

REQUEST FOR PROPOSAL

For

(MICE Vendor Empanelment)



Issue Date: 09/02/2012

Last Date for submission of proposals: 29/02/2012

Table of Contents

| | | |
|------------|--|-----------|
| 1.0 | INTRODUCTION AND SCOPE | 3 |
| 1.1 | PURPOSE..... | 3 |
| 1.2 | REQUEST FOR PROPOSAL DEFINITIONS..... | 3 |
| 2.0 | TERMS OF THE RFP | 4 |
| 2.1 | ACKNOWLEDGEMENT..... | 4 |
| 2.2 | PROPOSAL DEADLINES..... | 4 |
| 2.3 | COMPANY'S OBLIGATIONS..... | 4 |
| 2.4 | PROPOSAL EVALUATION..... | 4 |
| 2.5 | RFP TERMS AND CONDITIONS APPLIED TO FINAL CONTRACT..... | 5 |
| 2.6 | TERMS BINDING ON BIDDER..... | 5 |
| 2.7 | HOLD HARMLESS..... | 5 |
| 2.8 | CONFIDENTIALITY PROVISION..... | 5 |
| 2.9 | SUB-CONTRACTING..... | 6 |
| 2.10 | ACCEPTANCE OF PROPOSALS..... | 6 |
| 2.11 | EVALUATION AND SELECTION..... | 6 |
| 2.12 | LIABILITY FOR ERRORS..... | 6 |
| 2.13 | ACCEPTANCE OF TERMS..... | 6 |
| 2.14 | OWNERSHIP OF PROPOSALS..... | 7 |
| 2.15 | USE OF REQUEST FOR PROPOSAL..... | 7 |
| 2.17 | DELAY IN PERFORMANCE OF THE OBLIGATIONS BY THE BIDDER..... | 7 |
| 3.0 | PROPOSAL PREPARATION | 7 |
| 3.1 | PROPOSAL FORMAT..... | 8 |
| 3.2 | NOTIFICATION OF CHANGES..... | 8 |
| 3.3 | CHANGES TO PROPOSED WORDING..... | 8 |
| 3.4 | BIDDER'S EXPENSES..... | 9 |
| 4.0 | SCOPE | 9 |
| 4.1 | CRITERIA..... | 9 |
| 5 | DEVIATION SHEET | 10 |

1.0 INTRODUCTION and SCOPE

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (“Company”) is carrying on life insurance business in India. As part of supporting its operations and processes, the Company is looking for MICE vendors for pan India locations.

1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for MICE agencies as currently contemplated by the Company. Based upon the review and evaluation of proposals offered in response to this RFP, Company may at its sole discretion negotiate and enter into contracts with one or more successful Bidders.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder’s sole discretion. Company reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. Company also reserves the right at its sole discretion to select or reject any or all Bidder (s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

1.2 Request for Proposal Definitions

Throughout this Request for Proposal, the following definitions are used:

- “Bidder ” means an company incorporated under the Companies Act 1956, that submits, or intends to submit, a proposal in response to this “Request for Proposal”;
- “Vendor” means the Bidder (s) awarded a Contract resulting from this RFP;
- “Contract” means the agreement formed between the Company and the successful Bidder as evidenced by an Agreement issued to the Company;
- “Contract Documents” means the Agreement, the Bidder s proposal document, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- “Must”, “mandatory” or “required” means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- “De-identification” is the process of removing from data any information from electronic media that identifies a particular individual.
- “RFP” means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- “Should”, “may” or “is desirable” means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.

2.0 Terms of the RFP

2.1 Acknowledgement

Company is going to release the RFP for Vendor - MICE online on its website (www.canarahsbclife.com) as well as on e-procurement website (www.canarahsbclife.abcprocure.com) with the sole aim of making the process free, fair & transparent. The Bid (as per attached formats) duly sealed and super scribed “**Request For Proposal for Empanelment of MICE Vendor**” and should be addressed to

Mr. Amaresh Jena,

AVP, Sales Strategy and Business Development,

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited,

Augusta Point

2nd Floor,DLF Golf Course Road, Sector-53,

Gurgaon- Haryana (INDIA) 122002

Please note that the Technical Bid must be in sealed envelopes duly marked as Technical Bid. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. All questions / clarifications should be communicated to Mr **Amaresh Jena** at Amaresh.Jena@canarahsbclife.in CC to **Yashpal.Mahey@canarahsbclife.in**. Last date for receipt of any query is 12/02/2012. Bids received after the stipulated time or the Due date or incomplete in any respect are liable to be rejected.

