



GeM Bid No.: GEM/2026/B/7392467

April 16, 2026

## PREBID REPORT

The meeting for Pre-bid discussion was held at IIT-Indore on 07/04/2026 from 03.00 PM onwards for GeM bid for **Comprehensive Security Services for IIT Indore.**

The prebid meeting was attended by **25** firms as:

**08 firms attended Offline**

1. M/s CISS Services
2. M/s GS Security Services
3. M/s Aegis Security
4. M/s SIS Ltd.
5. M/s Shrikunwar Security
6. M/s Keepwatch Security Services
7. M/s Easyway Allied Services
8. M/s VVP Manpower and Security

**17 firms attended Online**

9. M/s Royal India Securitaus Limited
10. M/s Target Security Services
11. M/s BIS Marketing
12. M/s Dhanush Security
13. M/s Cityforce Security Services Pvt. Ltd.
14. M/s BIS Limited
15. M/s Indore Integrated Services
16. M/s Firstman Management Services Pvt. Ltd.
17. M/s RIS Management Pvt. Ltd.
18. M/s Dhull Security Services
19. M/s Tomar Security Agencies
20. M/s Ashwani Kumar Kori Security
21. M/s Kulvendra Singh Yadav Security Agency
22. M/s CDO Security & Public Helpline Services
23. M/s Tanishk Security Services Pvt. Ltd.
24. M/s Khushi Associate
25. M/s Shailvi Security Services Pvt. Ltd.

The report of the meeting is as mentioned below.

Sl. No.	Reference of the Clause/ Page No. of the Tender Document	Query raised	Pre-bid Query from	Response from IIT
1		Kindly confirm whether we can submit EMD in the form of a Bank Guarantee from any scheduled commercial bank. If yes, kindly provide the format of the Bank Guarantee.	CISS Services Limited	Yes, the e-BG is to be submitted through NeSL
2	Section 2 Point 10	"All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder."		The tender document and forms should be duly signed and sealed; both manual

	Page 4 of ATC	Kindly clarify the above point, as there is no option for "digital signing" on the GeM Portal. Can the bidder manually sign and stamp the documents?		submission and digital signing will be acceptable
3	Section 5 Point 5 Page 12 of ATC	Please justify why group insurance should be considered a service incentive. Does the agency have to bear the cost of the group insurance, or can we deduct it from the individuals?		The security agency has to bear the expenses on Insurance, deduction from individuals is not allowed. The details & type of Insurance are as under: - i) Type - health insurance for individuals only. ii) Cover - Rs. 5 lacs iii) Average age to be considered – 40 yrs.
4	Payment: Point 8 Page 21 of ATC	Kindly confirm whether IIT Indore will pay the gratuity amount.		The provision of gratuity has been included in the BOQ. All statutory compliances shall be adhered to as per applicable labour laws and Government norms.
5	Section 8 Serial No. 2 Page 23 of ATC	"Details to be mentioned in the format provided at form 14 along with supporting documents if any" Kindly confirm whether form 4 or 14.		Please refer Form 4
6	Section 8 Serial No. 4 Page 23 of ATC	"Furnish details in form 12 and 13 and experience/completion certificates" Kindly confirm whether form 12 and 13 or Form IX		Please refer form 9
7	Section 8 Serial No. 6 Page 24 of ATC	Performance certificate from 2 current employers to be attached (fresh certificates issued in the month of Dec 2025 or later on the format of form 11 on the letterhead of the clients) IITs CFTIs Other Government Institutes "Form 11 on clients' letter head" Kindly confirm whether Form 11 or Form XIII		Please refer form 13
8	Section 8	Point No. 3 – Labour Strength Criteria The requirement of: 150 labours for 10 marks 100–149 labours for 05 marks Below 100 labours for 0 marks appears to favor large, established firms. Startups and MSEs, despite having the capability to deploy manpower as per contract requirements, may not maintain such a high number of workforce on payroll at present. Request: Kindly consider: Allowing an undertaking for deployment capability, or revising the marking criteria to provide proportionate marks to MSEs/Startups.	<b>Tanishk Security Service Pvt. Ltd.</b>	The labour strength criteria has been specified based on current and upcoming requirements of the Institute. However the marking scheme is being revised as requested: -  150 labours - 10 marks 100–149 labours - 05 marks 50 - 99 labours – 02 marks and Below 50 labours - 0 marks  The agencies having below 100 labourers need to submit an undertaking on their letter head regarding deployment capability at the Institute in the event of being successful bidder. Bids without the undertaking will be awarded 0

