

TENDER NOTICE FOR PROVIDING SECURITY SERVICES

AT IIT MADRAS, CHENNAI 600 036



Indian Institute of Technology Madras

Chennai-600 036

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I. TERMS AND CONDITIONS OF CONTRACT

1. Intending security service providers are advised to inspect and examine the site and satisfy themselves before submitting their tenders. The tenderer shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.

2. Contract Period:

The contract is for a period of ONE YEAR, which may be extended on yearly basis subject to satisfactory performance of the work and at the discretion of the Institute on the same terms and conditions.

3. Preparation and submission of tender document:

(a) The tenderer has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, forfeiture of EMD and rejection of tender submitted by the firm.

(b) A copy of each of the following shall be enclosed along with the Technical Bid. Any tender documents without these shall be invalid and rejected.

- a. Partnership Deed / Articles and Memorandum of Association / Certificate of Incorporation, as applicable.
- b. Copy of Registration Certificate issued by Labour Dept of State / Central Govt.
- c. Copy of License under Private Security Agencies (Regulation) Act, 2005 for the state of TamilNadu.
- d. PAN Number.
- e. ESI, EPF, Service Tax, **GST**, TIN Registration No. and details.
- f. Turn Over Certificates duly signed by the Chartered Accountant.
- g. Copy of work order for meeting the eligibility criteria of 55 lakhs or 40 lakhs in the last three years.
- h. Customer Satisfactory Performance Report from at least 2 organizations served.

(c) Tender received without required EMD or lesser amount will be summarily rejected.

(d) The tenders of the contracting agency/firm/company not in possession of valid statutory license / registrations are liable for rejections.

(e) If any relative of the tenderer is an employee of the IIT Madras, the name, designation and relationship of such employee shall be intimated to the Registrar, IIT Madras in writing while submitting the tender.

(f) The tender submitted by the firm / agency shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 90 days from the date of opening shall be by mutual consent.

4. No tenderer will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period otherwise the EMD submitted by the tenderer would stand forfeited.
5. 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.

6. Execution of Contract and Security Deposit:

- (a) A formal contract shall be entered into with successful security service provider. The tenderer shall also deposit an amount equal to one month of the annual value of contract as Security Deposit in the form of Bank Guarantee from any of the Nationalized/Scheduled Banks payable at Chennai, which would be released on expiry/termination of the contract after adjustment of dues, if any. The security deposit should be valid for two months beyond the duration of the contract.
- (b) The Security money so deposited will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the Institute on account of failure or negligence on the part of employees of contractor.
- (c) On award of contract, the security service provider shall be bound to submit labour license certificate issued by competent authority within one month from the date of award of contract, failing which, award of contract stands terminated without any notice. They should also furnish the information about the persons deployed by the firm along with a recent passport size coloured photograph of security guard in uniform.
- (d) The Contractor shall furnish indemnity bond / insurance from the General Insurance Company at his own cost to indemnify IITM against any claim arising out of or connected with the tender.

7. Manpower deployment:

- (a) The minimum number of guards deployed shall be commensurate with requirement of the Institute. Further, the contractor should be in a position to deploy additional guards as required by the Institute from time to time.
- (b) The contractors are required to deploy approximately 150 guards each from two different agencies for 2 different Zones within IIT Madras Campus. In addition, three shift-in-charges (1 for each shift) and 1 unit in-charge with a special allowance of Rs. 2000/- pm. for shift-in-charge and Rs. 4500/- pm. for unit-in-charge over and above the basic wages plus VDA of Security Guards, is required to be deployed for all 3 shifts. However, no security Guard/Shift-in-charge shall be allowed to perform continuous duty for more than one shift.**
- (c) The service provider shall ensure that the guards deployed are punctual, disciplined and vigilant in performance of their duty. The service provider shall engage medically and physically fit persons and they shall be duty bound to display the same at the time of providing the service. All the employees shall wear uniform with identification badge issued by the service provider. The Contractor should parade the full strength of guards and supervisors in uniform for inspection by Institute Official before commencement of contract.
- (d) The Registrar of the Institute or any person authorized by the Registrar shall be at liberty to carry out any surprise checks on the persons deployed by the service provider in order to ensure that required number of guards are deployed and that they are providing the service properly.

