



Indian Institute of Technology Hyderabad

Kandi, Sangareddy - 502 284, Telangana, India

Phone: 040-23016773

Website: www.iith.ac.in , Email: office.admin@iith.ac.in

Tender No. IITH/101/Tender/MS/Security(Civilian)/2022, dated.08.12.2022

NOTICE INVITING TENDER

Indian Institute of Technology Hyderabad invites online bids in a two-bid system for **Providing Security (Civilian) Guards to IIT Hyderabad.**

The Tender Document can be downloaded from <https://mhrd.euniwizarde.com> . OR Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app> OR Institute website- <https://iith.ac.in/tenders>.

The bid is to be submitted online only through the E-procurement portal of <https://mhrd.euniwizarde.com> up to the last date and time of submission of tender.

SCHEDULE OF DATES :

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	08.12.2022	12:00 Hrs
2	Bid Submission Start Date	08 .12.2022	12:10 Hrs
3	Bid Submission Close Date	26 .12.2022	15:00 Hrs
4	Opening of Technical Bids	26 .12.2022	15:10 Hrs

No manual bids will be accepted. All quotations (both Technical and Financial) should be submitted online through E-procurement portal of <https://mhrd.euniwizarde.com>

Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support - Phone No. 011-49606060. Mail id: - helpdeskeuniwizarde@gmail.com

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- e) Bidder then logs in to the site through the secured log-in by entering their user
- f) ID/password and the password of the DSC / e-Token.
- g) After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
- h) As per portal norms Registration Fee will be applicable.

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- i) As per portal norms Tender Processing Fee will be applicable.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. ASSISTANCE TO BIDDERS

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com , eprochelpdesk.06@gmail.com
- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.

TENDER SCHEDULE

1. Online Tenders are invited by the Director, IIT Hyderabad from experienced registered Contractors/firms/Cooperative Societies having a valid license under Contract Labour (Regulation and Abolition) Act, 1970 for providing '**SECURITY SERVICES by civilian security guards**'.
2. **Essential Experience:** Contractors/bidders should have at least 10 (ten) years of experience as Security Contractor handling security work in Government/ Private Organization's/ Public Sector Undertakings/Scientific Institutions and should be in a position to engage adequate number of persons to execute the work. **Mere supply of workers/labourers shall not be deemed as relevant experience.**
3. **The Contractor shall engage certified personnel for the job:** The Contractor shall engage only trained and certified personnel for the job.
4. All the bidders are required to contact Chief Security Officer of IIT Hyderabad for Security Services, site inspection and to acquaint themselves of the proposed work to be carried out before submission of their tenders.
5. **Period of Contract:** The contract will be for a period of one year initially with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with two weeks' notice. The IITH may renew/extend the contract to such further period (s), as it may deem proper and in any case not exceeding three years from the date of commencement of work, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
6. **Value of the Contract :** The estimated cost of the work is **Rs.1,40,00,000/- (Rupees One Crore and Forty Lakh only)** per annum
7. **Eligibility Criteria:** Technical Details should be provided in the prescribed format i.e. Annexure-I which should inter alia contain the following:
 - a. The bidder should be a registered contractor having a valid licenses under 'The Contract Labour (Regulation and Abolition) Act' and PSARA (Private Security Agencies Regulation Act)
 - b. The Bidders should furnish the proof of relevant experience i.e. providing manpower in educational institution of repute, Govt., PSU, or R&D organisation.
 - c. Bidder should have a Registered/Branch office at Hyderabad. *[proof to be enclosed in the technical bid]*
 - d. **Experience:** The bidder should have experience of having executed/completed similar works during the last 5 years commencing on 01.11.2017 and ending on 31.10.2022 in educational institution of repute, Govt., PSU, or R&D organisation.

e. **Experience in other institutions will not be considered.** The experience should be one of the following:

i. Three similar completed works during the last 5 years, each costing not less than the amount equal to Rs.56,00,000/- (Rupees Fifty Six Lakh only),

OR

ii. Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs.70,00,000/- (Rupees Seventy Lakh only),

OR

iii. One similar completed work during the last 5 years costing not less than the amount equal to Rs.1,12,00,000/- (Rupees One Crore Twelve Lakh only).

Note: Experience prior to 01.11.2017 and later than 31.10.2022 will not be considered as experience.

“Similar work” means handling security work in Government/ Private Organisations/ Public Sector Undertakings/ Educational or Scientific Institutions and should be in a position to engage adequate number of persons to execute the work. Mere supply of workers/ labourers shall not be deemed as relevant experience.

f. The bidder must produce work done certificate from the clients along with QAS. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

Note: Copy of work order and/or self-certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience is produced, such document will not be accepted as relevant. Tenders not accompanied by certificate of experience issued by the client will automatically stand disqualified.

g. Those bidders having experience with IITH during the period 01.11.2017 to 31.10.2022 should mandatorily obtain Experience and QAS certificate from IITH and include the same in their bid, failing which the bid stands disqualified.

h. PAN and GST details of the firm must be provided along with a certified copy

i. The bidder has to furnish the declarations in the Formats given at **Annexure-G & H**

j. The Bidder must have EPF/ESIC Registration number as per the rules to contribute to EPF/ESIC.

