



NIT No. IIITG/ESTAB/04/2021-22/01

Date: 13.08.2021

**Notice inviting Tender for Providing Round the Clock Security Services at Indian Institute of Information Technology Guwahati at Bongora, Guwahati-781015, Kamrup**

Indian Institute of Information Technology Guwahati (shortly IIITG) is an Institute of National Importance, established by an Act of Parliament under Ministry of Education, Govt. of India set up by the Govt. of India in Public Private Partnership (PPP) mode.

The Institute offers B.Tech & M.Tech courses in Electronics and Communication Engineering (ECE) and Computer Science Engineering (CSE), and PhD programmes in ECE, CSE, Mathematics, and Humanities & Social Sciences (HSS). IIIT Guwahati stands tall for its excellence in Academics and Research with top class faculty, staff and students. The Institute has student strength around 800 B.Tech , 60 M.Tech and 50 plus PhD on roll.

The campus of the Institute, where the services are required to be rendered as per this tender, is built up on a 70 acres of land at Bongora/Sontola Village which is just about 4km away from the Guwahati (LGBI) Airport. The campus is surrounded by its own boundary, well equipped with Mobile Phone connectivity, Internet, Electricity, Water Supply and round the clock Security. The campus has residential facilities for accommodating 30-40 security personnel.

In view of expiry of the tenure of ongoing contract, the Institute is desirous of appointing an Agency/firm for providing round the clock Security services w.e.f. November, 2021. Interested Bidders are requested to go through the minimum qualification criteria and submit their Bids along with all supporting documents to the address below on or before 02.09.2021 up to 02.30 p.m:

**The Director  
Indian Institute of Information Technology Guwahati  
Bongora, NH 37, Guwahati, Pin-781015**

The Technical Bids will be opened on 02.09.2021 at 3.00 p.m. in presence of Bidders. Bidders or their authorized representatives are requested to be present at the time of opening of the Bids. The venue will be Conference Hall of the Institute by following Covid-19 protocols.

As a part of short listing exercise, prospective service providers will be required to make a short presentation not exceeding 15 minutes on their company/ organization/firm, expertise, experience and propose solution for providing security services to IIIT Guwahati before a Committee on the same date, time and venue for opening the Technical Bids. The Technical Bids will be evaluated as per guidelines in Annexure-IV. The Price Bids of only the technically qualified Bidders will be opened. The date, time and venue for opening of Price Bids will be notified later on.

The Director, Indian Institute of Information Technology Guwahati reserves the right to accept/ reject any or all the Bids without assigning any reason. The Director also reserves the right to amend the scope of the work or the number of manpower required at any point of time. Any attempt on the part of any company/ organization/firm to influence, negotiate directly or indirectly with the Institute will lead to exclusion from consideration. The decision of the Institute in this regard shall be final.

Sd/-  
Gautam Barua  
Director, IIIT Guwahati



**BID DOCUMENT**

**Part-A: Important information and schedule of events**

Nature of the work	Providing round the clock Security Services at Indian Institute of Information Technology Guwahati at Bongora, Guwahati-781015, Kamrup
Tender No.	<b>NIT No. IIITG/ESTAB/04/2021-22/01 dated 13.08.2021</b>
Tender document availability	<a href="https://www.iiitg.ac.in">https://www.iiitg.ac.in</a>
Pre Bid clarifications & site visit	Interested Bidders may visit the campus and seek clarification, if any, from the authorized IIITG representative at office.
Last Date & time of submission of Bids	02.09.2021 till 2.30p.m.
Place of submission of Bids	IIIT Guwahati, Bongora, NH 37, Guwahati-781015, Kamrup, Assam
Date, time and place of opening of Technical Bids and presentation by the Bidders	At 3.00 p.m. on 02.09.2021 in the Conference room of the Institute's office at Bongora, Guwahati-781015, Kamrup.
Date, time & place of opening of Price Bids	Shall be notified to the technically qualified Bidders later
Tender Fee (Non-refundable)	Rs. 1000/- Rupees One Thousand Only in DD in favour of IIIT Guwahati
Earnest Money Deposit (EMD) (refundable but no interest on it for the holding period)	Rs.1,00,000.00 (Rupees One Lakh in DD/BG) in favour of IIIT Guwahati
Validity of Price Bids	For 180 days from the date of opening of Bids
Duration of Contract	Initially for 2 years and renewable up to another 3 years on year-on-year basis on satisfactory performance and mutual agreement

**Part-B: Eligibility Criteria**

- i.** The Bidder must have a registered office in Guwahati.
- ii.** The Bidder should not be declared as ineligible/blacklisted by the Government of India or any other Government body on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature. A self-declaration duly signed is to be submitted to this effect.
- iii.** The Bidder should have at least minimum five years of experience in providing security services in Central/State Government Departments / Public Sector Undertakings /Autonomous Bodies / Large Industrial / Educational campus / reputed Private companies etc. A self-attested copy of valid Firm's Registration / Incorporation Certificate with relevant state/central government authority in India.