				marks.
9		<p>Point No. 4 – Experience of Similar Work</p> <p>The requirement of: 3 works of ₹2.3 Cr each, or 2 works of ₹2.9 Cr each, or 1 work of ₹4.6 Cr</p> <p>is significantly high and may exclude otherwise capable and compliant emerging firms.</p> <p>Request: Kindly consider: Inclusion of cumulative smaller value works Relaxation in value thresholds for MSEs/Startups Evaluation based on number and quality of completed works rather than only high-value contracts</p>		The bidder must have successfully executed similar services in the last 03 years, meeting the eligibility criteria of either one work of 80% or two works of 50% each or three works of 40% each of the estimated bid value, as per tender/GeM requirements
10		<p>Point No. 5 – Experience in IITs / CFTIs / Government Institutions</p> <p>The allocation of marks only for experience in: IITs (2 or more – 10 marks) CFTIs (2 or more – 8 marks) Other Government Institutes (2 or more – 6 marks)</p> <p>No marks otherwise creates a restrictive framework, as new firms are generally not provided initial opportunities in such premier institutions.</p> <p>Request: Kindly consider: Inclusion of reputed private institutions and corporate organizations Granting equivalent or proportionate marks for similar nature of work irrespective of institution category</p>		Marking includes experience of service providers who have provided services to <b>CFTIs and other Government Institutes</b> , making the clause inclusive.
11		<p>Point No. 6 – Performance Certificate Criteria</p> <p>The requirement of performance certificates specifically from: IITs (2 or more – 15 marks) CFTIs (2 or more – 10 marks) Other Government Institutes (2 or more – 6 marks)</p> <p>No marks otherwise further restricts participation of new entrants who may have delivered satisfactory services in other sectors.</p> <p>Request: Kindly consider: Accepting performance certificates from any Government / PSU / reputed private organizations Providing flexibility or relaxation for MSEs/Startups.</p>		<p>Performance certificates from <b>CFTIs and other Government Institutes</b> are acceptable to ensure inclusivity.</p> <p>The performance certificate shall be acceptable in <b>Form No. 13 only</b>.</p>
12	Sr. No. 4 of Section S Special Terms and Conditions on Page No.	We have Head Office at Mumbai and PF registration is from Mumbai Office only. Please clarify that we will do the remittance from Mumbai Office and will share you the details.	<b>Bombay Integrated Security (I) Ltd</b>	The service provider should have a registered and functional office at <b>Indore</b> with a dedicated team with at least <b>05 years of operations at Indore branch</b> .

