

REQUEST FOR PROPOSAL

For

Transport Services Management (Spot Rental)



Issue Date: 07/02/2012

Last Date for submission of proposals: 27/02/2012

Table of Contents

1.0 INTRODUCTION AND SCOPE..... 3

1.1 PURPOSE.....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 6

2.15 USE OF REQUEST FOR PROPOSAL 7

2.16 TIME SCHEDULE 7

2.17 DELAY IN PERFORMANCE OF THE OBLIGATIONS BY THE BIDDER..... 7

3.1 PROPOSAL FORMAT 7

3.2 NOTIFICATION OF CHANGES 8

3.3 CHANGES TO PROPOSED WORDING..... 8

3.4 BIDDER’S EXPENSES 8

3.5 CURRENCY AND TAXES 8

3.6 COMPLETENESS OF PROPOSAL 8

4.0 SCOPE 9

4.1 CRITERIA 9

4.2 Pricing Model.....9

5.0 INTENT..... 9

5.1 DEVIATION SHEET 9

5.2 SALARY DISBURSEMENT..... 10

5.3 COMPLIANCE 10

5.4 HR PREREQUISITES 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 Transport Services Management vendor for all locations for which this RFP is being issued.

1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for Transport Services Management 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. Price will be a consideration but will not be the sole factor in Company's decision to award a contractual relationship. 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 Bidders 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 Transport Services Management online on its website (www.canarahsbclife.com) with the sole aim of making the process free, fair & transparent and user friendly. The Bid (as per attached formats) duly sealed and super scribed “Transport Services Management **“should be addressed to Mr. Amit Kaul 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 and Commercial bid has to be in separate sealed envelopes duly marked as Technical Bid and Commercial Bids respectively. 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 only on email id amit.kaul@canarahsbclife.in. Last date for receipt of any query is 11/02/2012. Quotations received after the stipulated time or the Due date or incomplete in any respect are liable to be rejected.

2.2 Proposal Deadlines

Company must receive duly completed and signed proposals no later than 27/02/2012

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 Bidders 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 bidders 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.

Bidders 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 (Refer Annexure I) 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 bidders.

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 Bidders.

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 "Transport Services Management"

Kind Attn: Mr. Amit Kaul

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 services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting, franchisee, contract to hire, consultant etc. arrangement done by the Bidder. The deputed person should be only on bidder rolls.

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.canarabsbelife.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. Company is not bound to accept the lowest price or any proposal of those submitted. 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. Commercial bids will be opened for the empanelled bidders post technical evaluation. 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 07/02/2012
- Bidder confirms receipt to Company 09/02/2012
- All inquiries regarding RFP due by close of business 11/02/2012
- Bidders' deadline for submitting responses to RFP 27/02/2012
- Company informs final selection to bidders 15/03/2012
- Independent Handling by Selected Bidder 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 both of the following:

- i. Time and date stipulated for completion of work is the essence of the contract.
- ii. If any part of the contract is 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 super scribed "Transport Services Management **for Company should be** addressed to Mr. Amit Kaul , 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 and Commercial bid has to be in separate sealed envelopes duly marked as **Technical Bid** and **Commercial Bids** respectively. 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 **only** on email id **amit.kaul@canarahsbclife.in**. **Last date for receipt of any query is 11/02/2012**. Quotations received after the stipulated time of 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) Price for each item to be submitted in separate envelopes.
- e) 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.
- f) 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.

3.5 Currency and Taxes

Prices quoted are to be:

- In Indian rupees;
- Exclusive of all taxes.

3.6 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the Company at no charge.

4.0 Scope

The scope of services shall be as per enclosed Annexure - I

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.

