



भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552



GeM Bid
for
Comprehensive Security Services for IIT Indore

Documents to be submitted online for
(Technical & Financial Bid as per Schedule of requirement)

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



भारतीय प्रौद्योगिकी संस्थान इंदौर

खंडवा रोड, सिमरोल, इंदौर - 453552

Indian Institute of Technology Indore

Simrol, Khandwa Road, Indore- 453552

Tel.: 0731-6603369/3408

Email: servicecontracts@iiti.ac.in

निविदा आमंत्रण सूचना (एनआईटी) के लिए आईआईटी इंदौर में समग्र सुरक्षा सेवाओं हेतु

Notice Inviting Tender (NIT) for Comprehensive Security Services at IIT Indore

Online e-Tenders are invited by IIT Indore under a **Two Bid System (Technical Bid and Financial Bid)** from **eligible and experienced agencies for providing Comprehensive Security Services at IIT Indore**. The scope of work includes deployment of trained security personnel, supervision, and round-the-clock security management of the campus, in accordance with the terms and conditions specified in the tender document. Further details regarding eligibility criteria, scope of work, and bid submission process are provided herein.

Sl. No.	Description	NIT No.	EMD
1.	Comprehensive Security Services for IIT Indore	IITI(SC)/SS/030/RK/2025-2026	Rs. 23,00,000/- (Rupees Twenty-Three Lakhs Only) Online EMD Submission: Bidder can submit their EMD online by visiting to the below link: https://www.onlinesbi.sbi/sbicollect/

SUBMISSION OF BIDS ONLINE IN TWO BID: <https://gem.gov.in>

***NIT No. 030 should be mentioned for the purpose of EMD Submission, and the Tender No. should be referred for bid submission/communication etc.**

Note:

- Tender Documents with detail terms & conditions can be downloaded from our website: <https://www.iiti.ac.in/tender> & <https://gem.gov.in>
- The pre bid report will be published as a part of the tender document.
- All the details/documents pertaining to the NIT such as tender documents, pre-bid report, corrigendum and any further updates will be available only on our website and also at Government e-Marketplace (GeM).

IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons. **For any issues related to tender please contact Service Contracts Section, Tel: +91-0731-6603408/3369 Email: servicecontracts@iiti.ac.in**


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 (सेवा अनुबंध)
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अनुभाग 1 / SECTION 1
निविदा की अनुसूची/ SCHEDULE OF TENDER

Sl. No.	Event	Date and Time/ Remarks
01	Downloading of Tender document online from GeM	From March 25, 2026 https://www.iiti.ac.in/tender & https://gem.gov.in
02	Submission of Queries for Pre-bid meeting	Upto April 07, 2026 upto 02.00 PM, (IST) Format for Submission of Queries enclosed as Form-12
03	Pre-bid Meeting	Online on Google meet April 07, 2026, at 03.00 PM (IST) The pre-bid report will be uploaded on the website & GeM and the same will be a part of the tender document <i>Those who want to attend in person can also attend offline at IIT Indore.</i>
04	Last date & Time of Submission of Bids Online (Technical and Price Bid)	April 21, 2026 at 3.00 PM Please refer to tender Terms at GeM & IIT
05	Opening of Technical Bids Online	April 21, 2026 at 3.30 PM Please refer to tender Terms at GeM & IIT
06	All the communications with respect to the tender shall be addressed to:	Assistant Registrar (Service Contracts) IIT Indore, 4th Floor West Wing (Toward's Gate-1), Abhinandan Bhavan, Khandwa Road, Simrol, Indore- 453552 Tel.: 0731-6603408/3369, Email: servicecontracts@iiti.ac.in
07	Submission of Bid Online	https://gem.gov.in
08	Contract Period	The contract shall be initially valid for a period of 02 years, which may be extended for a further period of 01 year, on a yearly basis, subject to satisfactory performance and requirement of the Institute.
09	Schedule of Price Bid Opening	Schedule for opening Price Bids will be notified via GeM only to the bidders qualifying for the Technical Bid evaluation.
10	FOR TAKING ASSISTANCE, IF ANY	GeM Portal website: www.gem.gov.in GeM Portal Help Desk Toll Free No.:18004193436

अनुभाग 2 / SECTION 2**ऑनलाइन बोली जमा करने के लिए बोलीदाताओं को निर्देश****ऑनलाइन निविदा जमा करने हेतु निविदादाताओं के लिए निर्देश/ Instructions to the Bidders for
Online Bid Submission**

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form part of the tender and the contract.

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Government e-Marketplace ([URL:http://gem.gov.in](http://gem.gov.in)). The bidders are required to submit copies of their bids electronically on the GeM Portal.
2. More information useful for submitting the online bids on the GeM Portal is available/ obtained at ([URL:http://gem.gov.in](http://gem.gov.in)).
3. **For Registration: Bidders are required to enroll on the Government e-Marketplace ([URL:http://gem.gov.in](http://gem.gov.in)).**
4. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
5. IITI reserves the right to reject any tender/bid wholly or partly without assigning any reason.
6. The Technical Committee constituted by the IITI shall have the right to verify the particulars furnished by the bidder independently.
7. **Health Insurance facility for self and family dependents & Group Term Insurance of employees is to be done as a service incentive by the agency without seeking any additional charges from such employees for the said facility. Further the Agency should also provide a Group Health Insurance scheme for employees not under ESIC scheme.**
8. Tenderer shall take into account all costs including expenses on Salary, EPF, ESIC, Group Insurance, Uniform etc. In this regard no claim for any extra payment for any reason shall be entertained.
9. The hired manpower will be employed at **IIT Indore, Khandwa Road, Simrol, Indore** or any other location based on institute requirements and the Agency shall be responsible for any damage caused to the institute by the deputed staff.
10. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
11. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <http://gem.gov.in>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
12. The bidders may submit duly filled and completed bidding documents ONLINE as per instruction contained in the bidding documents. The incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in the complete bid document.
13. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
14. The detailed instruction for online submissions of bid(s) through e-procurement module of Government E-Marketplace, the bidder(s) may visit following link:- [URL:http://gem.gov.in](http://gem.gov.in).

अनुभाग- 3 / SECTION- 3
बोली लगाने वालों के लिए निर्देश
INSTRUCTIONS TO BIDDER

Indian Institute of Technology Indore (IITI) invites **Online tender for the work of “COMPREHENSIVE SECURITY SERVICES FOR IIT INDORE”**, The Institute is proposing to outsource Approximately 135 security personnel from security Agency to provide security cover to IIT Indore Campus.

1. **Tender Type: Least Cost System (LCS)** with Two-Bid system through Online Mode on GeM. Tender documents will not be issued in person. The tender document can be downloaded from IITI Website and GeM portal <https://www.iiti.ac.in/tender>. Tender documents are in 2 (two) parts viz.,
 - a) **Part I (Technical Bid)**
 - b) **Part II (Price Bid).**

Please go through the following carefully before submitting the bid/tender:

2. Details of EMD, submission of tender, etc. are indicated elaborately in the tender document.
3. **Opening of Part II of the bid:** After verification of Part I (Technical Bid), the price bid of only those tenderers who satisfy all the eligibility criteria laid down in this notification will be opened.
4. In case any document produced in support of eligibility criteria turns out to be not genuine or forged, EMD stands automatically forfeited, whether before award of work or otherwise.
5. Conditional, Incomplete tenders, Tender in any form other than the prescribed form issued by IIT INDORE or bids received in any mode other than the mode of submission prescribed will be rejected. In such cases, EMD submitted with the tender will be forfeited.
6. The tender is not transferable under any circumstances.
7. Canvassing of any kind, direct or indirect, shall lead to disqualification of the tenderer.
8. **Evaluation of tender:** In case two or more tenders are equal in monetary terms, work will be awarded to the Agency as per GeM Terms and Conditions.
9. IITI reserves the right to:
 - a) reject any or all the tenders without assigning any reason whatsoever;
 - b) not bind himself to accept the lowest or any tender; and
 - c) accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
 - d) to relax any tender terms and conditions.
 - e) Canvassing in connection with tender/quotation is strictly prohibited. Tender details can be viewed in the website <https://www.iiti.ac.in/tender> and <https://gem.gov.in>.

अनुभाग 4 / SECTION 4
सामान्य नियम और शर्तें
GENERAL TERMS & CONDITIONS

(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).

1. **Pre-Bid Meeting:**
 - a. Bidders are requested to attend a Pre-bid meeting for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place/ mode mentioned in the Schedule of Tender. Participation in such a Pre-bid meeting is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical & Commercial specifications/ conditions shall be entertained after the date of pre-bid meeting.
 - b. Bidders are advised to submit their doubts/ questions/ clarifications in FORM VIII, if any. It should bear tender no., title and marked "Queries for Pre-Bid Meeting". Form should be sent through email at servicecontracts@iiti.ac.in as per the Schedule of Tender mentioned in the Section-I.
 - c. Any modification of the tender document, arising as an outcome of the Pre-Bid meeting, shall be notified through amendment on the website of the Institute and CPP Portal. No queries will be entertained beyond the date of the prebid meeting.
 - d. Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any.
2. **Bid Evaluation Procedure:**
 - a. Bids should be submitted in two parts viz. Technical Bid & Financial Bid.
 - b. The Technical Evaluation Committee (TEC) shall examine the bids to ascertain that all documents mentioned in Section-7 & 8 have been provided and examine the completeness of each document submitted. If any of these documents or information sought is missing, TEC may disqualify the bid.
 - c. Evaluation will be done strictly on Pre-Qualification, Scope of Work and Technical criteria as mentioned in Section-6, 7 & 8. If required, TEC may invite the bidders to give a presentation as part of the technical evaluation.
3. The security manpower provided by the service provider (Agency) to IITI would work on the payroll of the service provider (Agency). The workers provided to IITI would be the employees of the service provider (Agency) at all times and in all respects during the period of the contract of the service provider (Agency) with IITI. There would be no Employee-Employer relationship between the workers of the Agency and IITI.
4. No claim for regularization, direct appointment or any other such claim would be entertained by IITI from the workers deployed by the service provider (Agency) at IITI either during the validity of the contract or any time thereafter.
5. Service provider (Agency) would also have to necessarily provide the services of One Full Time Site Manager, who would be the Controlling, Disciplinary and the Leave Controlling Authority of the Agency's Staff deployed at IITI. He/She would need to visit IITI on all working days in a month, and would handle all the issues (labour, legal, statutory, EPFO, ESIC, employment, leave etc.) pertaining to the service provider's (Agency's) staff deployed at the premises of IITI.
6. IITI would reserve the right to demand removal or replacement of any worker or workers deployed by the Agency at the premises of IITI without giving any reason to the Agency or to the worker. The Agency would have to fulfill such demand at the earliest.
7. It would be the responsibility of the service provider (Agency) to ensure strict legal and statutory compliance to all the applicable Acts and the Acts that may become applicable in future during the validity