- (e) The guards deployed by the service provider shall be the employees of the service provider for all intent and purpose and in no case, shall a relationship of employer and employee between the said persons and the IIT Madras accrue implicitly or explicitly.
- (f) The persons so deployed shall remain under the control and supervision of the service provider and he shall be liable for payment for their wages etc. and all other dues which the service provider is liable to pay under various labour regulations and other statutory provisions.
- (g) The service provider shall ensure that all the guards deployed in IIT Madras get minimum wages as per the **Central Sphere Minimum Wages** from time to time and such other benefits as are admissible under various labour laws. He shall provide full information in respect of wages etc., paid to his employees so deployed in conformity with the provisions of contract Labour (Regulation and Abolition) Act, 1970.

8. Payment Terms:

- (a) IIT Madras shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents towards receipt of payment by the persons employed including copy of **Monthly Pay Slip**. The service provider may preferably make payment to guards/shift-in-charge/unit-in-charge through bank. No other charges of any kind shall be payable. No advance payment shall be made to the agency. There would be no increase in rates payable to the agency during the contract period except in case of enhancement of Minimum wages/VDA by the **central Govt**. The income-tax as applicable shall be deducted from the bill unless exempted by the Income-Tax Department.
- (b) The service provider shall also submit the proof of having deposited the amount of contribution on account of ESI and EPF towards the persons deployed in their respective names before submitting the bill for the subsequent month. In case, the tenderer fails to do so, the Institute shall recover the same from the dues of the contractor and remit the contribution directly to the concerned authorities in the codes of the contractor. Further necessary action as deemed fit will be taken against the contractor.
- (c) If any security guard is absent and no replacement was available on duty a fine of Rs.100/- per duty per shift will be levied along with deduction in wages and the same will be recovered in monthly bills of service provider.

9. Compliance:

- (a) The service provider shall provide the services continuously as per the award of contract period. In case of discontinuation of services by the service provider in the middle of the period or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance of the orders of competent authority, etc. the service provider shall be liable for necessary legal action and the service provider shall also forfeit their performance security deposit.
- (b) The service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without prior written consent of IIT Madras.

- (c) Any damages to the infrastructure facilities or the property of the Institute by the personnel of the service provider, they shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same.
- (d) In case, the security guards employed by the service provider commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the service provider shall be liable to take appropriate disciplinary action against such guards, including their removal from site of work, if required by IITMadras.
- (e) The service provider shall replace immediately any of its security personnel who are found unacceptable to the IIT Madras because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary orders from the competent Authority of IITMadras.
- (f) The successful service provider shall be solely responsible for the redressal of grievances /resolution of disputes relating to security personnel engaged by them. IIT Madras shall, in no way, be responsible for settlement of such issues whatsoever.
- (g) For all intent and purpose, the successful service provider shall be the “Employer” within the meaning of different Labour Legislations in respect of personnel so employed and engaged at IITMadras under this contract. The security personnel deployed by the agency at IITMadras shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against IITMadras.
- (h) IITMadras shall not be responsible for any damages, losses, theft, claims, financial or other injury to any security guards deployed by the service provider in the course of their performing the functions/ duties, or for payment towards any compensation.
- (i) The security personnel deployed by the service provider shall not claim nor shall be entitled for pay, perks and other facilities from IITMadras admissible to casual, adhoc, regular/ confirmed employees during or after expiry of the contract period.
- (j) In case of termination of this contract on its expiry or otherwise, the security personnel engaged by the service provider shall not be entitled to and shall have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in IIT Madras.