A complete listing of the specific bid evaluation criteria is included in below. (Filling all the details is mandatory)

| S.No | Criteria | Vendor Response |
|------|--|-----------------|
| 1 | List of current clients (To be attached) | |
| 2 | Number of current clients in Gurgaon | |
| 3 | Year of Incorporation (document to be attached as a proof) | |
| 4 | Quality Certification (ISO Certification) , if any | |
| 5 | Type of Firm (Private / Partnership) | |
| 6 | Car Parking Area (Garage) in Gurgaon (with address) Y/N | |
| 7 | Car Parking Area (Garage) in Delhi(with address) Y/N | |
| 8 | Car Parking Area (Garage) in Noida (with address) Y/N | |
| 9 | Number of Company owned Vehicles in the fleet | |
| 10 | No. of Drivers on Company Rolls ,verified by Police(should be supported by Police verification documents) | |
| 11 | Annual Turn Over (RFP Specific) | |
| 12 | Balance sheet – Last 3 years (Financial strength) | |
| 13 | Profile of clients (To be attached along with references with details i.e (Contact Person, contact no & address) | |
| 14 | List of Templates (attach all Templates for adherence to processes and procedures), MIS etc. and other process for tracking vehicles | |
| 15 | Agreement for one year which states that the vendor will have all tax liability (Y/N) | |
| 16 | Primary and Secondary Contact for Canara HSBC Insurance with their contact Nos. | |
| 17 | Alternate Vehicles to be sent in case of any delay in arrival of vehicles. Define the time limit | |
| 18 | Legally complied ESI & PF of vendors employees deputed in our facility | |
| 19 | Please mention your Service TAX Registration No. | |
| 20 | Please mention your PAN No. | |
| 21 | PAN India Presence (owned offices and franchise) attach the list of locations where services will be provided | |
| 22 | Address for Communication | |

Note :-

1:- Km's and garage to garage km will be awarded as per the nearest garage from the route allotted for pick up/drop

2:- Pan India owned offices and franchise office to be mentioned in the separate sheet separately (mandatory).The bidder has to provide support PAN India for our transport requirements, especially at our office locations (refer company website to know the office locations).

Credentials & expertise

General experience in corporate Transport services work in India.

Specific recent experience of the Indian life insurance company where transport is being provided.

Success in transport managing the roll-out of a branch network of a similar scale and to similar timelines as that of company.

Experience of advising multinational companies on other Transport issues & functions.

Experience in the field of refurbishing a network of Transport services of a similar scale and to similar timelines as that of company.

4.2 Pricing Model

The prices have to be submitted separately in sealed envelopes as per the format given in Annexure II (Point no .1, 2 & Pont no.3)

5.0 Intent & Objectives

The selection of the vendor will allow the company to achieve the following:

a) Key Goals & Objectives

Provide a cost effective, comfortable, safe and secure transport system to its employees traveling to and from the office.

Ensure on-time arrivals of our employees to meet business objectives of our client/customer.

To establish a management system to ensure that the fleet is well kept and its statutory compliance fulfilled while utilizing it to its optimal capacity.

b) Single Point of Contact

One of the critical success factors for this service is a fulltime, dedicated, single point of contact assigned by the service provider. He/She will have authority over all staff and resources that are involved in service delivery.

c) Employee Development & Training

The staff dedicated to this account may comprise of new hires & or existing on site staff. All resources will need to be trained by the service providers to ensure COMPANY transport is managed as per best practice in the industry.

d) Improvements & Initiatives

One of the objectives of COMPANY is to improve the consistency of services and minimize the time taken to deliver outcomes while reducing costs and risks. The service provider will need to continuously review their service delivery model and operation to ensure there is constant process improvement.

e) Performance Measurement

The service provider will be measured qualitatively and quantitatively through the usage of Service Level Agreements (SLAs), Key Performance Indicators (KPIs). These SLAs and KPIs will be agreed during the contract negotiation process. Bidders should propose specimen SLAs and KPIs to cater to the stated scope of services in Attachment 1.

f) Procurement and Competitive Bid Process

The service provider will be responsible for the procurement of all service contracts, goods & repairs for the scope of service with regard to this contract. The service provider will ensure that all COMPANY processes are adhered to during the bidding process and recommendations are submitted before award of contract.

g) Information Systems to be provided in supporting COMPANY

A key benefit COMPANY sees from engaging a transport services vendor is to improve the quality of reporting and decision support. The bidders are required to provide samples of such reports with clarity of frequency. Any technology used in delivery of services should be highlighted and costs clearly stated.