of the contract (such as the ESI Act, 1948; the EPF & MP Act, 1952; the Payment of Bonus Act, 1965; the Contract Labour (R&A) Act, 1970; the Maternity Benefit Act, 1961; the Equal Remuneration Act, 1976; the Payment of Wages Act, 1936; the Minimum Wages Act, 1948; the BOCW (RE & CS) Act, 1996, the Child Labour (P&R) Act, 1986; the Industrial Disputes Act, 1947; the Interstate Migrant Workmen (RE & CS) Act, 1979; the Industrial Employment (SO) Act, 1946; the Sexual Harassment of Women at Workplace (P, P & R) Act, 2013; the Employee's Compensation Act, 1923 etc.) as amended from time to time, Rules made there under, and all the subsequent Regulations, Ordinances, Orders and Instructions etc. issued from time to time regarding these matters by the central government or the concerned government offices. The service provider would have to indemnify IITI against any obligation/payment/loss, or any demand other than the monthly management fee to be paid by IITI to the service provider (Agency), made either by the workers of the service provider (Agency) or by the government authorities/departments in this regard. The Agency would fulfill all the responsibilities of an employer and also those of the Principal Employer with regard to payments, benefits and other entitlements of the workers deployed by the Agency at IITI. Agency's failure to comply with any act/rule/regulation/ordinance/order/instruction etc. or non-payment of any wage, allowance, benefit or other entitlements due to the workers deployed by the Agency would attract suitable financial penalty as decided by IITI in addition to any financial obligation, arising out of non-compliance by the Agency, to IITI in this regard.

8. The Agency would be responsible for all the injuries and accidents occurring with the workers deployed by the Agency. In this regard, the Agency would have to purchase a group insurance policy providing benefits at par with the Employee's Compensation Act, 1923, as amended from time to time, for the workers who are not covered under the ESI Act and deployed by the Agency at IITI. A copy of the Insurance policy would be required to be submitted by the Agency along with the bill for the first month. In case there is already a policy bought by the Agency providing similar benefits, a copy of the same can be provided.
9. The Institute may ask the Agency to provide a copy of the necessary documents/data/challan/report/return/appropriate forms or registers, updated copy of the Labour License etc. and it would be the responsibility of the Agency to provide such documents/ data/ appropriate forms or registers etc. along with the invoice of each month to the Institute, failing which, appropriate penalty as deemed fit by IITI may be levied on the Agency.
10. IITI may reduce the strength (no.) of the security manpower deployed or may even increase the strength (no.) of security manpower deployed as per the requirement of the Institute during the contract period.
11. The monthly attendance cycle may be maintained from the 1st to 30th day of each month to disburse the salary of the contractual employee within 07 working day of next month.
12. Empaneled agency and deputed employees will submit a non-disclosure undertaking stating that they will not disclose or share the Institute records, information elsewhere during and after the tenure of contractual appointment at IIT Indore without permission from the Institute authorities.
13. None of the employees of the Agency shall enter any kind of private work at different locations of the Institute during working hours or otherwise, failing which penalty as stipulated in above clause shall be imposed. The employees should not be put in different shifts at other locations and also, they should not be employed by other agencies.
14. Leave Relief: The Agency shall provide suitable relief in case any personnel is proceeding on leave. In no circumstance, any designated post should be left vacant owing to leave/absence. In case of any absence the Agency shall be penalized by imposing a fine of Rs. 1000/- per Guard/supervisor per day, if the absence is not filled.
15. Roster as per GOI instructions will have to be followed by the empaneled agency for employees deputed for 45 days or more duration.
16. The Agency should have standard procedures for recruitment and training. No additional expenditure towards any overhead such as enrollment charge, registration fee is allowed to be recovered from the guards/employees at any point of time (from guards who are engaged through other agencies and selected for the future deployment by the Agency or from the fresh appointments). The Agency will provide a copy of the Training Manual for inspection to IIT authorities.

17. The agency will provide a copy of the Training Manual for Inspection to IIT authorities.
18. The Agency contesting for the tender are expected to visit the Campus of the institute and have detailed study of the existing arrangement of the security arrangement and their recommendations for security model with full details of gadgetry and manpower required. For such surveys, prior intimation shall be provided to CSO/Registrar.
19. The liabilities up to Rs.1,00,000/- (Rupees One Lakh) will be met by the Agency, for liabilities more than Rs. 1,00,000- (Rupees One Lakh) Agency may make good such a loss through an insurance cover, which would specifically enable payment of compensation to IIT Indore for the losses suffered due to negligence or poor performance by the Agency and the compensation will be as per Insurance rules. Alternatively, it should be covered by the Agency itself.
20. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal enquiries will be entertained in respect of acceptance or rejection of the tender.
21. **Penalty:**
 - a. In case the Agency fails to fulfil the obligations fully and in time, the IITI shall have the absolute right to take up the work at the Agency's cost and risk and recover any and all such expenses from the amounts due to the Agency including Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
 - b. The Agency shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITI from any claims in this regard.
 - c. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated, and Security deposit forfeited. The Agency will have no claims what so ever on the IITI.
 - d. In case it is found at a later date that the service provided is of inferior quality and proper action was not taken at the time of execution of the service, the agency shall remain liable to pay compensation to the Institute for the inferior service quality as determined by the IITI and in case all payments have been made to the agency for this service, this amount may be deducted from any sum due to the agency on any other work within the Institute.
 - e. The Agency will be fully responsible for any accident or mishaps involving workers engaged by the Agency and the Agency would pay claims made by these victims.
 - f. If IITI suffers any loss or damage on account of negligence, fraud, default, violence or theft or any act or misconduct of such or similar nature, on the part of the employees/representatives of the agency, then the Agency shall be liable to make full reimbursement in that regard to the Institute. The agency shall keep IIT Indore fully indemnified against the loss or damage by or of any staff engaged by the Agency. For any accident or casualty occurring during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident, disabilities of any nature or death or arising out of provisions under law, or any other nature will be borne by the Agency. The responsibility will remain with the Agency and IIT Indore will in no way be responsible for it or any other clause mentioned above. A report would be submitted within 24 hours of occurrence in respect of any accident with the employees of the Agency, on the workplace or outside till he is working with the Agency on the site of the Institute. Original report of the said report is to be submitted to various authorities like Dy. Regional Labour Commissioner, Commissioner EPF and Commissioner ESI etc.
 - g. The Agency shall be responsible for cleaning as well as security of the fixtures handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel, either the penalties to recover the cost shall be imposed or the Agency shall have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the IITI.
 - h. Any liability arising on the IITI shall be deducted from the bills of the Agency and if the full amount is not recovered then the same shall be recovered from the security deposit of the Agency. There would be no liabilities towards the workers of the Agency by the IITI.
 - i. The penalty provisions specified in the SLA on GeM will be applicable to the bidder.
22. The IITI through its officers, reserves the right to alter the specifications of service of adding to or omitting any items of scope of service or having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.

23. In the event of the Agency executing the service under contract in whole or in part an alternative arrangement will be made by the IITI totally at the cost & risk of Agency besides any suitable fine /penalty.
24. The Agency shall be liable to pay compensation for any loss & damage caused to the property of the IITI or its Staff Members/Students/Visitors by the Agency or its workers.
25. The Agency shall be personally responsible for the conduct of its staff and in case of any complaint against any of its staff as regards work, discipline, attendance or any other matter concerning efficient and smooth functioning; the Agency will be under an obligation to change the worker concerned when instructed by IITI authority. The Agency shall observe all the laws and will be responsible for any prosecution of liability arising from breach of any of those laws. The IITI will not have any responsibility with regard to staff on the role of the Agency whatsoever.
26. The IITI reserves the right to terminate the contract without assigning any reason by giving a notice period of three months. The Agency will also have to serve a notice of three months, if he wishes to terminate the contract.
27. A record of every lapse, small or big, will be maintained by the Institute Authorities & a monthly meeting of the representative of the Institute i.e., Chief Security Officer / Security Officer will be held with the representative of the security Agency. Minutes of the same will be recorded for compliance. A half-yearly meeting with the senior level officers(s) of the Agency will be held for follow-ups.
28. The personnel engaged by the Agency should have qualification and experience as mentioned by the institute for each post.
29. The Agency on a quarterly basis shall organize a camp at IIT premises to facilitate verification of statutory deposits like EPF/Professional taxes etc. by the deputed staff. It will be the responsibility of the Agency to guide/support the deputed workers in updating basic details in PF Account/ Process for Partial Withdrawal/Aadhar Linking/Bank Account etc.
30. The Agency shall necessarily guide all the workers who are falling under ESIC benefits about the facilities available to them under the scheme and necessary documents shall be issued to them in a timely manner.
31. The Agency should not be the employee of IITI, Central or State Government, Autonomous Body, R&D Labs, IITI, IISER or PSU. He should submit a declaration on this effect.
32. That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions, and service tax levied by the appropriate Govt. (Central/State) from time to time shall be reimbursed by the IITI to the Agency. No escalation of the percentage of Agency's Service Charges and/or cost of materials shall be admissible during the term of the contract.
33. **Other Terms:**
 - a) **MODIFICATION OF TERMS AND CONDITIONS:** The IITI with the consent of the Agency may modify terms and conditions of the contract as and when necessary, without affecting the basic nature of this contract.
 - b) **PAYMENT OF WAGES/SALARIES:** The Agency shall pay its workers wages not less than the minimum wages fixed by the Central Govt. and all other statutory dues like EPF, ESI, bonus, etc., where minimum wages applicable, and throughout the tenure of contract, through bank.
 - c) Also, the Institute reserves the right to offer salary higher than the prescribed minimum wages.
 - d) In the event of local problems arising while discharging the functions at IITI the Agency will deal with them appropriately at their cost and risk and the firm will not bring IITI on the scene for such matters.
34. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions, presentation and price negotiations. Any violation of this will render the bidder invalid and the bidder is liable to be debarred from the tender.