2.2 Proposal Deadlines

The Company must receive duly completed and signed proposals no later than 29/02/2012.

2.3 Company’s Obligations

The submission and receipt of proposals does not obligate Company in any way. Company shall not be liable for any costs incurred by Bidder s in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder 's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, non-commitment, as-ordered agreements. Company shall not have any liability to Bidder s for any interruption or delay in access to the site irrespective of the cause. Company will also be not responsible for any damages, including damages that result from, but are not limited to negligence. Also Company will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

2.4 Proposal Evaluation

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company’s internal evaluation team, including non-allied and independent consultants retained by Company now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidder s may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.

Bidders are expected to submit their best bid in response to the RFP. The bids quoted shall be according to the scope of work in this document.

The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. Company may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was not awarded the bid.

Company reserves the right to conduct a reverse e-auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified Bidder s.

2.5 RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

2.6 Terms Binding on Bidder

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

2.7 Hold Harmless

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

Company reserves the right to award the Contract to the Bidder (s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company's decision on award of Contract shall be final and binding on all the Bidder s.

Company shall be at liberty to cancel the online RFP / online reverse auction process at any time, before ordering, without assigning any reason.

2.8 Confidentiality Provision

The terms of this RFP, the information provided by Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of Company and upon the written agreement of the intended recipient to treat the same as confidential. Company may request at any time that any of Company's material be returned or destroyed.

Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof at:

Title: RFP for MICE Vendor Empanelment
Kind Attn: Amaresh Jena
Canara HSBC Oriental Bank of Commerce Life Insurance Company Ltd.
Augusta Point
2nd Floor,DLF Golf Course Road, Sector-53,
Gurgaon- Haryana (INDIA) 122002

2.9 Sub-Contracting

The Company prefers that the services offered to be undertaken in response to this RFP are undertaken to be provided by the Bidder directly employing their own resources, manpower, machines and equipment. The company, however, is not averse to the selected Bidder sub-contracting the business in part or in full to a third party contractor provided that the Bidder shall remain responsible for all the obligations and shall indemnify the Company against any act or omission done by such an arrangement. If the Bidder intends to sub-contract the business in part or full to any third party contractor, he/ she must disclose the name and antecedents of such third party contractor at the time of submitting this RFP.

2.10 Acceptance of Proposals

Company reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on the website <http://www.canarahsbclife.com> as well as on e-procurement website (www.canarahsbclife.abcpocure.com). The Bidders have to remain updated about the same from the website and Company will not be responsible for such information not being downloaded by the Bidder. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Proposals will be assessed in accordance with the evaluation criteria.

2.11 Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Company's decision on evaluation shall be final and binding on all the Bidders. Bidders who qualify the evaluation criteria will be empanelled for services. Any deviations from the skill set / experience / prerequisites/ requirements and/or the terms and conditions of the Tender Document shall be submitted explicitly along with convincing reasons in the format attached (refer Clause 5.1). Company will not provide any justification in case rejects deviation and Company reserves all rights to reject or accept any deviation.

2.12 Liability for Errors

While Company has used considerable efforts to ensure an accurate representation of outsourced, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve information in this RFP as per its current understanding of the requirements under various activities to be Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event Company finds that the objectives of the intended outsourcing is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending Bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

2.13 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

2.14 Ownership of Proposals

All documentation, including proposals, submitted to Company will become the property of Company.

