ employee of vendor (whatsoever arising out of RTAs (Road Traffic Accidents)) whilst performing the official duties of the corporation. The service provider shall be responsible for any/ all liabilities arising out of such situations.

4.1.3. **Payment Structure**

- 4.1.3.1. The total gross remuneration after statutory deductions, together with service charge and applicable GST shall be reimbursed by APGICL on a monthly basis to the Service Provider subject to submission of proper invoice with complete details and supporting documents in claim of the amount.
- 4.1.3.2. Service provider shall submit its monthly invoice to APGICL on the last working day of the month, upon receipt of invoice, APGICL shall reimburse the said agreed amounts along with payment of service charge to service provider within five working days.
- 4.1.3.3. Income Tax TDS as per rules shall be deducted from the bills of the service providers as per applicable laws.

5. Pre-Qualification Bid/ Technical Requirements (Technical Evaluation) (PQB):**5.1. For participation towards requirements specified in Section 1.1:**

- 5.1.1. A Sole Proprietorship (or) Private Limited (or) OPC (or) LLP
- 5.1.2. PAN Card
- 5.1.3. Should have GST registration/ should be GST compliant.
- 5.1.4. Should have PF Registration/ should be PF compliant.
- 5.1.5. Should have ESI Registration/ should be ESI compliant.
- 5.1.6. Should have serviced or should be servicing at least on government department or government.
- 5.1.7. Should not have been blacklisted by any government department or government entity.
- 5.1.8. Checklist:
 - 5.1.8.1.Registration Certificate of the firm/ Certificate of Incorporation (or) such other authorized documents.
 - 5.1.8.2.Pan Card
 - 5.1.8.3.GST Form-6
 - 5.1.8.4.PF registration/ compliance details
 - 5.1.8.5.ESI registration/ compliance details
 - 5.1.8.6.Proof of service to the extent of Section 5.1.6
 - 5.1.8.7.Self-declaration to the extent of Section 5.1.7

5.2. For participation towards requirements specified in Section 1.2:

- 5.2.1. A Sole Proprietorship (or) Private Limited (or) OPC (or) LLP registered to provide Security Services.
- 5.2.2. PAN Card
- 5.2.3. Should have GST registration/ should be GST compliant.
- 5.2.4. Should have PF Registration/ should be PF compliant.
- 5.2.5. Should have ESI Registration/ should be ESI compliant.
- 5.2.6. Should have serviced or should be servicing at least on government department or government entity.
- 5.2.7. Should not have been blacklisted by any government department or government entity.
- 5.2.8. Checklist:
 - 5.2.8.1.Registration Certificate of the firm/ Certificate of Incorporation (or) such other authorized documents.
 - 5.2.8.2.Pan Card
 - 5.2.8.3.GST Form-6

5.2.8.4. PF registration/ compliance details

5.2.8.5. ESI registration/ compliance details

5.2.8.6. Proof of service to the extent of Section 5.2.6

5.2.8.7. Self-declaration to the extent of Section 5.2.7

5.3. The Technical Bid/ Pre-qualification Bid and Price-Bid are to be submitted in TWO COVER system clearly marking as Technical Bid and Price Bid respectively.

5.4. Details/ Information related to Price Components/ Price-Bid/ Commercial Bid shall not be placed in the PQB/ Technical Bid response.

5.5. Based on the Technical Bid responses of the bidders against Section 5.1 and 5.2 their respective bids may be evaluated as Technically Qualified or Technically Disqualified. Only Price Bid/ Commercial Bid responses of the technically qualified bidders shall be evaluated.

6. **Price-Bid/ Commercial Evaluation:**

6.1. The Price Bid/ Commercial Bid response of the technically qualified bidders as per the requirements specified in Section 5.1 and Section 5.2 shall be evaluated to arrive on the L1 (Lowest 1) Bidder.

6.2. Following is the format for the Price/ Commercial Bid:

Table: 5		
Item No	Type	Price Per Month Per Person Including Wages/ Salaries, PF, ESI, Service Charges and GST
1	Data Entry Operator	
2	Attender (Sub-staff)	
3	Housekeeping (Sub-staff)	
4	Caretaker (Sub-staff)	
5	Security (Day Watchman)	
6	Security (Night Watchman)	
<ul style="list-style-type: none"> • <u>Bidders responding</u> for requirements specified in Section 1.1 vis-à-vis Section 5.1 shall submit Price Bid responses for Item NOs 1 to 4 of this Table. • <u>Bidders responding</u> for requirements specified in Section 1.2 vis-à-vis Section 5.2 shall submit Price Bid responses for Item NOs 5 and 6 of this Table. 		

7. **Indemnity:** Each Party shall indemnify and keep indemnified the other Party from and against all consequences and liabilities arising out of or in any way connected with the indemnifying Party's negligence, fault, nuisance, breach of this Agreement and failure to

perform its obligations under this Agreement, except to the extent that the same is attributable to a negligent or willful act or omission of the Party seeking to be indemnified.