10. Compliance of Statutory Provisions

- (a) The service provider shall maintain all statutory registers under the applicable Law. They shall also produce the same, on demand, to the concerned authority of IIT Madras or any other authority under Law.
- (b) In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IITMadras is put to any loss / obligation, monetary or otherwise, IITMadras shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

II. Right of IIT Madras

1. The Registrar, IIT Madras reserves right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
2. The Registrar, IIT Madras reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and his / her decision shall be final and binding on the Tenderer.
3. The Registrar, IIT Madras reserves the right to terminate the contact at any time without assigning any reasons by giving a one month notice to the contracting agency/firm/company.
4. IIT Madras reserves the right to suitably increase / reduce the scope of work put to this tender. 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 IIT Madras shall be final and bindings on all parties.
5. The Registrar, IIT Madras reserves the right to award the contract for the security services either to one or more than one contractor / agency.

III. Breach of Terms and Conditions:

1. Safe and secured service for property and controlling the movement of men, materials and vehicle in and out of the Institute is the essence of contract. If the quality of service rendered remains poor for a period of 15 days in spite of communication from IIT Madras, the contract may be terminated at the discretion of Competent Authority.
2. In case of breach of any terms and conditions as mentioned above, the Competent Authority shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by IIT Madras in that event the security deposit shall also stands forfeited.

IV. Dispute Settlement:

1. It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the **Director, IIT Madras** whose decision shall be final and binding on both the parties.
2. It is also agreed that in case of any disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Chennai. The resultant contract will be interpreted under Indian Laws.

Sd/-
Registrar
IIT Madras

I. SCOPE OF WORK

1. The selected Security Agency will detail security personnel, to work in three shifts of eight hour's duration, every day. 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
2. The Security Guards will have the following minimum qualifications/standards:-
 - (a) Have a minimum educational qualification of 10th std.
 - (b) Be in the age group of 25 – 45 years
 - (c) Be healthy, smart with good physical bearing with atleast 5'6" height 80 cm chest measurements. (Except Hill tribes)
 - (d) Be trained in handling standard fire fighting equipments.
 - (e) Be able to maintain documents, verifying Identity cards / vehicle pass etc; as per the security guidelines of the IITM and the instructions of the staff of Security Section, IIT Madras.
 - (f) Should have knowledge in First Aid/driving/handling wireless equipments/modern security gadgets etc.
 - (g) All Security Guards posted must be able to communicate in English of which atleast 30% of the guards must be able to communicate in Tamil also.
 - (h) They should have work experience for atleast 2 years in security assignment in similar organization as of IITM.
 - (i) No person who has been convicted by a competent court/who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State police organization, central or state governments or in any private security agency shall be employed or engaged as a private security guard or supervisor.
 - (j) They should be able to read/speak English/Tamil and Hindi languages.
3. Apart from the Security Guards, three Supervising Inspectors (Shift In charge) one each per shift and one unit in-charge will be detailed. They should be in the age group of 30 – 50 years and with a minimum qualification of Bachelor's degree for civilian and not below the rank of JCO in case of Ex-serviceman. The supervising Inspectors (Shift In-Charge) should work in a shift and he is capable of Commanding at least 40-50 Security Guards in the Shift and he is responsible of duty deployment, after daily roll call and briefing about duties and responsibilities. In the absence (or) leave of any shift in charge proper replacement shall be made in advance. No Security guards are allowed to perform the duties of shift i/c. Any protest (or) boycott of duties by the Security Guards on any account will be viewed seriously and the agency is responsible for any loss (or) damage.
4. **Duration of the contract shall be 3 years subject to yearly appraisal and review by the Institute authorities and in case the jobs performed are not found to be satisfactory, the contract shall be terminated even before three MONTHS by giving notice of one month to this effect. However, the contract can also be terminated by giving a written notice of 30 days by either side. A record of every lapse small or big to be maintained by the Institute Authorities & a weekly meeting with the representative of the Company and Chief Security Officer / Security Officer will be held and minutes of the same recorded for compliance. A monthly meeting with the Branch Manager to be held for follow-ups.**
5. No employee of the company / Agency shall work for more than 26 days in a month or as specified by Labour Laws.