2.15 Use of Request for Proposal

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

2.16 RFP Schedule

- Company advertises RFP on its website 09/02/2012
- Bidder confirms receipt to Company 11/02/2012
- All inquiries regarding RFP due by close of business 13/02/2012
- Bidder s' deadline for submitting responses to RFP 29/02/2012
- Company informs final selection to Bidder s 25/03/2012

2.17 Delay in performance of the obligations by the Bidder

The Bidder must strictly adhere to the schedule, specified in the purchase agreement to be executed between the Company and the Bidder for performance of the obligations arising out of the purchase agreement and any delay will enable Company to resort to any or all of the following:

- i. Time and date stipulated for completion of work is the essence of the contract
- ii. If Bidder fails to deliver any part of the agreement, Company shall, without prejudice to its rights and other remedies under the Contract, deduct from the assignment prices as Liquidated Damages (and not as penalty), a sum equal to 10% (Ten percent) of the total contract price (including taxes, duties, levies etc) of which supplies and/or services have been delayed, for delay of each week or part thereof.
- iii. The total amount of LD calculated as above shall be subject to a maximum 10% (Ten percent) of the total assignment price (including taxes, duties, levies etc).
- iv. The liquidated damage provided above is an agreed genuine pre-estimate of the damages likely to be suffered as a result of delay by Bidder and shall be recoverable by Company.
- v. If any part of the contract not satisfactorily remedied within reasonable time, Company may proceed to do the work at Bidder's risk and expenses without prejudice to any other contractual rights, which Company may have against Bidder in respect of any such non performance.

3.0 Proposal Preparation

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

3.1 Proposal Format

The Bid (attached formats) duly sealed and superscribed “**Request For Proposal for Vendor – MICE**” should be addressed to

Mr. Amaresh Jena,

AVP, Sales Strategy and Business Development,

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited,

Augusta Point

2nd Floor, DLF Golf Course Road, Sector-53,

Gurgaon- Haryana (INDIA) 122002

Please note that the Technical Bid must be in a sealed envelope duly marked as **Technical Bid**. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. Bids received after the stipulated time or the Due date or incomplete in any respect are liable to be rejected.

- a) Bidder’s name and address, Bidder’s telephone number, email address and a contact person.
- b) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.
- c) Please follow the format of this RFP, placing answers in the text box immediately after sections requiring responses. Please do not enter any information into any part of this document other than the boxes provided. The boxes will expand to accommodate responses of any length.
- d) **NO CHANGES TO THE LINES, FORMAT OR STRUCTURE OF ANY SPREADSHEETS IS PERMITTED. CHANGING THE SPREADSHEETS IN ANY WAY, OTHER THAN INSERTING THE REQUIRED INFORMATION, SHALL BE CONSIDERED CAUSE FOR YOUR COMPANY’S DISQUALIFICATION FROM FURTHER ANALYSIS AND PARTICIPATION IN THE RFP PROCESS.**
- e) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and uploaded.

3.2 Notification of Changes

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

3.3 Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to Company. No words or comments will be added to the general conditions or detailed specifications unless requested by Company for the purposes of clarification.

3.4 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing and submitting a proposal to Company, if any.

4.0 Scope

Please find below the detail scope of activities proposed to be outsourced at any location across the country/globe, as per Company's current understanding of the processes.

- 1.1 Air Ticket Bookings
- 1.2 Train Ticket Bookings
- 1.3 Land Transfers
 - 1.3.1 Intercity
 - 1.3.2 Intracity
- 1.4 Documentation services
 - 1.4.1 Passport Assistance
 - 1.4.2 Visa
 - 1.4.3 Permissions
 - 1.4.4 Travel Insurance
- 1.5 Boarding & Lodging
- 1.6 Food arrangements
- 1.7 Venue Management for Events/Conferences and required permissions & licenses
- 1.8 City Tour
- 1.9 Helpdesk setup
- 1.10 Microsite Setup
- 1.11 Invitation, Itinerary, Tickets, Visas etc dispatch services online & offline
- 1.12 Liaison with Company representative for the event flow or any special requirements.
- 1.13 Tour Escort
- 1.14 Branding, Conference Services & Gala Dinner arrangements
- 1.15 Provision of foreign currency exchange
- 1.16 Provision of international calling card arrangement/Matrix card.
- 1.17 Sourcing of any specialist as per event requirement e.g. Subject matter speakers, motivational speakers, team building experts etc
- 1.18 Event photograph, video etc.
- 1.19 Closure reports.

Important Note: Only those responses will be considered which service the entire scope mentioned above. No part responses would be considered.