Other Terms and conditions

Payment Terms: Payment will be made after 45 days of receipt of bills.

“THE COMPANY” reserves the right to cancel the tender in partial or in total without assigning any reason thereof.

All vehicles to be provided must have Commercial registration and necessary tourist permits only.

The drivers will be provided for not more than 12 hourly shifts a day.

The driver must have valid commercial license

- i. All AC Innova and Tavera vehicles should be equipped with twin blower AC.
- ii. UP Tax and Service Tax will be paid extra.

All the relevant compliance related information required to be filled in **Annexure 3**

5.1 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.

Annexure -1

Scope of Services for CHOICE in Gurgaon

| Scope of Services | Details |
|--|---|
| Tracking, Monitoring and Communication | <p>The service provider will ensure:</p> <ul style="list-style-type: none"> • All cabs running for the company should run on Petrol, Diesel or CNG only. No LPG Fitted cab should be deployed in any case. • CNG Kit in the cabs should be in accordance with Local Government laws and duly approved by approving authority and endorsed on RC. • That all its assets (Cabs) are equipped with the prescribed Mobile Phone. • That an online log of the complete fleet movement is maintained at all times with real time updation. • That sufficient break is given to drivers to avoid any mishaps. • That all vehicles are continuously tracked through GPS to ensure their timely arrival in the office and the safety of all passengers. • Send the confirmation via E- mail and SMS with complete |

| Scope of Services | Details |
|----------------------|---|
| | <p>required details of vehicle and driver well before the scheduled time of travel.</p> <ul style="list-style-type: none"> • All vehicles should be well equipped air –conditioned. All Innova category vehicles should be equipped with twin blower AC. • Airport transfer rates shall be provided separately. Kilometres will be calculated from the pickup point to drop point in case of Airport transfers. |
| Statutory Compliance | <p>The service provider is expected to have the necessary licenses to run and provide commercial transport to clients like CHOICE.</p> <p>The service provider must be registered under the Transport Workman’s Act.</p> <p>The service provider ensures that they take the license under the Contract Labour (Regulation & Abolition) Act (This is applicable once the award is given)</p> <p>The service provider must be registered under the P.F. and E.S.I. Acts respectively and fulfill necessary obligation in regard.</p> <p>All vehicles of the service provider will bear a commercial registration no. and have the necessary All India Tourist permit to ferry passengers.</p> <p>All vehicles must have the necessary road permits, Fitness (road worthiness) and PUC certificates, which will be periodically renewed.</p> <p>All vehicles must have a comprehensive insurance cover to include passenger risk as well. The same will be renewed every year.</p> <p>Experienced and qualified drivers, preferably certified by the Drivers’ training school/ academy of the Police, must drive all vehicles.</p> <p>All drivers must have valid driving licenses and verified by police</p> <p>The service provider will furnish copies of all statutory documents quarterly to CHOICE for their perusal and record and will keep them updated at all times.</p> |
| Safety & Security | <p>The service provider will ensure that necessary safety equipment like fire extinguishers and first aid kit are provided in all Cabs.</p> |
| Fleet Maintenance | <p>The service provider will ensure that all cabs are well maintained in every respect and at all times. The service provider will enter into AMC with the manufacturer/ its authorized workshop for the same.</p> <p>The service provider will have a dedicated repair and maintenance detachment (comprising of a qualified mechanic and an electrician) to attend to minor/ running defects. This detachment will carry necessary first level spares and a toolkit for the same.</p> <p>The service provider will ensure that the vehicles running for CHOICE are kept clean and tidy at all times that their seat covers, mats etc. are not torn and worn out.</p> <p>The service provider will ensure that its drivers are in the prescribed uniform, well behaved and well disciplined.</p> |
| Billing function | <p>To include:</p> <ul style="list-style-type: none"> • Auditing the records with the support of log sheets duly signed by Transport Security / CHOICE employees. • Raising correct, accurate bills with necessary supporting |