II. RESPONSIBILITIES AND LIABILITIES

1. Discipline, dress and decorum of the guards will be the responsibility of the service provider. He will also ensure that the manpower engaged is as per the requirements of the security of the campus. The guards would be working under the guidance of the security supervisor provided by the agency and the entire team of the security guards and the supervisor would report to the Authorized person of the Institute. Police verification of the guards and the supervisors will be done by the agency. This needs to be submitted to the Institute.
2. Guards deployed by the Firm should have minimum qualification of 10th Pass and in the age group of 25-45 years, of this, at least 50% shall be from Ex-service men. Supervisors shall only from Ex Service man category and below 50 years of age.
3. The Security personnel provided should be personnel of high integrity and confidence. A copy of the antecedents verification certificate issued by the police about their staff or the security agency should be submitted to the Chef Security Officer / Registrar, IIT Madras by the agency.
4. The service provider shall be responsible for all aspects of security or security related subjects in the Institute. He shall be working under the Chief Security Officer / Registrar of the Institute / Person nominated by the Registrar and shall ensure that the guards requisitioned are positioned as per the timings and numbers. The guards shall be in proper uniform and shall conduct themselves befitting those responsible 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 and in order to do so, no guard shall be allowed to continue on duty beyond one shift.
5. The contractor should provide its personnel with seasonal and protective clothing, torches (with adequate supply of battery cells on monthly basis), whistle, lathies, rain coats, gum boots and **five** cycles as are normally required for patrolling by the Security personnel. These materials are required to be deposited with Security in charge upon award of contract.
6. The service provider shall ensure rotation of guards and supervisors at the particular post at least once in a month with prior permission and intimation. Further, guards should not be deployed on over time duty consecutively except under emergent and extra ordinary situation. However in any case the same should not exceed 5% of total duties in a month.
7. The agency shall also have to ensure the 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.
8. Penalty will be imposed in case the guards are found sleeping on duty or performing duties for longer periods than the shift hours. Security Guards may also be asked to perform such other duties as may be essential for maintenance of security and discipline in the campus.
9. The Security Agency 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.
10. The agency will maintain a Daily Attendance Register which will be verified by the authorized person of the Institute.

Signature of the Tenderer

Name & Address of the Tenderer with Office Stamp

Place:

Date : Page 9 of 14

Evaluation of Bid and Award of Work

1. The tenderers are to submit Technical Bid and Financial Bid separately. A copy of Technical bid and financial bid are at Annexure III and Annexure IV.
2. The technical bid that will be submitted by the bidder should consist of the following three components in the sequence given below:
 - a. EMD of Rs.20,000/- in the form of Demand Draft drawn in favour of "The Registrar, IIT Madras" payable at Chennai.
 - b. Certified order copies of all the documents in support of meeting Eligibility Criteria.
 - c. Other relevant information, which forms part of Tender document.
3. **Bid Evaluation Scheme:**

(a) **Technical Bid:**

All the technical Bids will be scrutinized and the firm/agency submitted all relevant documents as sought in the Technical bid and meeting the eligibility criteria will be invited for **Presentation as a part of technical bid evaluation. As a part of presentation, firms can preferably make Onsite Demonstration of security measures utilizing their own employees and expenses.**

The parameter to be considered for Technical Evaluation and the maximum marks for each parameter of the technical bid is as under :

| Sl.No | Parameter | Maximum Marks |
|-------|---|---------------|
| 1. | Background of the organization(Type of company, certification for quality, Turn Over etc.). | 30 |
| 2. | Past experience in carrying out similar works on or after 01.01.2014. (Type and Number of Organization served, Contract value, Duration of service etc.). | 35 |
| 3. | Proposed Work plan and ability to extend quality service including Fire-fighting operation, rescue operation as elaborated in the demonstration process. | 35 |
| | Total Technical Score (TS). | 100 |

After evaluation of Technical bid including their onsite demonstration, the financial bids of only those firms which secure a minimum of 60 marks in the Technical bid evaluation will only be declared qualified for opening of Financial bid.