4.1 Criteria

The purpose of this section is for Bidders to provide information to demonstrate to Company that its services offering satisfy Company's requirements. The Bidder should also demonstrate that it has the financial and organizational infrastructure to fulfil the fundamental requirements set out in this RFP. Bidders not meeting them or not demonstrating that they do meet them may not receive further consideration during the evaluation process. The questionnaire for response is given below. Response to all queries is mandatory, please write not applicable against the queries that you do not wish to answer.

| S No | Evaluation Criteria | Agency Response | Documents Needed |
|------|---|-----------------|---------------------------------------|
| 1 | Agency Credentials | | |
| 1.1 | Number of years of operations | | Certificate of Incorporation |
| 1.2 | Number of offices in India - List of Branches | | Provide postal address of each branch |
| 1.3 | Total employee strength Pan India (On roll employees) | | |
| 1.4 | How many financial services companies worked with | | Provide references |
| 2 | Statutory Compliances | | |
| 2.1 | IATA Code Registration | | Provide IATA No |
| 2.2 | Affiliation with Various International Body | | Provide certificates |
| 2.3 | Affiliation with various Domestic Body | | Provide certificates |
| 3 | Financials | | |
| 3.1 | Total agency billing (INR cr.) Last yr | | Audited balance sheets |
| 3.2 | Maximum value of single domestic tour undertaken | | Provide PO |
| 3.3 | Maximum value of single international tour undertaken | | Provide PO |
| 4 | Service Providing Ability | | |
| 4.1 | Total numbers of domestic trips conducted last 12 months | | |
| 4.2 | Total number of international trips conducted in last 12 months | | |
| 4.3 | Client References - Domestic Travel Packages | | Provide contact person and number |
| 4.4 | Maximum sizes of domestic tour undertaken (No. of Pax) | | Provide PO |
| 4.5 | Client references - International Travel Packages | | Provide contact person and number |
| 4.6 | Maximum sizes of international tour undertaken (No. of Pax) | | Provide contact person and number |
| 5 | Payments Terms & Conditions | | |
| 5.1 | Requirement of advance (% of Approved Quotation) | | |
| 5.2 | Number of days for final settlement of bills (Post submission of final invoice and complete details) | | |

5 Deviation Sheet

Deviations from Technical Specifications and Terms and Conditions of the Tender

| | RFP Document Clause | Technical Specification or Terms and Condition in the RFP document | Deviation offered | Reasons and whether deviation adds to the operational efficiency in case of the systems |
|---|---------------------|--|-------------------|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |

| | | | | |
|----|--|--|--|--|
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |

Note:

Deviations from any of the terms and conditions of the tender document should be specified

If any deviations from the technical specifications are warranted, reasons for such variations should be specified and if such deviations/ variations add to improvement of the overall performance of the systems, those should be specifically mentioned and supported by relevant technical documentation as specified above.

1.0 **Insurance:** i) BIDDER shall adequately insure all persons engaged by it for the subject job under the Workmen Compensation Act/ Personal Accident Insurance Policy / Comprehensive Automobile Insurance / Comprehensive General Liability Insurance. ii) A copy of insurance cover note towards Workmen Compensation Act/ Personal Accident Insurance Policy of the persons engaged for the job shall be submitted along with invoice.

2.0 **Labour Rules and Regulations:** i) BIDDER shall comply with all labour laws including but not limited to, the provisions of Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Liability Act 1938, Workmen’s Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefits Act 1961, Inter State Migrant Labour Act, Employees Provident Fund Act and Employees State Insurance Act 1948 as amended from time to time. ii) BIDDER shall also obtain the necessary licenses as required under the Contract Labour (Regulation and Abolition) Act 1970 and rules made there under. iii) BIDDER shall indemnify / compensate COMPANY in case any liability arises owing to BIDDER’s failure / delay in depositing contribution to various funds, statutory levies etc. under any legislation of government or court decision in respect of persons engaged by BIDDER for the job. iv) A copy of challan evidencing payment made towards Labour License, ESI, PF etc. to the government authorities in respect of persons engaged by BIDDER for the subject job shall be submitted along with its invoice.

3.0 **Safety:** BIDDER shall ensure the safety of all the workmen, materials, equipments etc either belonging to them or others working at site. BIDDER shall be responsible for the provisions of all safety notice and safety/protective equipment and in general comply with all statutory safety regulations. BIDDER shall compulsorily provide personal protective equipment to all his and his subcontractor’s employees and in the event of his not providing the same before start of work, it may be provided by COMPANY at the BIDDER’s cost and risk and the cost shall be recovered from their bills.