8. **Earnest Money Deposit:** EMD of **Rs.2,80,000/- (Rupees Two Lakh Eighty Thousand Only)** in the form of Insurance Surety Bonds/Account Payee/Demand Draft/ Fixed Deposit Receipt/Banker's Cheque/ Bank guarantee or payment online from any commercial Banks (As per format enclosed as **ANNEXURE- 'I'**) of a scheduled bank in the name of Director, IIT Hyd valid for 180 days from the date of or Online Payment through the e-Procurement portal mapped to IIT Hyd Account. The Scan Copy of the Bank Guarantee /Proof of Payment made online to E-Wizard Portal should be submitted along with technical bid.

The original document (other than online payment) should be posted/couriered/given in person to the **Management Services Section of IIT Hyderabad (A-222B, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284)** on or before opening of Technical Bid. In case of non-receipt of original document before the due date of opening of technical bid, the uploaded bid will be summarily rejected.

The firm registered with NSIC/MSME must furnish proof of registration along with their quotation failing which the bid will not be considered.

Exemption from submission of Bid Securing Declaration against valid and relevant NSIC /MSME Certification is permitted, however it shall be subject to scrutiny by the IITH and if during scrutiny, it is found that the NSIC Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as “not-accompanying EMD”. Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC certificate, should ensure the same carefully, while submission of their bids.

Note: If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

i) The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performance invoice of their principals for this tender.

ii) The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, **within 7 days** of award of contract.

iii) Bids submitted without Bid Securing Declaration / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.

9. **Performance Security Deposit:** For due performance of his/their obligations under the contract, during the validity, the successful bidder shall have to deposit a Security Deposit equivalent to **3% of annual contract value**, which will be free of interest, before commencement of the contract. This security deposit is to be furnished in the form of Bank Guarantee as per the format furnished by the Institute, from any of the Nationalized or scheduled banks. The security deposit will be forfeited in case of the breach of contract. After successful completion of the contract, the security deposit will be refunded without interest within 60 days after adjusting dues if any to the IITH from the Contractor.

10. **Bid Submission Process:** The bids are to be submitted **online** in a two-bid system.
a) The online Envelop clearly marked as **“Technical Bid – Envelop -1”** shall contain all the scan copies of the original documents of **Technical Bid**. The Technical Bid should be accompanied by scanned copies of the documents required under the said Bid

including the duly signed tender document. The format of Technical Bid is attached at **Annexure-A**.

- b) **The “Commercial Bid – Envelop-2”**- shall contain the **Price Bid**. After verification of Technical Bid, Price Bid of those bidders who qualify the Technical Bid stage, will be opened. The format of Price Bid is attached at **Annexure-C, D & E**.
- c) Failure to comply with these instructions renders the tender/bid automatically disqualified.

11. Bid Evaluation of Process:

- a) After verification of Part I (Technical Bid), price bid of only those bidders who satisfy all the eligibility criteria laid down in part I and this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.
- b) **Evaluation of tender:** 70% weightage will be assigned to the price bid and 30% weightage will be assigned to ‘Quality Assessment’.
- c) **Quality Assessment:** Pro forma has been prescribed (part of this NIT) and all the bidders have to obtain Certificates from the Clients, separately for each of the contracts in the pro forma given in Annexure-B. Contracts for which Quality Assessment Certificates are not produced by the bidder; such contracts will not be considered for any purpose. **If no Certificate is produced no marks will be assigned for Quality Assessment.**
- d) **Marks for Quality Assessment (30% weightage):** Quality Assessment carries 30% weightage. Maximum possible score is 50 i.e. 5 mark each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks. For example, if the average marks for a bidder is 40, score for Quality Assessment will be $(40/50) \times 30 = 24$ marks.
- e) **Marks for price bid:** Price bid carries 70% weightage. The bidder who quotes the lowest price; subject to compliance with Minimum Wages, ESI and EPF contributions, Bonus for Civilian Security Guards, will be given a score of 100 for price bid. The bids that are not compliant with the above stand automatically disqualified and therefore consideration will be based on Service Charge. The bidders will be allotted score relative to the score of the lowest bidder, as below:

$$FS = (100 * L1) / L$$

Where:

FS = Marks for the price bid.

L1 = Service Charge of the lowest bidder.

L = the Service Charge quoted by the bidder under evaluation.