35. IITI reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions.
36. IITI reserves the right to modify/alter/insertion or deletion on any part of the tender document to ensure fulfillment of its service requirement at any stage.
37. IITI does not bind itself to accept the lowest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
38. The Agency shall not appoint any Sub-Agency / Agency to carry out any of the obligations under the contract.
39. Any bidder having a record of non-performance, unsatisfactory service, or who is involved in any ongoing legal dispute, arbitration, or litigation with any government department, PSU, or reputed organization in respect of similar services, shall be liable for disqualification. The Institute reserves the right to reject such bids at any stage, if found adversely affecting the performance or credibility of the bidder.
40. **Force Majeure:** Neither the Agency nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this contract caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
41. Please inform the IITI in writing whether the owner of the firm or any of their partners/employees has close relations working with IIT Indore. This is for record only.
42. **Breach of Terms and Conditions:** In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, no compensation will be paid towards progress of order/procurement.
43. **Settlement of Disputes:** Amicable Settlement: In case a dispute arises between the Institute and the Agency (parties) regarding any matter under the contract, the Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days from the date of receipt of notice.
 - a) On receipt of the dispute notice, the matter will be referred to the Dispute resolution Committee nominated by IIT Indore. The matter shall then be resolved between them, and the agreed course of action will be documented.
44. **Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.
45. **CANCELLATION OF CONTRACT:**
 - a. Notwithstanding any other provisions in this contract, the IITI reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.
 - b. If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the IITI shall be forfeited without any claim whatsoever on IITI and the Agency is liable for action as appropriate under the extant laws.
46. **Termination of the contract:** The contract may be terminated in any of the following contingencies:
 - a. By either party on giving notice in writing of 90 days to the other party (without assigning any reason);

OR

 - b. on the expiry of the contract period, without any notice;

OR

c. on giving one month's notice at any time during the currency of services, in case the services rendered by the Agency are not found satisfactory and in conformity with the general norms and the standard prescribed for the services;

OR

d. on assigning of the contract or any part thereof or any benefit or interest therein or there under by the Agency to any third person for sub-letting the whole or a part of the contract to any third person, without any notice;

OR

e. on Agency being declared insolvent by the competent Court of Law without any notice;

OR

f. In case the Agency is not interested to continue the contract subject to the condition that the Agency shall give a minimum of three months' notice.

g. If the Agency does not give the requisite notice as mentioned above, then his security deposit shall be forfeited and Bank Guarantee shall be encashed in proportion to the period falling short of the specified notice period ; "Provided that during the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his duties as before till the expiry of notice period"

47. Document submissions beyond the bid due date will not be accepted as part of the technical representation.

48. All other Terms & Conditions will be as per GeM GTC Amendment Gem 4.0 (Version 1.29).

अनुभाग - 5 / SECTION - 5

विशेष नियम और शर्तेंSPECIAL TERMS AND CONDITIONS

1. Comprehensive Security Services shall be in compliance with the specifications mentioned in tender.
2. All pages of the tender document should be duly signed & sealed by the tenderer and the document should be submitted in sealed condition.
3. The tenderer shall submit the information sought in the format enclosed as **Section-7** as part of technical bid along with the General Terms & conditions (duly signed). The Tenderer must have EPF/ESIC Registration number as per the rules to contribute to EPF/ESIC.
4. **EPF remittance should be done at Indore PF office only.**
5. **Health Insurance facility & Group Term Insurance of employees is to be done as a service incentive by the agency without seeking any additional charges from such employees for the said facility.**
6. The persons deployed for work should not be involved in any police case or any case should be pending against them. Police verification certificate for the persons deployed for work to be submitted at the time of appointment before joining.
7. In case of any loss/damage caused, except due to natural calamities or an act of GOD, to the property (properties) of the Institute, where the complicity or laxity of the Security Personnel of the Security Agency is suspected, after lodging FIR, Safety & Security Committee of the Institute will ascertain the quantum of compensation and fine as deemed fit to be paid by the Security Agency. The decision of the Safety & Security Committee will be final.
8. The agency shall provide proper uniform, including necessary accessories, to all deployed security personnel at its own cost, and no additional payment shall be made by the Institute on this account.
9. If, in the opinion of IIT Indore authorities, the performance of any deployed personnel is unsatisfactory, or if they are not disciplined or their behavior is not conducive to the work environment, the agency shall replace such personnel immediately or within 15 days, as directed by the Institute.
10. Failure to comply with these conditions renders the tender/bid automatically disqualified. The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.
11. **Security Deposit:** - *For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to Security deposit of 5% of the total contract value, which will be free of interest, immediately after commencement of the contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the IITI from the Agency. (PBG Format Attached as Form - 10). In case of any extension in the contract, the bank guarantee has to be revalidated on the same terms.*
12. **Contract Period:** The contract will be for a period of two years initially, which can be extended for One more year on satisfactory performance of the initial period of the contract. The IITI may renew/extend the contract to such further period (s), as it may deem proper, having regard to the quality and manner of the Agency's performance. However, it shall be with consent/written request by the Agency in this regard.
13. The Agency shall comply with all labour laws, rules and Acts in relation to its employees and keep IIT Indore informed about any amendment in the laws from time to time. Failure of the agency in complying with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in IIT Indore. In such an eventuality the Bank Guarantee will be invoked.

14. If any amount is found payable by the agency towards wages, allowances and statutory dues in respect of personnel or any loss to IIT Indore property, the same shall be adjusted from the performance security deposit or the monthly bills to the extent of the amount so determined by the competent authority in the Institute reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
15. The Outsourcing Agency shall have to obtain the required license from the appropriate licensing authority(ies) of respective Department/ Division/ Other units before deployment of personnel in IIT Indore. No charges towards this will be borne by the institute.
16. The tenderer should read the 'General Terms and Conditions' of the IITI annexed hereto and give their acceptance. The tenderer is advised to visit the IITI on any working day between 1000 hrs and 1600 hrs to assess the nature and quantum of work before tendering with prior permission.

अनुभाग 6 / SECTION 6

कार्य का दायरा**SCOPE OF WORK: Section - A**

The Agency should provide "complete" Safety and Security Services to the Institute, its employees and students as well as all the property belonging to the Institute. They are expected to use the modern technology of Surveillance and Quick Reaction Teams to provide the same.

Here is an indicative list (but not exhaustive) of services required by the Agency: -

1. Safety of everyone and everything belonging to IIT Indore.
2. Monitor, maintain and perform security measures and use surveillance to prevent many possible mishaps.
3. The manpower deployed at the Institute should be mentally alert and physically fit to perform the duties.
4. The minimum educational qualification and desirables is appended below, the personnel deployed by the security agency should possess equal or better qualifications: -

Sl. No.	Ranks	Minimum Educational Qualification
1	Senior Security Supervisor	Graduate and desirable experience as a security supervisor
2	Security Supervisor	Ex-Servicemen or Graduate with experience as security supervisor or a security guard with 08 years of experience. NCC "C" Certificate holders will be given preference.
3	Security Supervisor CCTV Operator	Graduate with experience as CCTV operator
4	Security Guards Male and Female	10 th Class with experience as a Security Guard in Educational Institute
5	Security Guard Driver	10 th Class with experience as a Security Guard in Educational Institute, holding a valid driving license for at least 5 years of LMV.
6	Security Guard Clerk	12 th Class with experience of working in an office, proficient in handling computers and working in MS Word, MS Excel.
7	Senior Supervisor CCTV Engineer	Graduate/Diploma in hardware networking / degree in computer application with fair knowledge of, CCTV, Access Control etc.
8	Security Guard Technician	Certificate course in Electrical or Electronics with fair knowledge of CCTV, Access Control etc.
9	Security Guard Fireman	12 th Class

5. At the time of taking charge of the IIT Indore security, the age profile of security guards engaged should be below the following age criterion:
 - a. Sr. Supervisor - 50 years
 - b. Supervisors - 45 years
 - c. Security Guards - 40 years
 - d. CCTV Engineer - 55 years
 - e. CCTV operators - 55 years
 - f. Security Guard Fireman, Technician, QM and Clerk-50 years
6. Prevent loss of Institute properties and personnel inside the Institute campus.
7. Take proactive actions against mis-doers.
8. Enforce law and order as well as traffic rules within campus. Please note that additional steps required to be taken from time to time as directed by higher officials of IIT Indore to regulate traffic and parking of vehicles in designated areas of the Institute and also at the entry/exit gates.
9. Maintain the privacy & confidentiality of the surveillance and other data.
10. Access control and RFID should be enforced all time at entry/exit of gates and doors of Campus/Building/Rooms. Prevent unauthorized entry in areas/offices in the Institute, prevent misuse of

IIT grounds and facilities by unauthorized personnel, prevent trespass, unauthorized parking, unauthorized construction, squatting in the Institute Campus, prevent vandalism, breaking of twigs/ trees throwing of garbage / littering.