- iv. The Bidders is also required to submit at least 3 Customer Satisfactory Performance Reports from three different reputed organizations they served during the last three years. They may submit lesser number of such Reports but in that case they will score lesser marks in the evaluation of the Technical Bid.
- v. The Bidders must have achieved a total turnover of at least Rs 3.00 crores during the last three financial years for providing Security Services at any reputed large Educational/ Research Institutions/ Universities or from any such similar organizations run by Central Government/ State Government Departments, Public or Private Sector Companies/ Undertakings, Autonomous Bodies with a conditions that the annual turnover should not fall below Rs. 80.00 lakh in any of the last three financial years for providing Security services.
- vi. The Bidder should submit self-attested copies of Audited Balance Sheet along with Profit & Loss Statement of latest three financial years.
- vii. The Bidder should have valid license under Private Security Agencies (Regulation) Act, 2005. A self-attested copy of the same is to be attached.
- viii. The Bidder should have valid registration certificate under Contract Labour (Regulation and Abolition) Act, 1970. A self-attested copy of the same is to be attached.
- ix. The Bidder should have registration with EPFO, ESIC, GST and all other relevant Departments. A self-attested copies of the same are to be attached.
- x. The Bidder should have TIN/PAN registration numbers. A self-attested copies of the same is to be attached.
- xi. The Bidder should enclose up-to-date ITR and GST clearance certificate duly self-attested by them and submitted along with Bid.
- xii. The Bidder should pay the Tender fees.
- xiii. The Bidder should pay the EMD.

**All supporting documents against the above minimum eligibility criteria must be self attested and be enclosed with the Technical Bid. A simple undertaking claiming the stated criteria will not be treated as sufficient.**

**Part-C: Instructions to Bidders:**

**1. Two-Bid System:**

The Bids are to be submitted in two parts; viz Technical Bid and the Price Bid, each of them sealed in separate envelopes, superscribing as "Technical Bid" and "Price Bid". Both these envelopes to be put inside a bigger envelope superscribing "Tender for providing Security Services" and be addressed to:

**The Director  
Indian Institute of Information Technology Guwahati  
Bongora, NH 37, Guwahati, Pin-781015**

**2. Technical Bid:**

**The Technical Bid will comprise of:**

- i.) **A covering letter addressed to Director, IIIT Guwahati, Bongora, NH 37, Guwahati-781015, in Bidders letter-head describing Bidders profile in brief, the strength and suitability, detailed plan to meet quality standards as per this tender.**
- ii.) **And the following:**
  - a. **Annexure-I:** Technical Bid proforma to be filled up enclosing all supporting documents.
  - b. **Tender Fee:** Demand Draft of Rs.1000.00 (Rupees one Thousand Only) in favour of IIIT Guwahati.
  - c. **Earnest Money Deposit (EMD):** A Demand Draft or Bank Guarantee of Rs.1.00 lakh in favour of IIIT Guwahati.
  - d. **Annexure: II** (Declaration).
  - e. **All other the supporting papers:** (duly self-attested) against the eligibility criteria noted above.



3. **Price Bid:** The Price Bid shall comprise of the followings:  
**Annexure-III**, duly filled in and signed.  
Important: a. Unrealistic and non-profitable offers in respect of the Bidder are liable for rejection. However, such Bidders will be given a chance to justify themselves. In fact, the Institute Authority reserves the right to ask any Bidder to justify their offers.  
b. Price Bids with ineligible figures, figures with overwriting/ correction/modification, specially in respect of the Service Charges are also liable for rejection. In this respect, the decision of the Institute authority will be final and binding.
4. **Evaluation of the Bidders for award of the contract: The Price Bid will be evaluated as below:**  
(a) The Bidder qualifying the Technical Bid and quoting the lowest Service Charge in terms of percentage of the total bill (excluding the Taxes, EPF, ESI, Bonus and Admn. charges) for the services defined herein shall be considered for award of contract.  
(b) The Bids with Service charges less than equal to 2% will be viewed as unrealistic and non-profitable for the Bidders (considering the deduction of 2% TDS) and are liable for rejection. However, the Institute Authority reserves the right to ask any Bidder to justify their offer.  
(c) In case more than one Price Bid quoting the same lowest rate of Service Charge are received, the one who will score higher marks in the Technical Bid evaluation will be offered the contract.  
(d) In case the score in the Technical Bid is also same, then the Institute Authority will decide as to whom the contract will be awarded and that will be binding to all the Bidders.