- f) **Total marks** scored will be marks for price bid and marks for Quality Assessment. After assignment of weightage, in case two or more tenders are equal, work will be awarded to the contractor who has executed contracts of higher values.

- g) **Uniform, etc.:** For each year, the workers must be provided with [a] two sets of uniform, [b] two pairs of shoes [c] Other uniform items, raincoats, batons, 1 torch per post etc. mentioned in the contractor's obligations. Entire expenditure towards [a], [b] and [c] and patrolling expenditure should be borne by the contractor from his service charges.
- h) **Quoting unduly lower rate of Service Charge:** The contractor has to quote service charge that takes care of TDS, expenditure towards items stated in para (g), expenditure towards identity card, all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.
- i) **Details of expenditure vis-à-vis service charges:** With a view to prevent instances briefly stated in para (h) above, the contractor has to submit details of expenditure in **Annexure-D** along with documentary evidence like Estimates in support of expenditure, along with the price bid.
- j) **Decision on reasonability of service charge:** Institute reserves right to take a view on the reasonability of the rate of service charge. The decision of the Institute in this regard shall be final and binding. No representation will be entertained and replied to.
- k) If the Institute considers that the service charge of the bidder who has quoted the least rate is not feasible, such tender shall be treated as non-responsive and the quotation with the next higher rate shall be evaluated, and this process will be iterated till a quotation with reasonable service charge is found and the work will be awarded to such bidder only.
12. The tenders shall be valid for a period of 90 days from the date of their opening. In case the tender opening date happens to be declared as a closed holiday, the tenders will be received and opened on the next working day without any change in timings.
13. Canvassing in connection with the tender is strictly prohibited and the tender submitted by the contractors who resort to canvassing will be summarily rejected. The bidders shall declare in writing that neither he nor any of them is, in any way related to any Faculty/officer of the rank of Under Secretary or above in IIT Hyderabad. The Director, IIT Hyderabad, reserves the right to reject any or all the tenders or to accept them in part or reject the lowest tender without assigning any reasons.

Registrar

GENERAL TERMS AND CONDITIONS

SCOPE OF WORK:

1. The security agency is required to provide the following services:
 - a. Ensure safety and security of students, faculty, staff, visitors, guests or any other persons working within the campus.
 - b. Complete security to the property of the Institute including buildings, movable and immovable assets, equipment, vehicles etc.
 - c. Safeguard against trespass, thefts, pilferage and damage.
 - d. Security cover to various events organized by the Institute.
 - e. Control of vehicular traffic.
 - f. Constant vigil and undertake surveillance for prevention and control of untoward incidents, especially involving outside elements.
 - g. Maintain record of inward and outward movement of men and material as per instruction given from time to time by the Institute.
 - h. Provide timely intelligence inputs to the Institute.
2. The entire area of the campus needs strict vigilance. All the security points are to be manned in three shifts, round the clock, throughout the year. As per requirement, some posts are to be maintained in general shift of 8 hours duration.
3. The minimum number of security posts will be 8. This includes 4 posts manned by male security guards and 4 by female security guards.
4. One dedicated coordinator should be placed at the Institute from the Agency side, to ensure smooth functioning.
5. The bidder submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
6. All letters posted to contractor at the address and e-mailed on the mail id given by him will be considered to have been delivered in time.
7. **Educational qualifications, experience and age:**
 - a) **Security guards:** Should have minimum qualification of matriculation or equivalent, with ability to understand English and speak in Hindi and Telugu. Should have minimum 05 years' experience in security domain and **should possess trained security guard certificate**. All other physical parameters should be as per PASARA 2005 Act. They should be in the age group of 25 to 50 years.

8. The institute gets a number of distinguished visitors from within India and abroad, who are to be sensitively handled.
9. The contractor will be required to provide total security and vigilance to the entire campus and to the properties of the institute including valuable, delicate and costly instruments. The security guards employed by the contractor will be expected to deal with the members of the faculty, staff, students of the institute and the visitors courteously, politely and with discretion.
10. The contractor/ staff will regulate, check, record and report the incoming and outgoing material, round the clock.
11. The persons provided by the contractor should have preferably been trained in FIRE FIGHTING.
12. The contractor is required to carry-out any other related duties assigned from time to time.
13. No accommodation and / or transport will be provided by IIT Hyderabad for the contractor/ or his staff.
14. The contractor will be responsible for leave, replacement and other welfare measures of his workers.
15. Chief Security Officer/Security Officer or other persons authorized by the Director, IITH will be the nodal points for instructions/queries with respect to security work and will help in coordinating security arrangements on behalf of IIT Hyderabad.
16. The Chief Security Officer/Security Officer or other persons authorized by the Director, IITH shall be at liberty to carryout surprise checks on the persons deployed by the contractor in order to ensure that the required number of persons are deployed and that they are performing their duties properly.
17. In case of any of the persons so deployed by the contractor not being up to the mark, not performing his duties properly or indulges in any unlawful or disorderly conduct, the contractor shall take suitable action against such employees on the report of IIT Hyderabad.
18. The contractor shall immediately replace the particular person so deployed on the demand of IIT Hyderabad in case of any of the aforesaid act on the part of the person so deployed or otherwise.
19. The contractor shall deploy their persons in such a way that the persons get weekly rest as stipulated by the norms.
20. The work has to be carried out under the guidance and instruction of the Faculty In-charge/Chief Security Officer/Security Officer, in the presence of a person authorized by him.