| Scope of Services | Details |
|--------------------|--|
| | <p>documents to be paid by CHOICE on a monthly basis.</p> <ul style="list-style-type: none"> Service provider will provide customized MIS to company's authorized representative along with bills. |
| Vendor Management | <p>To include:</p> <ul style="list-style-type: none"> Management of all service providers for all services. It is CHOICE expectation that all services will be tendered and all benefits arising out of the service provider's leverage will be passed onto CHOICE. Benchmarking of CHOICE costs as per the industry norms and assisting CHOICE in bringing its cost within the norms Quality control, policies and procedures implementation and associated training for all services Penalty clause if any to be agreed between both the parties and shall be incorporated in the agreement. |
| Audits | <p>Service provider will need to provide audit services as per the scope. The audit will need to be carried out by an independent team with the assistance of the onsite team. The service provider should recommend the frequency of these audits.</p> <p>Once the audits have been completed, the service provider will be required to implement action plan produced arising from audit results</p> |
| Pan India Presence | Vendor should have the PAN India Presence to provide services across India. |

Annexure – II

1 :- PRICE MODEL (Commercial information – For Delhi & NCR)

| Type of Vehicle | 4hr/ 40K m | 8hr/ 80K m | Extra Km | Extra Hr | Outstati on Per Km | Chauffer Night Charges |
|---|------------------|------------------|-------------|-------------|--------------------------|------------------------------|
| INDICA | | | | | | |
| SANTRO/ ESTEEM/ INDIGO | | | | | | |
| FORD IKON | | | | | | |
| INNOVA/ TAVERA/ SCORPIO | | | | | | |
| BALENO/ LOGAN/ ACCENT | | | | | | |
| HONDA CITY/ SX4/LANCER/ FIESTA | | | | | | |
| OPTRA/ CORROLA/ | | | | | | |

| | | | | | | |
|---------------------------|--|--|--|--|--|--|
| OCTAVIA | | | | | | |
| ACCORD/ CAMRY | | | | | | |
| FORD ENDEAVOUR | | | | | | |
| MERCEDES BENZ | | | | | | |

2 :- PRICE MODEL (Commercial information – Rest of India)

| Type of Vehicle | 4hr/ 40K m | 8hr/ 80K m | Extra Km | Extra Hr | Outstati on Per Km | Chauffer Night Charges |
|---|------------------|------------------|-------------|-------------|--------------------------|------------------------------|
| INDICA | | | | | | |
| SANTRO/ ESTEEM/ INDIGO | | | | | | |
| FORD IKON | | | | | | |
| INNOVA/ TAVERA/ SCORPIO | | | | | | |
| BALENO/ LOGAN/ ACCENT | | | | | | |
| HONDA CITY/ SX4/LANCER/ FIESTA | | | | | | |
| OPTRA/ CORROLA/ OCTAVIA | | | | | | |
| ACCORD/ CAMRY | | | | | | |
| FORD ENDEAVOUR | | | | | | |
| MERCEDES BENZ | | | | | | |
| Type of Vehicle | 4hr/ 40K m | 8hr/ 80K m | Extra Km | Extra Hr | Outstati on Per Km | Chauffer Night Charges |
| INDICA | | | | | | |
| SANTRO/ ESTEEM/ INDIGO | | | | | | |
| FORD IKON | | | | | | |
| INNOVA/ TAVERA/ SCORPIO | | | | | | |
| BALENO/ LOGAN/ ACCENT | | | | | | |
| HONDA CITY/ | | | | | | |

| | | | | | | |
|--|--|--|--|--|--|--|
| SX4/LANCER/ FIESTA | | | | | | |
| OPTRA/ CORROLA/ OCTAVIA | | | | | | |
| ACCORD/ CAMRY | | | | | | |
| FORD ENDEAVOUR | | | | | | |
| MERCEDES BENZ | | | | | | |

3:- Airport Transfer Rates Pan India (only either Pick up / Drop from /to Airport)

| Type of Vehicle | Per Km rate | Per hr rate |
|---|-------------|-------------|
| INDICA | | |
| SANTRO/ ESTEEM/ INDIGO | | |
| FORD IKON | | |
| INNOVA/ TAVERA/ SCORPIO | | |
| BALENO/ LOGAN/ ACCENT | | |
| HONDA CITY/ SX4/LANCER/ FIESTA | | |
| OPTRA/ CORROLA/ OCTAVIA | | |
| ACCORD/ CAMRY | | |
| FORD ENDEAVOUR | | |
| MERCEDES BENZ | | |

Note: - 1:- Please quote standard single rates across Pan India for all the segments of vehicles for both point no. 1 & point no.2

2:- Price sheet to be submitted separately in a sealed Envelope “ Commercial Information” apart from the technical information .

3 :- Rates for the airport pick up/ drop will be considered and paid on point no .2 basis.

Annexure – 3

(Required on Letter Head and addressed to the Company)

CONTRACTOR REGISTRATION DETAILS

Name of the Contractor

Address :

Type: Private Limited Company/Public Company/Partnership/ Others
(Attach the proof of registration/Incorporation)

| Particulars | Registration No. | Valid Upto | Copy Enclosed |
|------------------------------------|------------------|------------|---------------|
| 1. Shops & Establishment Act | | | |
| 2. Permanent Account No. (PAN) | | | |
| 3. Tax Deduction Account No. (TAN) | | | |
| 4. Service Tax No. | | | |
| 5. Profession Tax No. | | | |
| 6. Provident Fund Code No. | | | |
| 7. ESIC No. | | | |
| 8. CLA License No. | | | |
| 9. Copy of Latest Balance Sheet | | | |

Required on Letter Head

Name of Contractor :

Month and Year :

Details

Comments (Attached/Not Applicable with reasons)

- a. Acknowledged Copy of PF Challan along with list of employees (pls highlight names of staff provided to "THE COMPANY")
- b. Acknowledged Copy of ESIC Challan along with list of employees (pls highlight names of staff provided to "THE COMPANY")
- c. Acknowledged Copy of Half Yearly return under Contract Labour (R&A) Act along with list of employees (pls highlight names of staff provided to "THE COMPANY")
- d. Acknowledged Copy of Monthly Return under Provident Fund Act along with list of employees (pls highlight names of staff provided to "THE COMPANY")
- e. Acknowledged Copy of Annual Return under Provident Fund Act along with list of employees (pls highlight names of staff provided to "THE COMPANY")
- f. Acknowledged Copy of Half Yearly returns under ESIC Act along with list of employees (pls highlight names of staff provided to "THE COMPANY")

Required on Letter Head

Declaration by Contractor

We certify that employees deployed for providing services to Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (“THE COMPANY”) under Agreement Ref: _____ dated _____ are covered in the enactments mentioned from a to f above. We undertake to indemnify the Company in case of any liability arising due to non-compliance under the Contract Labour (Regulation & Abolition) Act, 1970 or any other applicable legislation.

We certify that we have complied and will continue during the term of the above Agreement including extensions thereof, with all statutory provisions under the following Acts:

Shops & Establishment Act
Payment of Wages Act
Minimum Wages Act
Equal Remuneration Act
Payment of Gratuity Act
Payment of Bonus Act
Maternity Benefits Act
Contract Labour (Abolition & Regulation) Act
Provident Fund Act
Employees State Insurance Act
Labour Welfare Act
Professional Tax Act
And Other applicable enactments

We also hereby further declare and undertake that we will carry out/ have carried out a background verification/ check on the employees deployed for providing services to your Company and confirm that all person(s) deployed are of sound moral character.

Date:

Name and Signature