5. **Opening of Bids:**

Technical Bids will be opened at 3.00 p.m. in the Conference Hall of IIITG on 02.09.2021.

The Bidders will be required to give a brief presentation in front of the Bid Opening Committee on that day. If the Bidder or his/her authorized representative fails to give the presentation, their Technical Bid will not be considered and they will be dis-qualified from participating in the present Bidding.

**The Price Bids of only the technically qualified Bidders will be opened.**

The date and time of opening of the Price Bids will be notified to the qualified Bidders. The technically qualified Bidders will be invited to attend the opening of Financial Bid. The Bidders or their authorized representatives should be present at the time of opening the Price Bid. If no such representative attends, the interpretation of the Bid Opening Committee wherever required to clarify any clause, will be final and binding.

6. **Pre Bid clarifications & site visit:**

Intending security service providers are advised to inspect and examine the site and satisfy themselves before submitting their tenders. They may seek clarification, if any, from the authorized IIITG representative from the office. A Bidder shall be deemed to have full knowledge of the site whether he/she inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

7. **Validity of the Bids:**

The tender submitted by the Bidders shall remain valid for 180 days from the date of opening the Price Bid for the purpose of acceptance and award of work. Validity beyond 180 days from the date of opening the Price Bid shall be on mutual consent.

No Bidder will be allowed to withdraw / alter / modify after submission of tenders within the Bid validity period otherwise the EMD submitted by the tenderer will stand forfeited.



**8. Duration of contract:**

The contract shall be initially for 2 years. However, the contract may be renewed for another 3 years on year-to-year basis based on the satisfactory performance and mutual agreement on the terms and conditions. In case of unsatisfactory performance, the contract may be terminated by giving at least one month notice in writing by the competent authority of the Institute.

**9. Award of Contract:**

The successful Bidder will be given the work order within 15 days from the finalization of the Tender or from a date mutually agreed upon by both the Bidder and the Institute. The Bidder will then enter into an agreement with the Institute.

EMD will be liable to be forfeited if the tenderer selected for the work fail to accept and sign the formal agreement or to start the work on the date stipulated in the work order.

**10. Security Deposit:**

Upon entering into a contract/agreement, the successful Bidder will submit a Security Deposit (SD) of Rs.1 lakh within 3 weeks or else the Bidder may give in writing to convert the EMD to SD. The SD shall be released after 60 days beyond the date of expiry of the contract after necessary adjustment against the dues, if any.

The Performance Security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of "The Director, IIITG payable at Guwahati".

In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit paid by the Agency will be liable to be forfeited besides termination of the contract.

**11. Scope of Work**

The selected Security Agency will deploy round the clock (24x7 hrs) security personnel for reasonable Protection of property and personnel (faculty, staff, students, official visitors and residents of the Institute) against wilful harm. The scope of services will include the entire Institute premises i.e. Entrance road, all Gates, Academic cum Administrative Blocks, Activity Areas, Hostels, Guest Houses, Play grounds, Community Centers, Commercial Centers, Lawns, Parking Lots etc..

The persons deployed by the Agency will work in three shifts of eight hours duration, every day. The shifts will be as under:

- (a) 'First' Shift - 0600 hrs to 1400 hrs
- (b) 'Second' Shift - 1400 hrs to 2200 hrs
- (c) 'Third' Shift - 2200 hrs to 0600 hrs (next day)

**12. Quantity of manpower requirement is detailed below:**

Locations	Guard	Supervisor
Main Entrance Gate	2 Guards per shift (Male)=6 (Male)	2 Nos. for entire Campus
Academic cum Administrative Block	3 Guards per Shift (2 Males+1 Female)= 6 (Male) & 3 (Female)	
Boys Hostel	2 Guards per shift (Male)= 6 (Male)	
Girls Hostel	2 Guards per shift (Female)= 6 (Female)	
Faculty Residence cum Guest House	2 Guards per shift (Male)= 6 (Male)	
Back side gate	1 Guard Per shift (Male)= 3 (Male)	
Total	36 (27 Males, 9 Females)	

**At any time during the contract, the authority of the Institute may ask for increase or decrease in number of manpower as and when necessary.**



**13. Detail Scope of work: Duties & Responsibilities:**

- (a) The Agency will provide protection of property and personnel of the Institute including in transit when so specified.
- (b) Protect property/cash/documents of Institute against burglary (where loss is due to entry after breaking any entry lock/ door/window/grill).
- (c) Protection of cash and documents, when so specified in transit.
- (d) Regulate access control at gates, prevent miss-use of IITG grounds and facilities by outsiders/neighbouring villagers, preventing tress-passing, unauthorized parking, unauthorized construction, squatting in the Institute Campus, prevent vandalism, breaking of twigs/ trees, throwing of garbage / littering. Ensure cleanliness of Institute premises and ensure proper & timely reporting of violations to supervisors.
- (e) Regulate parking of vehicles in designated areas of the Institute and also regulate traffic movement at the entry/exit gates within the campus and ensure traffic rules are followed.
- (f) Prevent loss that is on account of lapse in "access control measures" at Gates of the Institute. Keep record of outgoing and incoming materials and prevent the movement of stores without G Gate Pass.
- (g) Assist Visitors to meet desired person/Department and keep records of visitors in Register of the Institute.
- (h) Prevent defacing/damage to Institute property; buildings, prevent Graffiti/ poster pasting etc.
- (i) Prevent entry of animals into the campus and chasing of stray/wild animals from Academic Area and Hostels.
- (j) Provide early warnings and alerts, mobilizing trouble shooting elements, Quick response to mob gathering or mishaps etc.
- (k) Prevent and control fire in the Institute campus including houses and extend help to the resident of the campus in earthquake, flood and other natural calamities. The security personnel should have knowledge of dealing with operational procedure of Fire safety mechanism/equipment at the Institute campus. The Agency will also conduct periodic training in emergency drills and other safety drills, for security guards deployed at the Institute and Institute faculty/staff and students.

**14. The Security Guards will have the following minimum qualifications/standards: -**

- (i) Educational qualification should be minimum 10<sup>th</sup> std.
- (ii) Age group should be between 25 - 45 years
- (iii) They should be healthy with a good physical bearing and smart.
- (iv) They should be trained in handling standard fire-fighting equipment.
- (v) They should be able to maintain documents, verifying Identity cards / vehicle pass etc; as per the security guidelines as will be delivered from time to time by the Competent Authority of the Institute.
- (vi) They should have knowledge in First Aid/driving/handling wireless equipment/modern security gadgets etc.
- (vii) All Security Guards posted must be able to communicate in Assamese as well as in Hindi.
- (viii) They should be able to read/write in English languages.
- (ix) Minimum 25% guards and supervisors must be capable of handling fire safety equipment and if necessary, the Agency may get them trained at State Fire safety Department for the purpose.
- (x) At least 2 guards should have driving skills and possess LMV licenses.

**15.** The Supervisors engaged by the Agency shall be preferably Ex-serviceman. The supervisor should be capable of commanding at least 40-50 Security Guards. They will be responsible of duty deployment, daily roll call and briefing about duties and responsibilities. In the absence any of the Security Supervisors proper replacement shall be made in advance by the Agency.

**16.** There will be some outsourced agencies like Bank, Housekeeping and Mess Contract, Cafeteria etc. The security Agency of IITG is required to co-ordinate with those agencies and shall be liable to offer support at the time of any emergency/hostile activity.