21. The contractor shall furnish an indemnity bond indemnifying IIT Hyderabad against any claim arising out of or connected with this contract.
22. Payment will be strictly in accordance with the attendance register only. The attendance register so maintained will be liable for daily check by the Faculty In-charge of Security/Chief Security Officer IIT Hyderabad/Security Officer, or any officer authorized to do so.
23. The selected contractor should obtain and submit a copy of a valid License from the respective Labour Commissioner (Central) Hyderabad, within a month from the award of work, failing which the payment will be withheld.
24. The security personnel engaged by the contractors are solely employees of the contractor and they have no right to claim for any compensation or regular post in IIT Hyderabad. IITH doesn't own any responsibility, whatsoever either for absorption/continuation or for regularization of employment.
25. The contractor should increase deployment of personnel in the exigencies of work if a written request is made by IIT Hyderabad at the stipulated rates only.
26. The contractor should not allow his workers to conduct any Union activities in the campus of IIT Hyderabad.
27. The responsibilities to solve disputes arising from the staff in respect of their salaries/wages or any other matters connected with the service conditions, compensations, etc. rests with the contractor.
28. Income Tax will be deducted from the monthly bills of the contractor as per the Government of India's order and the Institute will issue necessary certificate.
29. **The contractor shall have a regular system of training the guards.** All personnel should be trained for a minimum of two days for acquaintance of IITH, before posting them on duty. The contractor shall have proper training facility and professional syllabi for the training.
30. The contractor shall have a proper system of checking Guards on duty in day time and especially at night. Records of the same should be effectively maintained and shortcomings, if any, should be immediately rectified.
31. The contractor shall maintain a complaint book at the main entrance gate which will be made available to the faculty/staff/students of the institute.
32. The personnel of contractor should observe only 10 (ten) closed holidays in a calendar year irrespective of number of the holidays observed by the institute. The closed holidays normally cover Republic Day, Independence Day and Mahatma Gandhi's Birthday.
33. The services of employees of contractor should be made available on all the seven days basis irrespective of holidays and Sunday.

34. The contractor should not be employee of IITH, Central or State Government, Autonomous Body or PSU. He should submit a declaration to this effect.
35. The contractor and his staff will make their own residential arrangement outside the premises of the IITH. No one will be granted permission to stay in the Hostel during night or during non-functional hours.
36. **MODIFICATION OF TERMS AND CONDITIONS:** The IITH with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

TERMS & CONDITIONS:

38. The monthly minimum wage payable to the workers of the contractor shall be as per the rates notified from time to time by the Ministry of Labour & Employment, Office of the Chief Labour Commissioner (Central), Government of India.
39. Except for writing details, rates and amount that have been solicited, the bidder should not make any change in the Annexures or write any conditions or make any changes, additions, alterations and modifications in the printed form of tenders.
40. The Contractor is required to provide all information as per Annexure I, Annexure II and Annexure III in the annexures itself. If space provided is not adequate, separate sheets may be attached to provide relevant information.
41. The number of security personnel indicated in the tender document includes relievers for providing weekly off. Therefore no separate payment towards relievers shall be payable to the contractor.
42. The contract is valid for a period of one year from the date of commencement of work. This may be renewed after one year for further period solely at the discretion of Director, IITH.
43. The Director, IIT Hyderabad shall have the right to reject any or all tenders or the lowest or to accept other than the lowest or to accept the tender in full or in part without assigning any reason(s) thereof.

CONTRACTOR'S OBLIGATIONS:

44. That the contractor shall provide safety and security to the personnel and movable and immovable property of IITH by providing watch and ward services as detailed and deemed fit by the Faculty In-charge of Security, Chief Security Officer or Security Officer in consultation with the Director, IIT Hyderabad.
45. That for performing the duties, the contractor shall deploy persons round the clock in eight hours shifts only. The contractor shall ensure weekly rest and should also adhere to the limits of overtime work as may be laid down in the statutes. The Institute will not pay additional wages for any overtime work necessitated by the absence or leave of one or more workers. The contractor shall ensure that the persons are punctual and

disciplined and remain vigilant in performance of their duty. It is further agreed that the Contactor shall engage medically and physically fit persons below the age of 50 years for security duties.