11. The Agency should advise the Institute on matters of Safety and Security.
12. Deploy adequate number of security guards, technical staff for securing the campus, maintenance & operation of Surveillance gadgets/software and drivers for the patrolling vehicle.
13. The deployment of the security personnel at IIT Indore site would be in consultation with the Safety and Security committee of the Institute. The Agency will produce the individuals before the committee of the Institute for approval before deployment on duty at the Institute.
14. The security agency will be allowed to conduct onsite training for the personnel who are posted at the site of IIT Indore for a period not exceeding 3 days. The company will not deploy the new personnel for entire duration of any shift but will call them for few hours a day for training enabling them to understand the nature of the work required to be performed at IIT Indore.
15. The Agency shall provide the details of staff proposed to be deployed viz. name, father's name, DOB, residential address, permanent address, Telephone number, Bank account details, recent passport size photograph etc. such list would be updated by the Agency regularly on monthly basis. in form of a database.
16. The responsibility to post guard/security gadgets for Outsourced agencies like Bank, ATM, Cafeteria, and other facilities having M.O.U. with the Institute and located within the campus of the Institute will lie with such agencies. However, the security Agency of IIT Indore is required to co-ordinate with those agencies and shall be liable to keep security overview of these establishments and offer support at the time of any emergency/hostile activity.
17. Protection of property/cash/documents of Institute against burglary (where loss is due to entry after breaking the any entry lock/ door/window/grill).
18. Protection of cash and documents, when so specified in transit.
19. The Agency should make use of the dedicated Local Area Network within the buildings and high-speed connectivity (OFC or Wi-Fi) for seamless security network within various buildings/structures of the Institute. The technical personnel deployed by the Agency should be able to operate and troubleshoot technical gadgets like Intruders Alarms, Access Control system in various locations/buildings of the Institute.
20. The Agency should be capable to man Operational Command Centre at all the times with appropriate technically trained manpower. They should also provide prompt and proactive feedback to their staff deployed in the field/at the security help desk for immediate action on any security threat like unauthorized access to any building/room etc.
21. The Agency should ensure that the manpower proposed to be deployed at IITI Campus should be able to efficiently operate the wireless equipment, CCTV. The requirement of wireless sets will be reviewed by the Institute on the recommendations of the Agency. Agency should be able to integrate and operate the current equipment with the manpower they deploy at the Institute for effective security.
22. The employees of the Agency shall ensure cleanliness in their area of deployment. The nearest guard shall be held responsible for any garbage found in the area of the institute and a suitable fine shall be imposed on the security Agency for such misconduct by the guard of the Agency. The agency may levy fine on their personnel responsible to the extent of the fine levied on the agency.
23. Guards should appear fresh in uniform; their turnout should be of high order and befitting for the repute of the Institute.
24. Prevent loss on account of lapse in "access control measures" at Gates of the Institute.
25. The security Agency would be responsible for Fire Fighting and Disaster Management operations on the Campus of the Institute. Towards the preparedness, at least once every quarter periodical Mock exercise should be conducted on fire emergencies, Security exercises, Disaster Management, Hazardous Chemical spill, explosive chemical spill etc., tackle unruly mob, handling of wild animals.
26. Prevent defacing/damage to Institute property. buildings, etc. (prevent Graffiti/ poster pasting etc.)
27. Prevent entry of animals into the campus and removal of stray/wild animals from campus of the Institute.
28. Conduct security audits/surveys/investigations/consultancies every quarter or as per requirements of the institute.
29. Inspection of Institutes' area in each shift should be conducted by the shift in-charge Supervisor. All Inspection reports shall be recorded, the records should be put up to C.S.O. for his remarks.
30. Ensure the safety of students, faculty, and staff of the institute while they are on campus.
31. Report any unsafe conditions and unsafe actions within the campus.
32. Report any incident involving persons and property of the institute and contractors performing work at the campus to the appropriate Institute Authority.
33. Provide security for specific functions like Convocation, Academic and Cultural program like FLUXUS, IAC, Sports and visit of any dignitary to the Institute.

34. Standard Operating Procedures (SOPs) for each safety and security activity should be prepared by the Agency and approved by the Institute, which may be modified from time to time in consultation with the Institute. The firm being awarded the tender shall have to submit such SOP within one month of deployment, failing which it shall be construed as violation of terms of contract and suitable fine would be levied on the firm by the Institute.
35. The Agency should carry out investigations of thefts, accidents or any other matter required from time to time and should submit a report/action report to the CSO or his Deputy.
36. The Agency, through its employees, should carry out any other job assigned by the Institute Authorities in interest of Security of Institute.
37. Maintain online deployment report of the staff and incidence logbook.
38. Confidentiality of CCTV recordings and storage policy to be maintained with consultation with CSO and Safety & Security Convener/Committee
39. Agency should work closely with Safety Security Committee of Indian Institute of Technology Indore and deploy one dedicated Manager for the same at for their deployment at IITI.
40. The Security Agency will detail security personnel to work in three shifts of eight hours' duration every day. The timings of the shifts will be as under:
 - a. **'A' Shift – 0600 hrs to 1400 hrs**
 - b. **'B' Shift – 1400 hrs to 2200 hrs**
 - c. **'C' Shift – 2200 hrs to 0600 hrs (next day)**
 - d. **'General Shift' – 0900 hrs to 1730 hrs**
 - e. **Any other shift pattern as per the operational requirements**
41. The Security personnel should possess the minimum educational qualification, physical standards in accordance with the norms of the security Agency. Minimum standards of the norms of Central Government should also be followed.
42. In addition to the security guards, Security Supervisors (Shift In-Charges) will be deployed as per the requirement. They should be smart and efficient in command and control of the troop deployed. They should possess minimum educational qualification of bachelor's degree and have reasonable experience in the security of civilian and not below the rank of JCO in case of Ex-servicemen.
43. Apart from Security Supervisor, the agency should deploy a Senior Supervisor who should do the following:
 - a. Maintain the daily records of the unit such as Nominal rolls, daily duty, attendance, preview and grant leave to the employees of the security Agency,
 - b. Maintain the discipline of the personnel deployed at the Institute.
 - c. Conduct and supervise regular drills including fire and other operations of emergency.
 - d. Attend the site of occurrence of any untoward incident/emergency call,
 - e. Submit an incident report to CSO or his deputy in case of any incident.
 - f. Liaise with the local police as and when required.
 - g. Any other work assigned by CSO.
44. Institute reserves the right to remove any person deployed by the Agency from its site without assigning any reason/notice.
45. No employee of the Agency shall work for more than 26 days in a calendar month or as specified by the Labour Laws.
46. No security guard who has performed duty during night shift will be permitted to perform duty immediately in the following day shift of the next day. Continuous duty of more than 8 hours/double duty is not allowed except in special cases for which prior approval is required to be obtained from the Institute authorities, and such guards would be paid overtime/honorarium as per rules.
47. The Agency will be required to provide local police verification certificate within 15 days of deployment in the Institute. Fresh verification record should be furnished for any new Staff deployed at IITI either directly or as replacement. Verification certificate issued by the police should be submitted to the Chief Security Officer/Registrar, IIT Indore, by the Agency.
48. The Agency shall conduct regular medical checkups, annual physical tests of each and every of their employee deployed at the Institute.
49. Roll calls of all shifts will be conducted in the Security Control room at various locations of the Institute, under the supervision of Shift In-Charge. Roll calls will be made at least 20 minutes before commencement of the shift. Security guards will be checked for their proper turnout, shave and haircut.
50. If any Security Guard is found not alert or away from his duty post without valid reason, then that duty period will be treated as absence. The cumulative period of absence of all such defaulters will be

converted into man hours/man days at the end of the month and will be reflected as disallowance in the monthly bill.

51. In the event of any misdemeanor like sleeping during duty under the influence of liquor/drugs or indecent or insolent behavior by any Security Guard or Supervisory Staff, such personnel will be removed from duty immediately and shall not be detailed in the Institute in future. This condition will also apply to those personnel found abetting with another person in any sorts of misdeeds.
52. Off-duty personnel will not be allowed to visit any duty posts.
53. The right to decrease/increase the strength of personnel posted at any time rests with IIT Indore. The Agency will provide decrease/increase manpower within 24 hours of such requirement. In case of increase in number of guards, the Agency will arrange for endorsement on the labour license for the total strength being deployed at IIT within two weeks of such increase.
54. The following documents will be maintained by the Supervisory Staff of the Agency:
 - a. **Daily Attendance Register**
 - b. **Guard Checking Register**
 - c. **Daily Orders Register**
 - d. **Occurrence Register**
 - e. **Roll Call Register**
 - f. **Beat Book**
55. Note: The Stationary for the above documentation will be provided by IIT. These documents will be put up to the Chief Security Officer or any other designated official of IIT on or before 5th day of every month or as and when required by the CSO or any other officer designated by the Institute.
56. The Shift In-Charge posted will take frequent round of all posts during their tenure of duty. Instructions for the round will be taken in person from the Duty Officer/CSO. They will report to the Duty Officer/CSO if there is anything to report or otherwise maintain a log of these reports in the Occurrence Register in every shift and put up to the Duty Officer/CSO at regular intervals. Active incident if any to be reported to the CSO immediately for informing the Institute Authorities.
57. The Security Agency shall be solely responsible for all acts of commission and/or omission on the part of their security personnel posted at IIT Indore.
58. The Security Agency shall immediately notify IIT in writing of the occurrence of any event which may result in or which may give reason to believe that there may be work stoppage, slowdown, labour dispute, strike, any labour related disruption of its own staff impediment or disruption in the due performance of the obligations of the Agency under this Agreement. The Agency also agrees that in the event of any such work stoppage, slowdown, labour dispute, strike, disruption or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in this Agreement; IIT may at its sole discretion to terminate this Agreement forthwith.
59. The Agency shall provide trained manpower and conduct training as mentioned below:
60. At its own expense in consultation with the Institute Safety and Security Committee, regarding the procedures by continuous upgradation by organizing periodical training.
61. The Agency shall also provide a tentative schedule /plan for training its staff for one year. A proper record of the training of its staff shall be maintained by the Agency.
62. The Agency will also include the training and enhancing skills of permanent security staff of Institute in consultation with the Officer(s) of the Institute at no additional expense to the Institute.
63. The Institute agrees to provide Space/Lecture Hall for such training Program. The manpower supplied by the Agency shall also be trained on the existing Fire detection and Alarm system and Fire Fighting Systems installed in the Institute.
64. The Agency should deploy the manpower competent enough and qualified to undertake firefighting operations as and when required. The Staff selected for deployment will compulsorily undergo ON-SITE Training in a month under Agency's arrangements and expense.
65. The Agency shall take day to day instructions from the Chief Security Officer/his Deputy or any other officer performing duties of CSO In-Charge of the Institute in absence of CSO.
66. IIT Indore premises is NO SMOKING ZONE, no security staff of the Agency should be found smoking, eating Pan, Gutka or Intoxicants/drugs etc. If any of the personnel of the agency found doing so would be levied fine for the first two instances and he would be removed from the site if the person found doing on subsequent occasion.
67. Agency will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the IIT from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify IIT against all claims in this regard.