7.1. If at any time during the Validity Period, the execution of the Scope of Services is not up to the satisfaction of APGICL and the conduct or behavior of the support staff provided by the Service Provider in any way is disorderly or the Service Provider violates any provision of this Agreement or any law applicable to his activity or to his workmen or commits any offence against any provision of law, APGICL shall be at liberty to terminate this Agreement immediately without any notice.

8. **Force Majeure:** A Party shall not be liable to the other Party for any loss, delay, damages or other casualty suffered or incurred by the latter due to Force Majeure, and any failure or delay by any Party in performance of its obligations under this Agreement due to Force Majeure shall not be considered as a breach of this Agreement.

8.1. The Party suffering Force Majeure shall notify the other Party in writing promptly after the occurrence of such Force Majeure and shall, to the extent reasonable and lawful, use its best efforts to remove or remedy such cause. Upon the occurrence of any circumstances of Force Majeure the Party claiming Force Majeure shall use all reasonable endeavors to continue to perform its obligations under this Agreement and to minimize the adverse effects of such circumstances. Such a Party shall notify the other Party of the steps it proposes to take including any reasonable alternative means for performance. In the event any obligation cannot be performed due to continuance of a Force Majeure event for a period of 15 (fifteen) days or more, the Parties may terminate this agreement in mutual consultation.

9. **Confidentiality:** The Parties acknowledge the confidentiality of the information, which may be transferred between the Parties from time to time as being essential to this Agreement and agree not to disclose the same to any other third party. However, each Party shall be free to disclose such information as is:

9.1. Part of the public domain at the time of disclosure;

9.2. Required to be disclosed by official authorities in accordance with the Applicable Law;

9.3. To their officers, employees, agents or representatives, who need to have access to such information for the proper performance of their activities; the obligation of Parties as defined above shall apply notwithstanding termination of this Agreement.

10. **Change in Applicable Law:** If, after the date of this Agreement, there is any change in the Applicable Laws with respect to taxes and duties which increases the cost or reimbursable expenses incurred by service provider in performing the services, then the Service charges otherwise payable to service provider under this Agreement shall be increased accordingly by agreement between the Parties hereto.

11. Validity and Termination:

11.1. Validity Period: Any contract/ LoA/ MoA resulting from this RFQ, unless terminated by the Parties in accordance with the provisions hereto or extended by mutual consent expressed in writing by the Parties, shall remain in force for a period of one (01) year.

11.2. Such contract/ LoA/ MoA resulting from this RFQ, prior to the expiry of its Validity Period, may be terminated at any time by either Party by giving one (01) month advance written notice to the other party of its intention to terminate such contract/ LoA/ MoA.

11.3. During the validity period or on the expiry or early termination of this such contract/ LoA/ MoA resulting from this RFQ, the subordinate staff, sub-staff and security personnel deployed by the Service Provider/s shall not have any right to claim any employment with APGICL.

12. **Notices: (Notices in Writing):** Any notice or other communication given or made under or in connection with the matters contemplated by this RFQ shall be in writing and in English.

13. **Relationship of Parties & Assignment:** Any contract/ LoA/ MoA resulting from this RFQ shall be entered into on a principal-to-principal basis and that parties are independent entities, and not an agent of insured except for those services that are explicitly mandate or mentioned in this RFQ. The vendor/ service provider shall not enter into any agreement or arrangement jointly or severally with any other party, for subletting the services, without the prior consent of the competent authority of Andhra Pradesh General Insurance Corporation (“APGICL” or “Company” or “Corporation”), except for those explicitly mandated by the insured or mentioned in this Such contract/ LoA/ MoA resulting from this RFQ, if any.

14. **Jurisdiction:** For all disputes between the parties arising out of this RFQ or Any contract/ LoA/ MoA resulting from this RFQ, the courts in Vijayawada will have exclusive jurisdiction.

15. For any queries, clarifications and details please contact Admin Department, Andhra Pradesh General Insurance Corporation Limited, Head Office: 1st Floor, IHC Corporate, Plot No: 3, 4 & 6, Industrial Park, Mangalagiri - 522503. E-Mail: contact@apgeneral.com || cmcadmin@apgeneral.com || smcadmin@apgeneral.com || Ph. No: 9000104941.

16. The company reserves right, without prejudice to other rights under terms and conditions of RFQ, without prejudice to documents or other remedies available, to cancel tenders without assigning any reasons, and will not entertain any correspondence in the matter. The company accepts no liability whatsoever and will not be liable for any loss or damage arising directly or indirectly (including special, incidental or consequential loss or damage)

from cancellation of RFQ. The company also reserves the right to split the order on more than one bidder, in any manner or reject any or all tenders without assigning any reason.

17. Bidders are advised not to make any assumptions or inferences, on their own.
18. Any further communications, amendments etc. shall be available on the website of the company (<https://www.apgeneral.com/active-tenders>).
19. The company reserves the right to (i) reject any or all bids with or without assigning any reasons whatsoever, (ii) reschedule / postpone the bid date(s) due to any unforeseen circumstances at any stage of the bid process (iii) cancel or annul the entire bid process without assigning any valid reasons whatsoever.
20. The terms and conditions contained in this RFQ document will be converted into contract/ MoU/ MoA/ SLA along with servicing parameters and qualifiable timelines.

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