46. Only trained and qualified personnel of integrity and good conduct are to be deployed by the contractor. **All the personnel being employed MUST BE VERIFIED BY THE POLICE for antecedents and documentary evidence to this effect should be submitted within a month of awarding contract.**
47. That the contactor shall submit details such as, names, parentage, residential address, age, etc. of the persons deployed by him in the premises of the IIT Hyderabad for the purpose of proper identification of the employees of the contractor. Proper identity cards bearing their photographs/identification, etc. shall be issued by the contractor and the security guards shall display their identity cards at the time of duty. All security personnel should be in possession of action pocket books which should cover basic duties of security, standard operating procedures for contingencies, emergency phone numbers etc.
48. That the contractor shall ensure that the persons so deployed do not allow any property of IIT Hyderabad to be taken out of the premises without a valid Gate Pass signed by the designated officials of the Institute. As a safeguard against any dishonesty, connivance and/or ulterior motive, the specimen signatures of the officials designated and authorized to sign the gate pass will be intimated in writing to the Contractor along with subsequent changes if any.
49. The contractor shall report promptly to for security or Chief Security Officer, IIT Hyderabad of any instances of theft, pilferage or attempt to theft and any loss there by to the Institute. **It shall be the sole responsibility of the contractor to ensure security and safety of all the property and assets, movable and immovable of the Institute. And, if there is any loss to the Institute on account of dishonesty, and/or due to any lapse on the part of the contractor or his worker, the contractor shall make good, on demand, the loss to the Institute.**
50. That the contractor shall at his own cost, take necessary insurance cover in respect of the aforesaid services rendered to IIT Hyderabad.
51. The contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act 1952; Payment of Bonus Act, 1965; The Minimum Wages Act, 1948; Employer's Liability Act, 1938; Employment of Children Act, 1938 and/or any other Rules/regulations and/or statutes that may be applicable to them and shall keep the IIT Hyderabad indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out of non-compliance of any of the aforesaid statutory provisions. Contractor's failure to fulfill any of the obligations under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, then IIT Hyderabad shall be entitled to recover any of such losses or expenses which it may have to suffer or incur on account of such claims, demands, loss or injury from the contractor's monthly payments.

52. That the contractor shall submit the proof of having deposited in the respective names of the persons deployed at IIT Hyderabad, the amount of contribution claimed by him on account of ESI & EPF, before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution will be withheld till submission of required documents.
53. That the contractor shall particularly abide by the provisions of Minimum Wages Act 1948, with Rules framed there-under and amended from time to time. Notwithstanding anything to the contrary, the contractor shall pay monthly wages to his ex-servicemen at a rate not less than the minimum wages fixed by the Directorate General Resettlement, Ministry of Defence, Govt., of India and as amended from time to time.
54. The contractor shall be required to maintain permanent attendance register/roll within the building premises which will be open for inspection/checking by the authorized officer of IIT Hyderabad
55. The contractor shall tender monthly bill claiming dues on or before the third working day of the following calendar month.
56. That the contractor shall make the payment of wages, etc. to the persons so deployed directly in their respective bank accounts or in the presence of representative of the IIT Hyderabad, till their bank accounts are opened at the earliest and shall on demand furnish copies of wages register/muster roll etc., to the Institute for having paid all the dues to the persons deployed by him for the work under the Agreement. Payment by the contractor shall not be linked to payment of monthly bill by Institute to Contractor. These obligations are imposed on the contractor to ensure that he is fulfilling his commitments towards his employees, so deployed, under various Labour Laws, having regard to the duties of IIT Hyderabad in this respect, as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorisedly made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.
57. That the uniforms supplied by the contractor to the persons deployed for this work shall include Army cut anklets, ankle boots, web belt (with baton strap), Baton beret with ceremonial heckle, whistle, loaded torches, requisite number of walkie-talkie sets etc. The seasonal equipment such as jerseys, gray coats in winters and raincoats in monsoon shall be provided by the contractor at his cost and IITH shall have no liability whatsoever on this account. The Faculty In-charge of Security/Chief Security Officer of the Institute shall approve the uniform.
58. That the contractor shall take all precautions to prevent any unlawful acts or disorderly conduct of his employees so deployed and ensure preservation of peace and harmony within the campus.
59. If in the opinion of the IITH authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced immediately.

60. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure required strength at all times. In case of absence/leave by any particular person, the Contractor shall make alternate arrangements immediately (Maximum two hours) otherwise a penalty i.e. wages at double the rates would be deducted per day per person of absence.
61. **In the event of local problems arising while discharging the functions at IITH, the contractor will deal with them appropriately and will not bring IITH on the scene for such matters.**
62. **REPORT**
- a) The contractor or his representative shall report daily to the concerned at IITH and take instructions for the work to be done. A Register shall be maintained exclusively for this purpose. He shall preserve the said book and produce the same as and when required.
 - b) The contractor or his representative should approach the concerned Section, if he needs any instructions/help or has any difficulties.
 - c) The contractor or his representative should be available all the time at work site during the course of his work.
63. That the contractor shall deploy his persons in such a way that they get weekly rest and that the working hours/leave for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act or any other statute, that may be in force. The contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the labour laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or furnishing any information, or submit or file any statement under the provisions of the said regulations and rules which is materially incorrect, they shall without prejudice to any other liability pay to the Director of the IIT Hyderabad a sum as may be claimed by IIT Hyderabad.
64. The Contractor should ensure safety of his workmen during execution of the work at IIT Hyderabad. If any of his workers meet with any accident, injury, serious ailment etc. the responsibility for payment of compensation under Workman's Compensation Act rests solely with the Contractor and that IIT Hyderabad will be free from all such encumbrances.

IIT Hyderabad's OBLIGATIONS:

65. **PAYMENT TERMS:**
- a. **The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for**

verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officer on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.

- b. All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate.
 - c. Payment will be made by the Institute to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the IITH. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.
 - d. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
 - e. The contractor would be required to ensure the payment of its workers by **7th of every month** and there should be no linkage between this payment and settlement of the contractor's bill from the IITH.
 - f. The contractor should arrange to deposit the wages of his workers in to their respective bank accounts preferably through ECS and tender a copy of the ECS statement to the Institute as proof of payment of wages failing which the bill of the current month will not be paid. The contractor shall facilitate his workers in opening bank accounts. Under no circumstances, payment of wages in cash shall be made.
66. **COMMENCEMENT OF WORK:** The Contractor is required to start the services with effect from the date indicated by the Institute. In case it is found that the work has not been taken up from the date as indicated, the IITH at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.
67. **INDEMNIFICATION**
- a. That the contractor shall keep IIT Hyderabad indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed, enters into dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case IIT Hyderabad is made party and is supposed to contest the case, IIT Hyderabad will be reimbursed the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the contractor to IIT Hyderabad on demand. Further, the contractor shall ensure that no financial or any other liability comes on IIT Hyderabad in matters of any nature whatsoever, and shall keep IIT Hyderabad indemnified in this respect.
 - b. That the contractor shall keep IIT Hyderabad indemnified against any loss to the property and assets of IIT Hyderabad. IIT Hyderabad shall have right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

PENALTIES/LIABILITIES

68. That the contractor shall be responsible for faithful compliance of the terms and conditions of this agreement. In the event of any breach of the agreement, the contract may be terminated, the security deposit will be forfeited and the work may be got done from another agency at their risk and cost.
69. That if the contractor violates any of the terms and conditions of this agreement or commits any fault or the services are not to the entire satisfaction of officer authorized by The Director, IIT Hyderabad on his behalf, a penalty leading to a deduction up to a maximum of 10% of the total amount of bill for a particular month will be imposed.
70. The security deposit shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contractor and/or loss/damage if any, sustained by the Institute on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor.
71. **Penalty for inadequate performance:** The main Security objectives of IIT Hyderabad are as under:
- a. Prevention of loss of property of the Institute as a result of thefts, burglaries etc.
 - b. Smooth conduct of functions, conferences, dignitary visits, cultural events etc.
 - c. The Security parameters will be related to 1) Theft, 2) patrolling effectiveness, 3) discipline and 4) general matters.
 - d. A point system will be in operation under which operational failures, depending on type and frequency, will entail point penalties. The liability of Security Agency will not only be in terms of these points but also to the extent of the recommendations of the Joint Enquiry. Every point will entail a financial obligation of Rs.500/- on the part of the Contractor subject to a maximum of 70% of the service charges payable in a month.
 - e. **POINTS ALLOCATION:**

e (1). **Theft**

<i>Sl. No.</i>	<i>Type of theft</i>	<i>Penalty points</i>
1	Major break in and theft of goods that need some form of transportation.	100
2	Major break in and theft of goods that do not need transportation.	75
3	Lock breaking and theft of goods that need some form of transportation.	70

4	Lock breaking and theft of goods that do not need some form of transportation.	50
5	Lock opening and theft of goods that need some form of transportation.	40
6	Lock opening and theft of goods that do not need some form of transportation.	30
7	Lock breaking and/or opening of a room or office without any theft.	20

e (2). **Patrolling:**

<i>Sl. No.</i>	<i>Incidents of lapse in patrolling.</i>	<i>Penalty points</i>
1	Rowdiness and/or rioting in campus.	40
2	Patrolling vehicle out of order for more than one day.	50 per day.
3	Shortfall in Security Guards by more than 10% in any shift.	25 per shift.

e (3). **Discipline:**

<i>Sl. No.</i>	<i>Incidents of in-discipline</i>	<i>Penalty points</i>
1	Non-compliance with instructions or orders.	100
2	Rude and unpleasant behavior of contractor's personnel with Students/Faculty/Staff/ Visitor.	10
3	Failure in drill test or random call.	40

e (4). **General nature:**

<i>Sl. No.</i>	<i>Lapses of general nature</i>	<i>Penalty points</i>
1	Presence of unauthorized person(s) in the campus.	10 per person
2	Presence of unauthorized vehicle(s) in the campus.	10 per vehicle

72. **Compounding effect:** Repeated complaint of the same type (more than 4 times in any given month) will entail a multiplication factor of 4 on the points.