17. Discipline, dress and decorum of the guards will be the responsibility of the Agency who will provide the security services. The guards shall be in proper uniform and shall conduct themselves to maintain peace and harmony in the Institute. The guards shall remain vigilant throughout their time of duty and shall be courteous with and helpful to the student community, the employees, the campus residents and visitors. The guards shall remain physically fit and mentally alert.
18. The Security personnel provided should be personnel of high integrity and confidence. A copy of the antecedent verification certificate issued by the police about their staff or the security Agency should be submitted to the Institute.
19. The Agency providing the security service shall be responsible for all aspects of security or security related subjects in the Institute. They shall be working under the Registrar of the Institute or any other official as may be nominated by the Registrar and shall ensure that the guards requisitioned are positioned as per the timings and numbers.
20. The Agency providing the security service should provide its personnel with proper uniform complete in all respects including the cap, seasonal and protective clothing, torches (with adequate supply of battery cells on monthly basis), whistle, lathis, rain coats, gum boots and cycles as are normally required for patrolling by the Security personnel.
21. The Agency providing the security service shall ensure rotation of Security guards at the particular post at least once in a month with intimation to the Institute.
22. The Agency providing the security service shall also have to ensure general discipline of the guards and take up night checks as well as provide on the job training schedules for the guards to make them acquainted with the security requirements of the campus as per the academic and administrative schedule of the Institute.
23. Penalty will be imposed in case the guards are found sleeping on duty. Security Guards may also be asked to perform such other duties as may be essential for maintenance of security and discipline in the campus. The Agency shall ensure that the person deployed are not involved in any immoral act such as consumption of alcoholic drinks, paan, gutkha, smoking, loitering etc.
24. The Agency providing the security service will be responsible for the safety of all the equipment, fixtures and any other property on the Institute campus. The Agency will also have to inform the authorities about any pilferages noticed on the campus. The Agency will be responsible for any theft and will be liable to make good the loss incurred.
25. The Agency providing the security service should be able to establish Intruders Alarms, Access Control system in each room of the office/lab and in each hostel unit.
26. The Agency providing the security service should be capable of integrating the existing technical gadgets which are held with the Institute, and ensure optimum utilization of the existing gadgets and systems with proper integration.
27. The Agency providing the security service will provide periodic training to its employees to tackle fire and disaster management, dealing with hazardous chemicals, unruly mob etc.
28. The Agency providing the security service will maintain a Daily Attendance Register which will be verified by the authorized person of the Institute.
29. The Agency providing the security service will provide additional manpower for specific functions like Convocation, Academic and Cultural programme, Sports event etc. to the Institute as and when requested by the authorised officials of the Institute. For such arrangement additional amount shall be borne by the Institute as per existing wage rate on mutually agreed upon terms.



**30. Obligation of IIITG:**

- (a) The IIITG will equip its premises with water, electricity, firefighting equipment, emergency power supply/DG set, internet/wifi services etc.
- (b) The cost of water & electricity required for Security personnel staying in the Institute premises will be borne by the Institute. The Security personnel will ensure optimum use of such facilities and prevent wastage of any kind.
- (c) IIITG will provide accommodation to the Security personnel in Barrack with rack /almirah for their stay for discharging their duties smoothly.
- (d) IIITG will keep complaint/suggestion registers for various locations which shall be subject to examination by designated officers of the Institute. The Supervisor will have to address these complaints so as to maintain the services to the satisfaction of the Institute.

**31. General Terms & Conditions:**

- a. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
- b. Conditional Bid shall be out rightly rejected in the very first instance.
- c. Tenderer and his authorized representative (with proper authorization letter) should be present at the time of opening Technical Bid and Price Bids.
- d. The Earnest Money will be forfeited if the Bidder rescinds from the offer. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- e. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency after award of the contract.
- f. The Agency will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the Institute.
- g. The Agency shall appoint fully qualified and competent single point of contact for dealing official correspondence. The selected Agency will enforce quick response time, customer care, quality and grievance redressal mechanism etc. They will maintain service escalation matrix.
- h. The Agency as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement with enough reasons for doing so.
- i. The employees/workmen employed by the Agency shall always be under the direct and exclusive control and supervision of the Agency and the Agency at its own discretion may transfer its employees from one location to other. The employees of the Agency shall never be treated as an employee of the Institute nor any of them can claim for a regular job at the Institute on the strength of this engagement made by the Agency.
- j. The Agency should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
- k. The successful Bidder shall furnish the following documents in respect of the manpower who will be deployed to IIITG before the commencement of work:
  - (a) List of Manpower to be deployed by Agency containing full details i.e. date of birth, marital status, address etc.;
  - (b) Bio-data of the persons with passport size photograph.
  - (c) Certificate of verification of antecedents of persons by local police authority.
- l. The Agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to all its employees.
- m. The Security personnel on duty will not allow any unauthorized person to stay in the IIITG premises. If at any time or during surprise check it is found that any unauthorized person is staying in the campus, the Agency will be directly responsible and a financial penalty of Rs.2500/- per day will be imposed on and the same will be deducted from monthly bill.
- n. IIITG will not be responsible for any injury, accident, disability, or loss of life of any of the employees of the Agency that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Agency providing the security services. The Agency has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.





- o. Compliance of policy regulation viz., payment of Government Minimum Wages Act, Employers Liability Act, Contract Labour (regulation & abolition) Act, the Workmen Compensation Act, Industrial Dispute Act, Maternity Benefit Act, Employee State Insurance Act, Provident Fund Act, miscellaneous provision and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole and sole responsibility of the Agency providing the security services. The selected Agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IIITG.

Failure to comply with such statutory provision under laws will lead to imposition of fine by State Government machinery and summarily termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIITG authority for verification and record.

- p. The Agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIITG to concerned tax collection authorities from time to time as per extant rules and regulations.
- q. The engagement of personnel by the contracting Agency will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIITG.

**32. Terms of Monthly Payment:**

- i. The Agency shall raise the bill, in duplicate, along with the following documents:
- (a) Current months Invoice
  - (b) Current months Acquaintance (Wage) Register duly signed by the individual contract Labourers
  - (c) Current months Attendance Register
  - (d) Previous months bank statement of salary payment to its staff
  - (e) Previous months ESI remittance challan with consolidate breakup details
  - (f) Previous months EPF remittance challan, as applicable, with consolidated breakup details
  - (g) In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
- ii. The Agency will make payment to its staff on or before 10th day of each calendar month. The Agency will be required to pay the salary of the staff through bank through digital mode only. The Agency will be required to provide details of his bank account number, name and address of the bank, branch and branch code and IFS code etc., to the Institute.
- iii. As far as possible the payment towards monthly bill will be released within 7 working days from the date of submission of bills complete in all respects.
- iv. During the course of the contract, any increase in the minimum wages as announced by the State Government (and applicable increase in ESI, PF) will be applicable for the staff employed by the Agency, and corresponding increase in contractor's administrative charges will be borne by the Institute, subject to producing documents for disbursing the increased wages.
- v. TDS/Income Tax and penalties if any shall be deducted from the monthly bill.

**33. Penalty**

Deduction on account of unsatisfactory Security Services, will be made from the monthly bill on the following grounds:

- a. In case of shortage of manpower/absence of Guard from the post during duty hours: An amount proportionate to the shortage of mandays @ 1.5% of daily wage and the corresponding effect on the service charge of the Agency.
- b. In case of non-maintenance of proper record in Register or lapse of services: Maximum Rs.500.00 per day.
- c. In case of non-payment to security personnel as per wage rates of Govt. or less payment to the guards than actual mandays as per monthly roster: The amount equivalent to short payment and corresponding effect on the service charge of the Agency.
- d. If mandatory rest days are not given to a security person: Overtime daily rate for each such day and paid to the person concerned.
- e. In case of loss /theft/damage caused to Institute property: The amount of such loss as may be determined by the Institute authority.



- f. In case of unforeseen or peculiar circumstances beyond the instances above: The amount as may be decided by the Institute as per the terms and condition of imposition of penalty concerned.

**34. Rights and responsibilities of the Agency providing security services:**

- (a) In case of any damages to the infrastructure facilities or the property of the Institute by the personnel of the service provider, the Agency shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same.
- (b) In case, the Security personnel employed by the Agency commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the Agency shall be liable to take appropriate disciplinary action against such guards, including their removal from site of work, if required by IIITG.
- (c) The Agency shall replace immediately any of its security personnel who are found unacceptable to the IIITG because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary instructions from the competent Authority of IIITG

**35. Rights of IIITG: Director of IIITG reserves right to**

- (a) withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- (b) accept or reject any or all the tenders without assigning any reason whatsoever and his decision shall be final and binding to the Bidders.
- (c) terminate the contact at any time without assigning any reasons by giving a one-month notice to the contracting Agency.
- (d) suitably increase/decrease in the scope of work put to the Tenders. In case of any ambiguity in the interpretation of any of the clauses in Tender document or the contract document, interpretation of the clauses by the IIITG shall be final and bindings on all parties.

**36. Breach of Terms and Conditions:**

- (a) Safe and secured service for property and controlling the movement of men, materials and vehicle in and out of the Institute are the essence of contract. If the quality of service rendered remains poor for a period of 1 month or more days in spite of communication from IIITG, the contract may be terminated at the discretion of Competent Authority of the Institute by giving at least one-month notice.
- (b) In case of breach of any terms and conditions as mentioned above, the Competent Authority of the Institute shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by IIITG. Further in that event, the Security Deposit shall also stands forfeited.
- (c) If the services of the Agency are not found satisfactory or in case of breach of terms and conditions of the agreement, the Agency providing the security service will be given warning notice and if the services are found still unsatisfactory the contract may be terminated by giving one-month notice. During notice period both parties will discharge their obligations.
- (d) In case the Agency wishes to or is otherwise required to discontinue the contract, the Agency must give at least three months' notice to IIITG and shall render the services till the alternate arrangements are made.

**37. Settlement of Dispute:**

Any legal dispute arising out of the contract as per this tender shall be exclusive jurisdiction of High Court in Guwahati subject to the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.



**Technical Bid proforma**

**For Round the Clock security at IIT Guwahati Permanent site, Bongora, Kamrup**

**Tender No.....**

**Dated.....**

1.	Full name of the Firm/Company/Agency: (Attach a copy of registration)	
2.	Name of the Director/Proprietor/Head etc.	
3.	Contact Details: a. Phone/Fax/Mobile Nos. b. Email c. Website if any	
4.	Address of the Registered office, Local office in Guwahati:	
5.	Registration under Private Security Regulation Act: (Please enclose a self-attested copy)	
6.	Whether ISO certified. (If yes, please enclose a self-attested copy)	
7.	Labor Commission Registration No.: (Please enclose a self-attested copy)	
8.	PAN No./TIN No.: (Please enclose a self-attested copy)	
9.	GST Registration No.: (Please enclose a self-attested copy)	
10.	EPF Registration No.: (Please enclose a self-attested copy)	
11.	ESI registration No.: (Please enclose a self-attested copy)	
12.	Annual Turnover in last Three FYs (in lakhs): (Please enclose copies of Audited Balance Sheet along with Profit & Loss Statement of latest three financial years duly self-attested)	
a.	FY: 2018-19	Rs.
b.	FY: 2019-20	Rs.
c.	FY:2020-21	Rs.



13.	Tender fee Details (Enclose the DD with Technical Bid)	DD No..... Dtd..... of..... Bank.	
14.	EMD Details (Enclose the DD with Technical Bid)	DD No..... Dtd..... of..... Bank	
15.	Bidder should enclose the Annexure-II on "Bidder's declaration" regarding ineligibility / blacklisting by the Government of India or any other Government body on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature.	<b>Enclosed/Not enclosed</b>	
16.	The Bidders is to submit at least 3 Customer Satisfactory Performance Reports from three different reputed organizations they served during the last three years. They may submit lesser number of such Reports but in that case they will score less marks in the evaluation of the Technical Bid	<b>Enclosed/Not Enclosed</b>	
17.	The Bidder should enclose up-to-date ITR clearance certificate duly self-attested	<b>Enclosed/Not Enclosed</b>	
18.	The Bidder should enclose up-to-date GST clearance certificate duly self-attested	<b>Enclosed/Not Enclosed</b>	
19.	List of similar contracts with reputed Institutes/organizations/PSUs/University etc. (Please enclose copies of the self-attested work order/completion certificate in each case)	<b>(please additional paper if needed)</b>	
	<b>Name of the Organization</b>	<b>Contract Value (Annual)</b>	<b>Duration</b>
a.			
b.			
c.			
d.			

**Note: This proforma after filling up the details has to be submitted with Technical Bid along with all supporting documents. Please use more than one sheets to furnish the above information, if required. Please write the serial no. on the top of the copies of supporting documents that will be enclosed with the Technical Bid.**

**Signature of the Bidder**

**Date: .....**

**Full Name :.....**

**Seal**



**Annexure-II**

**Bidder's Declaration proforma**

1. I, .....Son/Daughter of Shri..... Proprietor/  
Partner/Director/ Authorized Signatory of M/s.....am competent to sign this  
declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my  
acceptance of the same.
3. I / We \_\_\_\_\_ (Tenderer) hereby also declare that the Firm / Agency  
namely M/s.\_\_\_\_\_ has not having any pending criminal case  
against Partners / Proprietor / Others and we are not blacklisted by any Government Agency for any  
fraudulent practices so far.
4. The information/documents furnished along with the above application are true and authentic to the  
best of my knowledge and belief.
5. I/We am/are well aware of the fact that furnishing of any false information/fabricated documents  
would lead to rejection of my tender at any stage besides liabilities towards prosecution under  
appropriate law.