	12 of 45 (EPF remittance should be done at Indore PF office only.)			
13	Sr. No. 2 of Section 8 Technical Evaluation Criteria (Details of resources to be mentioned in form 14 along with supporting documents.)	Form 14 on Page No. 39 is for Performance Security Deposit. Please provide the correct format for details of resources		Please refer Form 4 & 5
14	EMD of Rs. 23,000,00/- mentioned on GEM Bid Page No. 2	Please conform that ePBG format on GEM Portal will be acceptable for EMD		Yes, a copy of the e-BG should be attached along with the technical bid.
15	Integrity Agreement of Form-XVI on Page No.41	Is hard copy (original) of Integrity Agreement to be submitted in IIT Indore ?? Also mentioned that it is to be printed on Bidders Letterhead or on Stamp Paper ?? Mention the amount of Stamp Paper to be used.		Stamp paper not required. The hard copy not required to be submitted. The scanned copy of all required document duly signed and sealed must be uploaded along with the online bid.
16	SECTION 8 Technical Evaluation Criteria: S.No. 1	Registered Office must be located within Indore Municipal Limits or within a radius of 20 km from the Institute. No marks shall be awarded if the Head Office/Regional Office/Branch Office is situated outside this limit. Additionally, the company should have a minimum establishment and operational presence in Indore for at least 8–10 years to ensure reliability and continuity of service delivery."		The bidder should have at least <b>05 years of operations at Indore branch.</b> EPF and ESIC challans shall be submitted as proof.
17	SECTION 8 Technical Evaluation Criteria: S.No. 5	"Bidder shall provide a list of higher educational institutions / research institutions / universities, including Indian Institutes of Technology (IITs), Centrally Funded Technical Institutions, or other Government organizations, where similar services have been rendered during the last five (05) years. Further, it is mandatory to consider at least one (01) work order from any Indian Institute of Technology (IIT) Institute as part of the submitted experience." IITs or government organisation 2 or more -10 CFTIs or government organisation 2 or more - -08 Other Govt. government organisation or Institutes 2 or more -06	<b>Balaji Security Service Pvt. Ltd.</b>	Yes

18	SECTION 8 Technical Evaluation Criteria: S.No. 6	Performance certificate from 2 current employers to be attached (fresh certificates issued in the month of Dec 2025 or later on the format of form 11 on the letterhead of the Bidder) CFTIs IITS or government organisation IITs or government organisation 2 or more -10 CFTIs or government organisation 2 or more -08 Other Govt. government organisation or Institutes 2 or more -06		The performance certificate will be acceptable in Form No. 13
19	Form No 17 /XVII	The Please clarify the Minimum and maximum Service charge Percentage		Minimum 3.85% and maximum 7% as per the provisions of the GeM
20		In this regard, we respectfully submit that as per Clause 4.A (ii) of the said Office Memorandum, it is clearly stipulated that in case the L-1 bidder is a Non-MSE but a Class-I Local Supplier, the balance quantity is required to be awarded to the L-1 bidder, subject to meeting all tender conditions. <ul style="list-style-type: none"> <li>• The L-1 bidder is a Non-MSE entity.</li> <li>• The L-1 bidder qualifies as a Class-I Local Supplier.</li> </ul> In view of the above, it is requested that the tender condition may be reviewed in accordance with Clause 4.A (ii) of OM No. 1/4/2021-PPD dated 18.05.2023, ensuring compliance with Government procurement policy. We request your kind consideration and appropriate action in this matter	M/s King Security Guards Services Pvt. Ltd	Refer General Terms and Conditions on GeM 4.0 (Version 1.29) dated 25th March, 2026.

Note:

- All documents specified in the tender document shall be submitted duly signed, sealed, and page-numbered. Proper referencing must be provided in the tender, and no additional documents other than those specifically requested shall be attached.
- No charges towards uniform, shoes, insurance, training or any other activity shall be recovered from individual personnel.
- The service charge should be quoted in percentage (%). Bids not submitted in percentage format shall be liable for rejection and will not be considered.

**The Revised Schedule of due date of GeM bid submission is below:-**

Sr. No.	FOR	READ AS
1.	Last date & time of Submission of Online Bids (Technical & Price Bid): April 21, 2026 upto 03:00 PM (IST)	Last date & time of Submission of Online Bids (Technical & Price Bid): April 27, 2026 upto 03:00 PM (IST)
2.	Date and Time of Opening of Technical Bids Online: April 21, 2026 upto 03:30 PM (IST)	Date and Time of Opening of Technical Bids Online: April 27, 2026 upto 03:30 PM (IST)

All prospective/willing bidders are requested to take note of this report as part of the Tender document. All other terms and conditions of the tender remain unchanged.

  
 Assistant Registrar (Service Contracts)  
 (सेवा अनुबंध)  
 Assistant Registrar  
 (Service Contracts)