Note: For any act of inadequate performance of contract not specifically stated herein, the CSO will decide the penalty points based on the merits of each act.

73. **GENERAL MECHANISM:**

a. **Penalty points:** Penalty points will be finalized by Faculty-in-charge/Chief Security Officer once a month in a co-ordination meeting to be held in the first week of every month. Penalty will be levied at the rate of Rs.500/- per point, subject to a maximum

of 70% of the service charges payable to the Contractor in that month and will be deducted from the bill in the next month or from the Security Deposit.

- b. **Joint enquiry:** The Institute will be entitled for compensation against the Security Agency, in case a proper joint inquiry establishes that the theft or loss or damage has been caused due to negligence of the Security Agency or any of its employees. The said compensation shall be in addition to the findings and recommendations that the joint enquiry may propose. The joint enquiry committee shall be constituted by IIT Hyderabad which will be inclusive of either the Contractor or his representative.

74. **Termination of contract:** That this agreement may be terminated on any of the following Contingencies:

- a. On the expiry of the contract period as stated above.
- b. By giving one month's notice by IIT Hyderabad on account of:
 - i. Breach by the contractor of any of the terms and conditions of the agreement.
 - ii. On assigning the contract or any part thereof to any sub-Contractor by the contractor without written permission of the Institute.
 - iii. On contractor being declared insolvent by competent Court of Law.

75. During the notice period for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging his duties as before till the expiry of notice period.

76. It shall be the duty of the contractor to remove all the persons, deployed by him, on termination of the contract, on any ground whatsoever and ensure that no person creates any disruption/hindrance/problem of any nature for the Institute.

77. **ARBITRATION:**

- a. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole arbitrator to be appointed by Director, IIT Hyderabad.
- b. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, Director IIT Hyderabad shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of this agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- c. The expression Director, IITH shall mean and include an acting/officiating Director.
- d. Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

Signature of the Bidder

TECHNICAL BID

A. Documents/details to be mandatorily submitted:-

S. No.	Particulars	Fill in the details	Submitted? (Y/N)	Pg. No.
1	Name of Firm/Tenderer/Company (in block letters) <i>[Firm registration certificate to be attached]</i>			
2	Permanent Address & Telephone No.			
3	Full Postal Address, Telephone/Fax No. E-mail:			
4	Details of infrastructure, persons employed, and number of offices/branches available <i>[Attach separate sheet]</i>			
5	Name of the bank, address, account number, IFSC code			
6	Bidder should have a Registered/Branch office at Hyderabad. <i>[proof to be attached]</i>			
7	PAN No. <i>[copy to be attached]</i>			
8	GST No. <i>[copy to be attached]</i>			
9	Valid labour license issued by the State/Central Labour Department under Contract Labour Act duly attested by the Contractor. <i>[copy to be attached]</i>			
10	Valid PSARA License <i>[copy to be attached]</i>			
11	EPF Registration <i>[copy to be attached]</i>			
12	ESI Registration <i>[copy to be attached]</i>			
13	Professional Tax <i>[copy to be attached]</i>			
14	EMD (Transaction ID and Date) <i>[copy to be attached]</i> in case of offline payment original document should reach on are before opening of Technical bid.			
15	Annual turnover during last 3 financial years i.e. FY 18-19, 19-20 and 20-21 <i>[CA certificate to be attached]</i>			
16	Experience as per Eligibility criteria <i>[Experience certificates to be attached]</i>			
17	Quality Assessment Certificates <i>[copies to be attached]</i>			
18	Declarations as per formats Annexures-F,G,H &I <i>[Copy to be attached]</i>			
19	Income Tax Returns (for the last thee Financial years) FY 18-19, 19-20 and 20-21 <i>[copies to be attached]</i>			
20	Any other relevant information			

I/We certify that the above information is true to the best of my/our knowledge and I/We do not have any relative of the rank of Under Secretary or equivalent working in IITH.