68. The services of employees of Agency should be made available on all days on six-day week basis irrespective of holidays and on Sundays, if required. Institute may change the working pattern with consent of contractors if required.
69. The Agency shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or is absent himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute. In case the contractor fails in fulfilling the obligations fully and in time, IITI shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The Institute shall have the right to impose penalty of not less than 1% of the total order value (including all taxes), commensurate with the fault and amount towards damages, if any, shall be recovered from the bill.
70. The Security Agency will issue detailed working instructions to their Supervisory staff and security guards which will be approved by IIT Indore.

Section – B

1. The contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITI from any claims in this regard.
2. The agency will inform its grievance redressal of their personnel deployed at IIT Indore. Report in respect of all complaints will be shared with the Institute for records.
3. Any liability arising on IITI shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the contractor. There would be no liabilities towards the workers of the contractor by the IITI.
4. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the IITI or its Staff Members/Students/Visitors by the contractor or his workers.
5. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff as regards work, discipline, attendance, or any other matter concerning efficient and smooth functioning; the contractor will be under an obligation to change the worker concerned when instructed by IITI authority. The contractor shall observe all the laws and will be responsible for any prosecution of liability arising from breach of any of those laws. The IITI will not have any responsibility regarding staff on the role of the contractor whatsoever.
6. A verification report in respect of all the personnel of contractor from the concerned police station of concerned residential areas should be submitted and also list of employees with biodata of each employee posted to the Institute along with photo and thumb impression should be handed over to the designated officer of IITI. Any changes should be informed of immediately.
7. The Agency should carry out 'on the job' training of Guards at the time of induction and ensure Refresher Training every 03 months during the period of the contract.
8. The Agency should have insurance cover from the Insurance Agency for public liabilities and thefts. Agency shall abide by all laws of the land including Labour Laws (ESI, PF, Bonus, Income Tax or any other extra taxes levied by the Government) Companies Act, Tax deduction liabilities, Welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be exclusive responsibility of the Agency, and it shall not involve the Institute in any way what-so-ever.
9. The Agency shall apply to the Labor Commissioner to obtain a labor license and will submit a copy of license to CSO/Administration department within 30 days from the date of issue of award of contract. If the agency fails to do so, the bill presented by the agency after 30 days will not be cleared till receipt of such application. Penalty Rs. 5,000/- per day shall be deducted for the delay period beyond 30 days after the deployment.
10. **Uniforms, Gum Boots, torches, Whistles, Lathis, Raincoats, Name Plates for Agency staff will be provided by the Agency FREE OF COST TO THE INDIVIDUALS. Uniform will not be of Khaki, Olive Green or Disrupted pattern or any other pattern of any government forces. The Institute shall not allow any employee of the Agency to work inside the institute without uniform except in cases wherein especially asked for. The Agency shall issue an Identity Card to each employee who will display the same on his uniform while on duty.**

11. Uniform and other accessories as furnished below will be provided by the Security Agency to the guards at the time of joining and subsequently every year. The Agency is allowed to display their logo however, the logo of IITI should be prominently visible: -

Particular	Nos.	Life Period
Light Blue Shirt full sleeves and Navy Blue Trouser	2 sets each to individual guard	1 year
Black Shoe	1 pair each to individual guard	1 year
Black Socks	2 pairs each to individual guard	1 year
Monkey cap / Commando cap	1 No. each to individual guard	1 year
Beret Cap for Supervisor	1 No. each to individual guard	1 year
Belt (multipurpose) with steel buckles with all attachments for holding torch, acrylic lathi and other equipment, with all safety/security equipment.	1 No. each to individual guard	1 year
Raincoat (Waterproof lining)	1 No. each to individual guard	1 year
Jacket for winters	1 No. each to individual guard	1 year
Wooden Baton	1 Nos. each to individual guard	1 year

(Agency may have a common raincoat and winter jacket, but the quality of such item should be of very high quality and commensurate with the decorum of the Institute)

12. The agency will provide all the essential COVID or any other epidemic/pandemic related protections items to their personnel deployed at the Institute including surgical masks, hand gloves, face shield and full PPE kits wherever required during their duty deployment. Other consumables like Sanitizers and liquid hand wash etc. are being provided by the Institute at various places on the campus.
13. The Agency shall be responsible for all injuries and accidents to persons employed by it. It will also cover its personnel for personal accident whilst performing the duty.
14. The Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency is found misbehaving with the supervisory staff or any other staff member/student of the Institute, it shall terminate the services of such employees on the recommendation of the Chief Security Officer or any other officer designated by IIT Indore. The Agency shall issue necessary instructions to its employees to act upon the instructions given by the supervisory security staff of the Institute.
15. The agency shall submit a quarterly performance report in respect of its employees to the institute which shall comprise of the state of health, behaviour and efficiency in their work. Such performance report shall be discussed with the security committee each half year.
16. The Institute safety and security committee shall draw a feedback report of the security agency in each half year based on which the CSO will issue performance report to the company if they request for the same. This performance report will be utilized by the committee for offering its recommendations for extension/tendering etc. The format of the performance report will be the same as given in Form 11 of Chapter 6 of this tender document.
17. That no right, much less a legal right shall vest in the Agency's workers to claim/have employment or otherwise seek absorption in the Institute nor the Agency's workers shall have any right whatsoever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency, and this should be solely the responsibility of the Agency to make it clear to their workers before deputing on work at the Institute.
18. The scope of work mentioned at Section A and B, description and the terms and conditions maintained above are only indicative and not exhaustive and the Agency shall meet any other requirements of IIT Indore from time to time, relating to the Security of the Institute

Payment:

1. Monthly payment will be paid by IIT Indore for the deployment of Security Personnel as per actuals in accordance with the agreement.
2. The Security Supervisors would be paid 33% more than the wages of security guards and Senior Security Supervisor will be paid 10% more than the wage of the Security Supervisors.
3. Payment of bills for services rendered will be on reimbursement basis of monthly payment cycle. After payment of salary, the bills shall be supported with the following documents: -
 - a. Bill on Agency letterhead giving details of total number of personnel engaged number of Man days and cumulative total.

- b. Amount shall be claimed along with details of payment made to the staff engaged for the previous month (copy of the Attendance Particulars to be attached) on reimbursement basis.
- c. Certificate to the effect that "Conditions of Minimum Wages Act and other Statutes on the subject have been complied with". The amount of first bill will be paid in full on proof of disbursement of wages to the security personnel. In subsequent months the proof indicating the reference of all beneficiaries of remittance to ESI and EPF department would be submitted by the Agency. In case there is any discrepancy in the remittance of these amounts, the amount would be deducted from the following month's billing and kept on hold till the Agency submits the valid proof of deposit of such amounts.
- d. The amount of EPF and GST will be deposited by the Agency separately for their employees deputed at IIT Indore. Copies of the challans and ECR towards remittance of EPF, ESIC shall be enclosed with the bill of next month.
- e. The Agency will ensure that all security personnel should have bank accounts in a national bank and their salaries are remitted to their account.
- f. Income Tax will be recoverable from the Agency's monthly bill as per rules
- g. The payment activity dates will be observed as per details below:

S.No.	Activity	By Whom	Turnaround Time
01.	Submission of Attendance to IIT Indore	Agency	By 2 nd of every month for previous month
02.	Verification of Attendance	IITI	By 5 th of every month
03.	Salary Disbursal	Agency	Salary should be remitted to individual's bank account on 7th of every month (one day before, in case 7th is falling on holiday).
04.	Submission of Invoice to IIT Indore	Agency	Within 3 working days of the following month
05.	Release of Payment	IITI	By 15 working days of receipt of Bill, proof of disbursement of wages.

NOTE: -

- a) The Agency must comply with the provisions of the Minimum Wage Act in disbursement of Wage payment to its Security Guards and deposition of Statutory charges such as EPF and ESI to the Agencies concerned.
 - b) Delay beyond the date in accordance with payment activity or any discrepancies in disbursement of salary will be viewed seriously and Penal interest @ 1 % Per week on the Total amount of the bill payable to security Agency will be charged by the Principal Employer i.e., IIT Indore. The delay will be counted from 7th of the month till payment to the guards/raising of the bill whichever is earlier. Part of week for the calculation of number of weeks will be considered a full week.
 - c) Amount not deposited of the EPF amount with EPF department shall be kept on hold and in addition penal interest 1% Per Week will be levied on the security agency for non-depositing the amount.
 - d) 1.5-day leave per complete month is admissible to individuals on prorata basis for which encashment would be paid half yearly.
4. The contractor will submit the wage bill as per format and details in accordance with the labour laws. The contractor will keep the following instructions in view while submitting the monthly wage bill(s):
- a. *A spare/attested copy of bank scroll/bank challan as a proof of depositing EPF/ESI etc. to the concerned Department along with list of security personnel in respect of whom the amount has been deposited will be submitted to this Institute with the bill of wages for the next month.*
 - b. *Deduction Schedule showing details of deductions of EPF/ESI of each personnel should be tallied with the wage bill.*
 - c. *The Agency will certify on the bill that the monthly wage bill of all personnel deployed by him in this Institute is complete and no person has been left and no supplementary bill will be submitted thereafter.*

- d. No person has/have been engaged on contract basis in this Institute without the prior approval of CSO or any other officer authorized by the Institute in this behalf.*
5. The Agency shall in no case pay its employees less than the minimum mandatory rates as specified by the Central Government per month plus allowances. The payment should be made by RTGS/NEFT/bank transfer, and a record will be required to be put up to the Asst. Registrar/Chief Security Officer or his deputy soon after the salary is credited. Such a record may be examined by the authorities of the Institute at any time after submission and clearing the bills of the security agency. In case any discrepancy found is debited from the subsequent bills of the agency.
 6. In case the Agency fails to make timely payments to its employees, or any employee of the Agency reports to the Institute either in writing or verbally regarding non-payment of dues, the Institute on being satisfied of the complaint shall pay the employees of the Agency directly and suitable deductions shall be made from the amount to be paid to the Agency. Repetition of such incident would invite 1% penal charge on the amount due per week (less than 1 week period will be treated as a week for the purpose).
 7. Rate Revisions: During the currency of contract, in case, the Government of India increases service tax from the present, the same will be admissible. No increase in amount other than the statutory taxes in the present rate will be considered under any circumstances. EPF, ESI and the minimum wages, revision if any will be allowed as per the orders of Government. The onus for producing the copy of notification of Central Government for minimum wages will be of the Agency.
 8. The agency will clear the full and final payment to their employees including gratuity if they happen to leave the job and on completion of the contract of the security agency, whichever comes first. The last bill of the security agency will be kept on hold until they provide proof of the full and final payment to all its employees.
 9. The final payment of the Agency will be cleared by the Institute only after clearance of any liabilities pending with the Agency.
 10. IITI shall be entitled to set off against and deduction and recovery from the aforesaid charges and any other sums payable by IITI to the Agency at any time, any tax, levy or other amount whatsoever which may be required to be deducted by order of any Court/Authority under any law now existent or which may come into existence during the currency of this Agreement as also any and all amounts which may be or become payable by the Agency to IITI under this Agreement or pursuant thereto, provided however that IITI will give the Agency a notice of not less than 2 days prior to the making of any set-off, deduction or recovery (other than a set-off, deduction or recovery made in accordance with any law or required to be made under any law or made pursuant to any order of a Court or other authority) against or from the aforesaid charge/sums lying with IITI

अनुभाग - 7 / SECTION - 7
PRE-QUALIFICATION CRITERIA

(Firm should enter compliance against each column for consideration of their bid)

Documents details to be mandatorily submitted for Pre-qualification:

Sl. No.	Particulars	Document to be Attached (Proof) & Page No.	Compliance (Yes/No) (If No, specify deviation)	Page No.
1	Name of the Organization/Firm, location of Head Office with complete address, full postal address, telephone/fax no., and e-mail	Certificate of Incorporation/Registration, along with address proof (GST Certificate/Utility Bill)		
2	Registered office within Indore Municipal Limits or within 20 km from IIT Indore	GST Registration Certificate clearly indicating address of Head/Regional/Branch Office		
3	Valid license under the PSARA Act for the State of Madhya Pradesh	Copy of valid PSARA License issued by competent authority		
4	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been blacklisted or changed the name of the firm	Notarized Affidavit in original		
5	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court	Notarized Affidavit in original		
6	Income Tax compliance	ITR acknowledgements for last three years, PAN card copy, GST Registration Certificate, Professional Tax Registration		
7	ESIC Registration	ESIC Registration Certificate with valid registration number		
8	EPF Registration	EPF Registration Certificate with valid registration number		
9	Earnest Money Deposit (EMD) ₹23,00,000/-	Transaction receipt/UTR proof		
10	Bank Solvency (minimum ₹ 2 Crores), not older than one year	Bank Solvency Certificate issued by nationalized/scheduled bank		
11	Tender Forms	Duly filled and signed Forms 1 to 12 of NIT		

Note:

- Only the documents specified above shall be accepted as proof for evaluation. Any other document submitted in lieu of the specified documents shall not be considered. Further, if any required document is not submitted or the eligibility criteria are not met, the bid shall be summarily rejected and will not be considered for further evaluation.
- Non-submission of all the documents mentioned above and the Integrity Agreement, by the bidder will amount to non-eligibility for this tender and its bid shall be liable to be rejected summarily.
- Formats have been made available for the convenience of bidders. No change should be made to these formats except filling-up details sought. In case any change is made in the format, it shall be treated as unauthorized and such tender will stand automatically disqualified.
- The bidders qualifying the pre-qualification criteria will be considered for technical evaluation.

अनुभाग 8 / SECTION 8
Technical Evaluation Criteria:

The technical bids will be evaluated on the below mentioned criteria and scoring will be accordingly:

Sl. No.	Particulars	Documents Required	Score
1	Registered office at Indore (No marks would be awarded if Head Office/Regional Office or Branch Office is not situated within Indore municipal limits or 20 kms from the Institute)	Copy of latest telephone/Electricity Bill and business registration certificates	Indore Municipal Limits or within twenty kms from IITI - 15 Others - No marks
2	Details of resources available in the office at Indore	Details to be mentioned in the format provided at form 14 along with supporting documents if any	Total marks - 10 Score will be given as per the scheme below: Dedicated Operations Manager – 04 Dedicated HR Manager - 02 Availability of QRT Team 24x7 - 02 Availability of trainer - 02
3	Total number of personnel employed as on the date of submission of bid.	Copies of valid labour licence to be attached	150 labours or more - 10 100 to 149 labours - 05 Below 100 labours - No marks
4	Experience of similar works in any 05 years between 01 April 2020 to 31 March 2025. a) 03 Works in last 05 years, each costing not less than the amount equal to Rs. 2.3 Crore. OR b) 02 Works in any 05 years during the above referred period, each costing not less than the amount equal to Rs. 2.9 Crore. OR c) 01 Work in any 05 years out of above, each costing not less than the amount equal to Rs. 4.6 Crore. No number would be awarded if not meeting any of the given above criterion	Furnish details in form 12 and 13 and experience/completion certificates	10 marks

5	Enlist the names of higher educational institutions/ research institutions/ universities viz. IITs, CFTIs or other government Institutes where they have served earlier within 05 years in these institutes.	Furnish details form 12 and 13 and experience/completion certificates	IITs 2 or more - 10 CFTIs 2 or more - 08 Other Govt. Institutes 2 or more - 06 (No number would be awarded if not worked in any of the above institutions in last 05 years, only half marks will be given if worked only in one of the above institutions.)
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 clients) IITs CFTIs Other Government Institutes (Only certificates with overall performance very good or above will be considered for award of numbers, 10 marks would be awarded if only one certificate is attached. - overall performance will be calculated based on the feedback provided by the employers)	Form 11 on clients' letter head	IITs 2 or more - 15 CFTIs 2 or more - 10 Other Govt. Institutes 2 or more - 06 (no marks will be awarded for the certificates submitted on other formats; half marks will be awarded if only one certificate is submitted)
Total Technical Marks (X)			70

Note: -

- Only the documents specified above shall be accepted as proof for evaluation. Any other document submitted in lieu of the specified documents shall not be considered.
- The minimum score for qualifying in the technical evaluation is **50 out of 70**, considered as **X**. Tender of Bidders who are unable to achieve the minimum score in the technical evaluation, as mentioned above, will be disqualified.
- Bidders who achieve the minimum score i.e. 50 marks or above in the technical evaluation will only be called for presentation.
- Bidders shall mandatorily participate in the presentation. Failure to respond to or attend the presentation shall lead to disqualification of the bid.
- The presentation will be awarded marks on a scale of **30**, considered as **Y**.

Sl. No.	Details	No of Maximum Marks to be awarded
01	Information on the organization and their Hierarchy	05
02	Study of the IITI campus and security survey of the campus and suggestions thereon	10
03	Methodology of training of the guards	05
04	Resources available at the local office	05
05	Reporting of incidents and Grievance Redressal Mechanism	05
Total =		30 Marks

6. The Technical Bid Score will be a total of marks obtained in technical evaluation and presentation, as mentioned below:

$$\text{Technical Bid Score (TBS)} = X + Y$$

The threshold score for qualifying in the Technical Bid Score is minimum 70 out of 100.

Subsequently, financial bids of only those bidders will be opened who have scored the minimum or above in the Technical Bid Score (TBS).

Evaluation Criteria of Technical Bid:

- a. Least Cost System (LCS)
- b. The score of the Service Providers will be given by buyer or a committee constituted by Buyer organization. The Buyer will provide marks and submit in the GeM system.
- c. The Bidder has to submit the clarifications / additional particulars through GeM portal within the time limit mentioned in the tender document. **The Bidder's offer will be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time.**

Note: The technical bid shall be opened on the scheduled opening date and the price of only bidder, who is found technically qualified on evaluation of the technical bids, shall be opened on later date with intimation to the bidders.

Evaluation of Price Bids:

Commercial bids submitted by only those bidders, who have qualified both for pre-qualification and technical evaluation, shall be eligible for further evaluation.

Financial Ranking- As per GeM Terms & Conditions.

प्रपत्र - 1 / FORM - I
बोलीदाता सूचना प्रपत्र
Bidder Information Form

(To be submitted on Service Provider/ Company Letterhead)

1.	Name of the agency	
2.	Registration Number/ Incorporation certificate (Attach copy)	
3.	Registered Address with Pin code	
4.	Name of Director/ Partner(s)	
5.	Year of Establishment	
6.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Others (In case of others, please specify)
7.	Category of the Organization	1. Micro Unit as per MSME 2. Small Unit as per MSME 3. Medium Unit as per MSME 4. Ancillary Unit 5. SSI 6. Others (In case of others, please specify)
8.	Contact Name, Email Id & Mobile No.	
9.	Bank Details	Name of Beneficiary : A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
10.	PAN No. of the Organization (copy should be enclosed)	
11.	GST No. of the Organization (copy should be enclosed)	
12.	EPF Registration No. of the Organization (copy should be enclosed)	
13.	ESI Registration No. of the Organization (copy should be enclosed)	
14.	Professional Tax Registration No. of the Organization (copy should be enclosed)	
15.	LWF Registration No. of the Organization (copy should be enclosed)	
16.	Labour Registration No. of the Organization as per CL&RA Act 1970 (registration copy should be enclosed)	

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

प्रपत्र - 2 / FORM - II**निविदा शर्तों की स्वीकृति हेतु/ Acceptance of Tender Terms**

(To be submitted on Service Provider/ Company Letterhead)

Date: DD/MM/YYYY

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Sub: Acceptance of Tender No. "IITI(SC)/SS/030/RK/2025-2026"

1. I/ We have downloaded/ obtained this tender document(s) for the above mentioned 'Tender/service' from the website(s) namely: _____.
2. I/ We hereby certify that I/ we have read the entire terms and conditions, scope of work of this tender from Page No. __ to __ (including all documents like form(s), section(s), etc.), which form part of the contract agreement.
3. I/ We hereby unconditionally accept the tender conditions of the above-mentioned tender and its corrigendum(s) (if any) in its totality / entirety. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of bid.
4. I / We do hereby declare that our firm has not been blacklisted/ debarred by any Govt. Department/Public Sector Undertaking/ Organization.
5. I / We do hereby declare that the prices quoted in our bid are inclusive of taxes, if not mentioned specifically.
6. I/ We agree to keep this offer open until **180 days** from the date of opening of the tender and shall be bound to provide the said services till the specified period.
7. I/ We agree that, in case, if we fail to provide the services as per the terms and conditions of this tender and agreement, then the IIT Indore has full power to forfeit the Bid Security/ EMD or take any necessary action as deemed fit.
8. I/ We declare that no legal/ financial irregularities are pending against the proprietor/ partner of this firm.
9. I/ We do hereby confirm that the prices/ rates quoted are fixed and are not higher than that approved by any other Govt. of State/ Central/ Institute/ Department/ PSUs during the current Financial Year. I/ We also offer to provide the services at prices and rates not exceeding those mentioned in the price bid.
10. I/ We do hereby confirm that I/ We are aware of the provisions of "Make in India"/ Startup initiatives and directives regarding Price Preference Policy to Make in India Registered Bidders. I/We undertake to follow the same as per directions of the IIT Indore in respect of this E-Bid Enquiry.
11. I/ We undertake that we shall be liable to provide all the relevant records copies during the concurrency period of Contract or otherwise even after the Contract is over, whenever required by the IIT Indore.

(Signature of the Bidder, with Official Seal)

प्रपत्र - 3 / Form – III
पीएसएआरए अधिनियम के तहत लाइसेंस की घोषणा/
Declaration of License under PSARA Act

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road Simrol-453552

Sub: Declaration of holding valid license in respect of Tender IITI(SC)/SS/030/RK/2025-2026 for
"Comprehensive Security Services for IIT Indore"

Dear Sir,

I/ We declare that the details of the licence to run a private security agency under the PSARA Act
are as under:-

Licence No. & date of issue:

Issued in the name of:

Validity of the licence:

Issuing authority name:

I/We declare that the above statement is true and correct to the best of my knowledge and belief,
I/We understand that our tender is subjected to be summarily rejected by the IIT Indore for the
tendering process if the information is found incorrect. I /we will submit the copy document at the
time of technical presentation for verification purpose.

Yours faithfully
(Signature of the Tenderer)
Printed Name:
Designation:
Company Seal:
Date:

प्रपत्र - 4 / Form – IV**इंदौर में पंजीकृत, परिचालन कार्यालय के लिए घोषणा/
Declaration for Registered, operational office at Indore**

To
The Registrar
Indian Institute of Technology Indore
Khandwa Road Simrol-453552

Sub: Declaration for registered operational office at Indore in respect of Tender.
IITI(SC)/SS/030/RK/2025-2026 for “Comprehensive Security Services for IIT Indore”

Dear Sir,

I/ We declare that : Our firm M/s _____ have registered and operational office at Indore and the above office at Indore will be the point of contact for IIT Indore for all purposes during the period of contract if awarded to us. The details of the staff and contact details are as under:

Sl No	Name	Designation	Phone/ Mobile No.	e-mail id	Remarks

- The details of the GST Registration Certificate having the details of our above Head/Regional/Branch Office are as under:
 - GST No.
 - Type of office: Head Office/ Regional Office / Branch Office
 - Address:
 - Date of Opening:
- I declare that the above statement is true and correct to the best of my knowledge and belief, I /we will submit the copy of the GST certificate at the time of technical presentation for verification purpose. I/We understand that our tender is subjected to be summarily rejected by the IIT Indore for the tendering process in case the above information is found incorrect. I/We further understand that, we would be subjected to a fine of Rs. 50,000/- per month in case our office is not found operational in case we are awarded the contract. **I /we will submit the copy document at the time of technical presentation for verification purpose.**

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

प्रपत्र - 5 / Form - V**स्वयं का प्रशिक्षण विद्यालय होने/वैध समझौते की घोषणा/
Declaration for having own training school/valid tie up**

To
The Registrar
Indian Institute of Technology Indore
Khandwa Road Simrol-453552

Sub: Self Declaration for having own training school/valid tie up in respect of tender No.
IITI(SC)/SS/030/RK/2025-2026 for "Comprehensive Security Services for IIT Indore"

Dear Sir,

I/ We declare that:

1. Our firm M/s _____ (please provide the relevant
 - a. have our own training school as per the details below:
 - i. Name of the training school
 - ii. Date of start of the training school
 - iii. Training Capacity
 - iv. Licensing authority
 - v. License for the training valid up to _____
 - b. have a valid tie up with the training school for training of our men as per the details below:
 - i. Name of the training school
 - ii. Name of the organization
 - iii. Date of signing the MOU
 - iv. Valid date
2. I declare that the above statement is true and correct to the best of my knowledge and belief, I understand that our tender is subjected to be summarily rejected by the IIT Indore for the tendering process in case the information is found incorrect. I /we will submit the necessary documents at the time of technical presentation for verification purpose.

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

प्रपत्र - 6 / Form – VI

**मध्य प्रदेश के लिए श्रम लाइसेंस होने की घोषणा/
Declaration of having Labour License for Madhya Pradesh**

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road Simrol-453552

Sub: Self Declaration of having Labour License for Madhya Pradesh in respect of Tender.
IITI(SC)/SS/030/RK/2025-2026 for "Comprehensive Security Services for IIT Indore"

Dear Sir,

1. I/ We declare that the details of the Labour License for Madhya Pradesh are as under:-
 - a. License No. & date of issue:
 - b. Issued in the name of:
 - c. Validity of the license:
 - d. Issuing authority name:

2. I/We declare that the above statement is true and correct to the best of my knowledge and belief, I/We understand that our tender is subjected to be summarily rejected by the IIT Indore for the tendering process if the above information is found incorrect. I /we will submit the copy document at the time of technical presentation for verification purpose.

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

प्रपत्र - 7 / Form – VII**स्वच्छ छवि/कोई कानूनी कार्रवाई नहीं होने के संबंध में घोषणा पत्र**
DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION*(To be submitted on Service Provider/ Company Letterhead)*

I hereby certify that my firm has neither been blacklisted/ debarred by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies or concerned Bar Council in the last five years from the date of publishing of this tender and no bankruptcy/liquidation proceedings have been initiated against my firm by any entity/government or quasi-government agency of PSU.

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

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Company Seal

Or

I/we declare the following:-

No.	Country in which the company is debarred / blacklisted / case is pending	Blacklisted / debarred by Government / Semi Government Organizations / Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Company Seal

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

प्रपत्र – 8 / FORM - VIII

वार्षिक कारोबार की घोषणा और इनकम टैक्स रिटर्न
DECLARATION OF ANNUAL TURNOVER, PROFIT & LOSS AND
INCOME TAX RETURN

(To be submitted on Service Provider/ Company Letterhead)

To,
 The Registrar
 Indian Institute of Technology Indore
 Khandwa Road, Simrol
 Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: NIT No. "IITI(SC)/SS/030/RK/2025-2026"

Dear Sir,

I/we hereby declare that the details of our firm's for Annual Turnover and Profit & Loss is as mentioned below, and the documentary evidence of the Audited Accounts is placed as enclosure:

Financial Year	Turnover	Profit & loss	Remarks
2022-2023			
2023-2024			
2024-2025			

I/we hereby also declare that our firm had filed Income Tax Returns for the last three financial years and the filed copies of IT Return are enclosed.

My PAN No., GST Regn. No. are as follows:

PAN –

GST –

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

Attach a separate neatly typed sheet on the letter head of Registered Chartered Accountant OR enclose copies of audited Balance Sheet and Profit & Loss Statement for the previous 3 financial year as specified in bid document and further details, if required, may be asked after opening of technical bids. There is no need to upload an entire voluminous balance sheet.

प्रपत्र – 9 / FORM - IX

पिछले और वर्तमान अनुभव का विवरण
DETAILS OF PREVIOUS & CURRENT EXPERIENCE
 (To be submitted on Service Provider/ Company Letterhead)

To,
 The Registrar
 Indian Institute of Technology Indore
 Khandwa Road, Simrol
 Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: NIT No. "IITI(SC)/SS/030/RK/2025-2026"

Dear Sir,

Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	No. of average Security personnel deployed	Tenure of contract	Value of contract

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

प्रपत्र – 10 / FORM - X
सहमति – पत्र / Letter of Consent
(To be submitted on Service Provider/ Company Letterhead)

Tender Ref. No. "IITI(SC)/SS/030/RK/2025-2026"

Date: DD/MM/YYYY

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Name of Work: "Comprehensive Security Services for IIT Indore"

Dear Sir,

1. I/We understand the nature and quantum of service/work to be carried out. I/We have read various condition to the tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 180 days from the date fixed for opening the bid.
2. In case the tender is withdrawn within the validity period or the contract if awarded, I/We understand that our bid security declaration will be forfeited, and I/We understand that I/We will be barred for future tendering.
3. The rate quoted by us is firm and I/We will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance and terms of the tender/contract.
4. I/We also hereby agree to abide by the rules and regulations of the IIT Indore, general conditions of the contract amended from time to time and to carry out the work according to the conditions laid down by the IIT Indore.
5. I/We also hereby agree for **To-&-fro transport facility for outsourced employees to commute to the office daily as a service incentive without seeking any additional charges from such employees for the said facility.**
6. I/We also hereby agree for **Health Insurance facility for self and family dependents & Group Term Insurance of employees is to be done as a service incentive by the agency without seeking any additional charges from such employees for the said facility.**
7. Acceptance of this tender/contract 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.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

Note: *The formats have been made available in the word format in the document titled 'Annexures'. The format may also be downloaded; no change should be made by the tenderers except filling up details. In case any change is made in the contents of the formats, except filling -up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.*

प्रपत्र – 11 / FORM - XI

प्रस्तुत सूचना/दस्तावेजों की प्रामाणिकता का वचन पत्र /
Form of Undertaking of authenticity of Information/documents submitted
(to be submitted by the successful company/agency before deployment of manpower)

Tender Ref. No. "IITI(SC)/SS/030/RK/2025-2026"

Date: DD/MM/YYYY

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Name of Work: "Comprehensive Security Services for IIT Indore"

With reference to our quotation against your above-referred tender, we hereby undertake that no fraudulent information/documents have been submitted by us.

We take full responsibility for the submission of authentic information/documents against the above cited bid.

We also agree that, during any stage of the tender/contract agreement, in case any of the information/documents submitted by us are found to be false/forged/fraudulent, IITI has right to reject our bid at any stage including forfeiture of our EMD and/or PBG and/or cancel the award of contract and/or carry out any other penal action on us, as deemed fit.

SIGNATURE OF THE BIDDER OR HIS
AUTHORIZED SIGNATORY

ADDRESS WITH SEAL OF THE AGENCY /FIRM

प्रपत्र – 12 / FORM - XII

बोली-पूर्व प्रश्न प्रपत्र

PRE-BID QUERY FORM

(To be submitted on Service Provider/ Company Letterhead)

Name of the Bidder: _____

Address: _____

Email ID: _____

Contact No.: _____

Sl. No	Reference of the Clause No. of the Tender Document	Query/Clarification/Deviation sought	Clarification/Response from IIT INDORE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

प्रपत्र - 13 / FORM - XIII

**सरकारी / अर्ध-सरकारी / स्वायत्त संगठन में प्रदान की गई
व्यापक सुरक्षा सेवाएं के लिए कार्य प्रदर्शन रिपोर्ट**

**Performance Report for Comprehensive Security Services provided in
Government/ Semi-Government/ Autonomous Organizations**

(To be issued by the organization where facility is being provided on Letter Head)

1. Name of the Service:
2. Nature of Service:
3. Name of the Organisation:
4. Name of the Company/Service Provider & Address:
5. Name and address of the organization where services are provided:
6. Name, Email-id and Contact No. of the person in the organization for verification:
7. Date of award of contract:
8. Date of expiry of license/completion of contract:
9. Value of work in Contract:
10. Performance Report: Please tick/circle the correct option.

Sr. No.	Description	Performance
(a)	Quality of service	Excellent/Very Good/Good/Fair
(b)	Resourcefulness	Excellent/Very Good/Good/Fair
(c)	Behaviour and Attitude	Excellent/Very Good/Good/Fair
(d)	Redressal of complaints and Promptness	Excellent/Very Good/Good/Fair
(e)	Operational Performance & SLA Tracking	Excellent/Very Good/Good/Fair
(f)	Manpower & Compliance	Excellent/Very Good/Good/Fair

Overall performance: _____ *(Mandatory to fill)*

Remarks, if any :

Seal of the Organization

**Signature of the Organization's Official
Designation:**

Contact No. _____

Email Id: _____

Date:

Note: Above report should be on organisation letter head only.

प्रपत्र - 14 / FORM - XIV**परफॉर्मेंस सिक््योरिटी प्रारूप / PERFORMANCE SECURITY FORMAT***(To be submitted on Service Provider/ Company Letterhead)*

To,

.....

WHEREAS (name and address of the service provider) (hereinafter called "the service provider") has undertaken, in pursuance of contract no. Datedto supply (description of goods and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the service provider such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the service provider(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment made by us under this bond shall be a valid discharge of our liability for payment thereunder and the service provider(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank)
Name and designation of the officer

Seal:

Name & address of the Bank
Address of the Branch:
Phone No.:
E-mail ID:.

प्रपत्र - 15 / FORM - XV

गैर-प्रकटीकरण समझौता (एनडीए)/तृतीय पक्ष गैर-प्रकटीकरण समझौता
Non-Disclosure Agreement (NDA)/ Third Party Non-Disclosure Agreement
(To be submitted on Service Provider/ Company Letterhead)

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with IIT Indore on contract is confidential and that the nature of the business of the IIT Indore is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the IIT Indore. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting of but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return all documents and property of IIT Indore to IIT Indore, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to IIT Indore's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes, or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the IIT Indore and are reasonable given the nature of the business carried on by the IIT Indore. I agree that this agreement shall be governed by and construed in accordance with the laws of the country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this ____ day of, 20__.

Date:

Authorized Signatory

Place:

Name:
Designation:
Contact No.:

Company Seal

प्रपत्र – 16 / FORM – XVI**समग्रता समझौता**
INTEGRITY AGREEMENT

(To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIT Indore)

This Integrity Agreement is made at on this day of..... 20.....

BETWEEN

IIT Indore, represented through Registrar, IIT Indore (hereinafter referred as the 'Principal/Owner', (Address of Division) 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns

AND

Name and Address of the Individual/firm/Company) through (hereinafter referred (Details of duly authorized signatory) to as the "Bidder/Agency" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns

Preamble

WHEREAS the Principal/ Owner has floated the Tender (NIT No.....) (hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract forat IIT Indore." (Name of work) hereinafter referred to as the "Contract". AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Agency(s).AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/ Owner

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/ Owner, personally or through any of his / her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Principal/ Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/ Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - (c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PoC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s) / Agency(s)

1. It is required that each Bidder/Agency (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or

corruption or coercion or collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s)/ Agency(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - (a) The Bidder(s)/Agency(s) will not, directly or through any other person or service provider, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - (b) The Bidder(s)/Agency(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - (c) The Bidder(s) / Agency(s) will not commit any offence under the relevant IPC/PoC Act. Further the Bidder(s) / Agency(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal / Owner as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
 - (d) The Bidder(s) / Agency(s) of foreign origin shall disclose the names and addresses of agents / representatives in India, if any. Similarly, Bidder(s) / Agency(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
3. The Bidder(s)/Agency(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
4. The Bidder(s)/Agency(s) will not, directly or through any other person or service provider indulge in fraudulent practices means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
5. The Bidder(s)/Agency(s) will not, directly or through any other person or service provider use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal /Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Agency(s) and the Bidder/ Agency accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1. If the Bidder(s)/Agency(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the Agency shall have powers to disqualify the Bidder(s)/Agency(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Agency from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
2. Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered

opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Agency.

3. **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct a Bidder or Agency, or of an employee or a representative or an associate of a Bidder or Agency which constitutes corruption within the meaning of IPC Act, or if the Principal / Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country conforming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
2. If the Bidder makes an incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Agency as deemed fit by the Principal/ Owner.
3. If the Bidder/Agency can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Agencys/SubAgencys

1. The Bidder(s)/Agency(s) undertake(s) to demand from all subAgencys a commitment in conformity with this Integrity Pact. The Bidder/Agency shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-Agencys/sub-vendors.
2. The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Agencys.
3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6: Duration of the Pact

1. This Pact begins when both the parties have legally signed it. It expires for the Agency/Vendor 6 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority of IIT Indore.

Article 7: Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Agency is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board Resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. It is agreed that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8: Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....
IIT INDORE
Date & Place:

.....
BIDDER Signature with Seal
Date & Place:

WITNESSES:

- 1. (Indentor)
(Signature, name and address)
- 2.
(Signature, name and address)

WITNESSES:

- 1.
(Signature, name and address)
- 2.
(Signature, name and address)

प्रपत्र -17 / FORM-XVII
Format for Price Breakup/Financial Document
for
Comprehensive Security Services for IIT Indore

Name of the Bidder/ Bidding Firm / Company: _____

Service Charge

Service Charge in percentage on total billing inclusive of GST =	_____ %
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Note:

1. All Terms & Conditions will be as per NIT Document uploaded on GeM.
2. Format for Price Breakup (FORM-XVII) must be uploaded at the time of Price bid submission.
3. **Agency will be required to quote service charge in percentage as above in GeM bid and upload the the same in the above format in the price breakup field.**

Date:

(Signature of the Tenderer)
Company Seal