**Signature of the Authorized Person**

Date:..... Full Name.....  
Place:..... Company Seal.....

**Note: This declaration duly filled in and signed must be submitted along with Technical Bid**



**Financial Bid proforma**

**Tender No. and date:**

Name of Agency/Firm/Bidder:

Address :

A. Manpower Charges and other Statutory payments							
Description of manpower and accessories required for Security		Wage per month per staff				No. of staff (may change)	Other statutory payments
		Basic wage	EPF	ESI	Admin Charge		
i)	Security Supervisor in full uniform with I-Cards and name plates for providing round the clock Security Services at IIITG	Minimum wage as per Govt of Assam	As per Rule	As per rule	As per rule	2	As per rule
ii)	Security Guards in full uniform with I-Cards, Shoes, Belts, Cap and name plates etc. for providing round the clock Security Services at IIIT Guwahati.					36	
<b>The undersigned agree to pay the Wages to the staff as detailed above.</b>							
<b>B. Service Charges: (Please quote distinctly)</b>							
<b>Service Charges as percentage on the total amount of Wage per month excluding the amount of Taxes, EPF, ESI, Bonus and Admn. charges.</b>							%
Important:							
a. Unrealistic and non-profitable offers in respect of the Bidder are liable for rejection. However, such Bidders will be given a chance to justify themselves. In fact, the Institute Authority reserves the right to ask any Bidder to justify their offers.							
b. Offer of Service Charge with ineligible figures, figures with overwriting/correction/modification are also liable for rejection. In this respect, the decision of the Institute authority will be final and binding.							
In words: .....							
percent on the total amount of Wage per month excluding the amount of Taxes, EPF, ESI, Bonus and Admn. charges.							

Signature & Seal of the Bidder

Date:.....

Full Name.....

**Note:**

1. This Price Bid Annexure has to be sent in a separate envelope superscribing "Price Bid".
2. Bonus and Uniform expenses will be borne by the Agency.
3. For daily wages/VDA etc., the Agency will follow the latest circular of Labour Welfare Department, Govt. of Assam (pertaining to Private Security Agency)
4. Increase in VDA or basic wages as and when applicable will be paid by the Principal Employer (The Agency will have to produce Govt circular along with the bills against such claims)





**Annexure-IV**

**Evaluation Process of Technical Bid**

Technical Bids will be scrutinized as per the eligibility criteria laid down in the Bid document vis-à-vis the supporting documents submitted by the Bidders. A Bid will be rejected if any of the eligibility conditions are not met. Bids that are found eligible will be awarded marks. The parameters to be considered for Technical Evaluation and the maximum marks for each parameter of the technical Bid is as under:

SL. No.	Parameters	Marking schemes	Maximum Marks	Min. marks required for Qualification
1	Credibility of the Bidder (certification, turnover, ongoing contracts, performance certificate from clients etc.)	2 marks for ISO certification.  5 marks for total Turnover between 3-5 cr. in last three FYs, 10 marks for total turnover 5 cr or more in last three FYs.  3 marks for one single ongoing contract of 80 Lakh and 1 mark for each such additional contract subject to a maximum of 5 marks in the last three FYs.  3 marks (1 mark each) for Customer Satisfactory Performance Report from 3 different clients served during the last three years.	20	10
2	Past experience in carrying out similar works (Type and Number of Organization served, Contract value, Duration of service etc.)	5 marks for 5 years of related experience, and 1 mark for each additional year subject to a maximum of 10 marks	15	5
3	Proposed Work plan and ability to extend quality service including Fire-fighting operation, rescue operation as elaborated in the demonstration / presentation before evaluation committee.	3-9 marks for overall satisfactory presentation on the day of opening the Technical Bid on work plan to be evaluated by the Evaluation Committee.  2 marks for each add on related services like fire-fighting, rescue operation (earthquake & flood), crime investigation, mob control etc. etc. subject to a maximum of 6 marks	15	5
<b>Total</b>			<b>50</b>	<b>25</b>

**Note:**

1. A Bidder has to score at least the minimum marks under each category mentioned above and also an overall minimum score of 25 in the technical evaluation in order to be technically qualified.
2. Only the Financial Bids of technically qualified Bidders will be opened.