Signature of the Bidder
along with Seal

B. Details of Experience: Should be furnished in the following format-

Experience during the period 01.01.2017 to 31.10.2022 only:

S.No.	Name of the client and full address	Telephone and Official e-mail id of the client	Period of contract	Value of contract	Pg. No.
1					
2					
3					
4					
5					
6					

Important: Only certificates issued by the clients in letter head with date of issue and containing requisite details will be considered. **Copies of work orders, agreements, extension letters and bills will not be considered.**

Signature of the Bidder
along with seal

Date:

Note: Bidders have to fill all the details in Annexure-A (information, submission status and Pg. No.) and furnish the supporting documents for the points mentioned in Annexure-A (preferably in a single pdf file).

**(On the official letterhead of the Client Organization)
QUALITY ASSESSMENT SHEET (submit with technical bid)**

Important: This carries 30% marks and the marks scored in this will be used for evaluation of tender.

Name of the Agency: _____

Period of service availed from Agency: _____ to _____

(Please tick numerical assessment – 5 being the maximum score)

Sl.	Description	1	2	3	4	5	Remarks/ Justification
01	The agency's response has been prompt and as required by the administration						
02	All the guards positioned were professionally trained.						
03	The agency ensured proper dawning of uniform by guards and provided accessories such as torches, batons, rain coats, warm clothing etc to protect the image of organisation						
04	Supervisors employed by the agency have been competent and ensured proper service by guards						
05	All the guards have been punctual and performed their duties with complete responsibility						
06	There have been no removals/ replacements of guards on the grounds of indiscipline, negligence etc.						
07	Agency has been prompt in taking action against any complaints or suggestions of the management.						
08	All the guards employed have been as per the age prescribed by the organization.						
09	All the guards employed have possessed the required educational qualification as prescribed by the organisation						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc and provided salary slips, PF slips, ESI cards etc to individuals and the confirmation data on the same to organization on a regular basis.						

Note: Your correct feedback will help us decide to avail best services in the market.

Date:

Signature of Head of Organisation, Seal & address

PRICE BID

Tender Ref. No. IITH/101/Tender/MS/Security(Civilian)/2022, dated.08.12.2022

The Excel sheet containing formats of Price bids with the following parts has been uploaded in the MHRD Portal. **The bidders have to fill all the details and upload the same:**

Sheet1 (Price bid - Part-I) : Service Charge %

Sheet 2 (Price bid -Part -II) : Uniform, Identity Card and patrolling charges.

Sheet 3 (Price bid- Part-III) : Reasonability statement in support of the service charges quoted

Letter of Consent and bid submission
(To be submitted on Bidder's letter Head)

Date: _____

To
The Director
IIT Hyderabad

Sub: Providing Security Services by Civilian Guards to IIT Hyderabad

Ref: Tender Notice No . IITH/101/Tender/MS/Security(Civilian)/2022, dated:08.12.2022.

Sir,

I/We hereby offer to provide Security Services by Civilian Guards on a monthly hire basis, and hereby accept all the terms and conditions of your Tender. Further, I/We agree to abide by the terms & conditions of the Tender Notice and hold our bid open and valid till 90 days from the date of opening of the same.

2. I/We have understood and fulfilled Eligibility Criteria, General Terms and Conditions and Scope of Work, Technical Specifications and Special Conditions of Contract and am/are fully aware of the nature of the services required and my/our offer is to provide services strictly in accordance with the requirements of your Institute.
3. As advised, a Self-Declaration is hereby enclosed in lieu of Earnest Money Deposit. I/We fully understand that I/We shall be blacklisted and debarred from future tendering process at the IIT Hyderabad if:-
4. I/We do not execute the contract documents within 7 (seven) days after getting information from IITH, or
5. I/We do not commence the work within 15 (fifteen) days after award of the contract to us from IITH,
6. This bidding document of mine/ours consists of _____ Nos. of pages in total.
7. Bidding documents and submission of Tender have been duly signed and attached herewith.
8. I/We know that acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Bidder(s) with Stamp, Address

NO RELATIONSHIP CERTIFICATE

(On Company Letterhead)

1. I/We hereby certify that I/We* am/are* related/not related(*) to any officer of IIT Hyderabad. (If Related provide the details of the employee)
2. I/We* am/are* aware that, if the facts subsequently proved to be false, my/our* contract will be rescinded with forfeiture of E.M.D and security deposit and I/We* shall be liable to make good the loss or damage resulting from such cancellation.
3. I//We also note that, non-submission of this certificate will render my / our tender liable for rejection.

Date:

Authorized Signatory with seal

Name:

Place:

Designation:

Contact No.:

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(to be provided on letter head of the firm)

I hereby certify that the above firm namely _____ is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I hereby certify that there is no police case/ vigilance enquiry pending against Partners of the firm or sole proprietor or company as the case may be, and that he has never been punished by any Hon'ble Court.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Bid Securing Declaration Form

Date: _____

Tender No. _____

To

The Director,
IIT Hyderabad,
Kandi, Sangareddy-502284

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported with EMD.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)