(b) Financial Bid:

The lowest financial bid amongst those qualified in the Technical bid will be declared as successful bidder and the contract will be awarded to the successful bidder subject to other usual conditions.

The next lowest bidders, in the order of financial bid from the lowest, will also be called for negotiations to match with the financial bid of L1, and if agreed the contract will be awarded in part to both the bidders.

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**Indian Institute of Technology Madras
Chennai – 600 036**

TECHNICAL BID

(To be sealed and placed in a separate envelope superscribed as “Technical Bid”)

Having read and accepted all terms and conditions in the tender document and scope of work, we submit the details for security services as follows:

| | | | |
|----|--|---|--|
| 1 | Name of the firm | : | |
| 2 | Address & Telephone No and Email if any | : | |
| 3 | Status of firm and details of owner / partner (Attach copy of Partnership deed / Articles and Memorandum of Association / Certificate of incorporation as applicable) | : | |
| 4 | Year of Commencement of business | : | |
| 5 | Organizational setup clearly indicating details of total Manpower on Roll | : | |
| 6 | License under private securities (regulation) Act for the State of Tamil Nadu (Attach copy of certificate) | : | |
| 7 | Registration / Details Attach copy of certificate (s) I. Registration Number II. ESI / PF Number III. GST Registration No IV. PAN Number | : | |
| 8 | List of institutions /offices where the firm is providing/provided security services | : | |
| 9 | Annual Turnover Details for the last 3 years duly certified by the CA | : | |
| 10 | Details of training to security guards | : | |
| 11 | Have you ever been debarred by Court of Law or penalized by Govt. Organization. | : | |

Certified that the above furnished information is true and correct.

Signature of the Tenderer
Name & Address of the Tenderer with Office Stamp

Place:

Date :

APPENDIX

DETAILS OF EXPERIENCE (Copies of work orders along with customer satisfaction certificate may be enclosed)

| Sl.No | Name of the Organization | Total Security Guards (SG) Deployed | Percentage of SG, 45 Years and below | Percentage of SG, Fluent in Tamil | Period of Work | Consolidated Billing Amount per Annum | Name and contact details of the Officer In Charge at the Client Organization with telephone number |
|--------------|---------------------------------|--|---|--|-----------------------|--|---|
| | | | | | | | |
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Certified that the above furnished information is true and correct. IIT Madras is permitted to verify the above details from any of the clients listed above.

Signature of the Tenderer
Name & Address of the Tenderer with Office Stamp

Place:

Date:

**Indian Institute of Technology Madras
Chennai – 600 036**

FINANCIAL BID (In a separate envelope)

(To be sealed and placed in a separate envelope superscribed as “Financial Bid”)

Name of the work : Security Services at IIT Madras

| Sl.No. | Description | Security Guard (Without Arms) | |
|--------|---------------------------|-------------------------------|--------|
| | | % | Amount |
| 1. | Basic wages per month | | |
| 2. | VDA per month | | |
| 3. | Sub total | | |
| 4. | E P F (12%)+ EDLI (1.36%) | | |
| 5. | E S I (4.75%) | | |
| 6. | Service charges | % | Amount |
| | | | |
| 7. | GST | % | Amount |
| | | | |
| 8. | Grand Total | | |

Note:

1. The basic wages and VDA quoted shall be as per the Central Government minimum wages Act only.
2. The Shift-in-charge and Unit-in-charge will be paid a special allowance as follows:
 - i) Shift-in-charge Rs. 2000/- (Rupees Two Thousand only) per month
 - ii) Unit-in-charge Rs. 4500/- (Rupees Four Thousand Five Hundred only) per month

Signature of the Tenderer
Name & Address of the Tenderer with Office Stamp

Place:

Date: