

भारतीय प्रबंध संस्थान रायपुर

INDIAN INSTITUTE OF MANAGEMENT RAIPUR

आई.आई.एम., रायपुर के परिसर में सुरक्षा सेवाएँ
प्रदान करने के लिए ई-निविदा दस्तावेज

e-Tender Document for Providing Security
Services at the Premises of IIM Raipur

(सी.पी.पी.पी (https://eprocure.gov.in/cppp/) के माध्यम से ऑनलाइन निविदा

Online tendering through CPPP (https://eprocure.gov.in/cppp/)

भारतीय प्रबंधन संस्थान रायपुर

अटल नगर, पी ओ - कुरु (अभनपुर),

रायपुर - 4 9 66 661, छत्तीसगढ़

वेबसाइट: <http://www.iimraipur.ac.in/>

Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur), :

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

विषय-सूची

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निविदा आमंत्रित सूचना
NOTICE INVITING TENDER

आई.आई.एम, रायपुर के परिसर में सुरक्षा सेवाएँ प्रदान करने के लिए दो बिड सिस्टम टेक्निकल बिड (पार्ट- 1) और फाइनेंशियल बिड (पार्ट-2) के तहत प्रतिष्ठित और अनुभवी एजेंसियों से आईआईएम रायपुर, ई-टेंडर (सी.पी.पी पोर्टल के माध्यम से ऑनलाइन निविदा) के तहत निविदा आमंत्रित करता है।

IIM Raipur invites e-tender (online tender through CPP Portal) from reputed and experienced agencies under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for providing Security Services at the premises of IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:
The schedule and other details of Tender are as under:

Tender Name	Providing Security Services at the premises of IIM Raipur
Tender No.	IIMR/Tender/2020/10
Period of Contract	Period of contract will be initially for 02 Years which may be extended further one year.
Publish Date	03.03.2020
Document download start date	03.03.2020
Document download end date	25.03.2020, 03:30 PM
Bid submission end date & time	25.03.2020, 03:30 PM
Date & time for opening of Technical Bid	26.03.2020, 03:30 PM
Date of Opening of Financial Bid	To be intimated later
Tender Fee (Non-refundable)	Rs.1500 plus 18 % GST
EMD (Earnest Money Deposit)	Rs.5,00,000/- (Rupees Five Lakh Only)
Performance Bank Guarantee	Rs.10,00,000/- (Rupees Ten Lakh only)
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Contact Number	Contact Number: 0771-2474-705

This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in .

This tender is required to be uploaded on the website <https://eprocure.gov.in> and nowhere else as it will be opened online at this site only.

The contract will be valid initially for two year, which may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of one year on same rate and terms & conditions. The tenderer shall deposit Earnest Money of Rs.5,00,000/- (Rupees Five Lakh Only) through Demand Draft drawn in favour of “**Indian Institute of Management Raipur**” payable at Raipur through a scheduled bank only.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

Chief Administrative Officer

भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

Annexure – I

Providing Security Services at the Premises of IIM Raipur
आई.आई.एम., रायपुर के परिसर में सुरक्षा सेवाएँ प्रदान करने के लिए

1.Scope of Work काम की गुंजाइश

- 1) Providing Security services at IIM Raipur by deploying required number (tentatively) of Security personnel which may be increased, decreased or can be removed if not necessary.

Sr. No	Particular	Qty
1.	Supervisor (Ex- serviceman or Paramilitary Forces / Police) 8 hrs. duty.	3
2.	Security Guards (Ex-serviceman or Paramilitary Forces / Police) for 3 shifts without arm 8 hrs. duty	6
3.	Security Guards (Civilian) for 3 shifts without arm. 8 hrs. duty.	32
	Total	41

Note: Final quantity / requirement of security personal will be provided at the time of signing the agreement / before execution of contract.

- 2) The Agency shall provide Security services by deploying adequately trained and well-disciplined security personnel, who shall safeguard the IIM Raipur site, buildings, movable and immovable assets, equipment's and other items at the above address from any thefts, pilferage or damage and also ensure safety of the students, employees, visitors, guests or any other persons working in its complex / premises.
- 3) The security personnel shall be deployed round the clock in 3 shifts at the IIM Raipur to safeguard of the premises.
- 4) The Security Agency will be responsible for all police liaison work.
- 5) The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Chief Administrative Officer / Other Administrative Officer/In-charge located at IIM Raipur site on working and closed days.
- 6) The Agency shall ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
- 7) The agency shall supervise the cleaning of the premises and water pump operation.
- 8) The Agency shall maintain records of inward and outward movement of Students, IIM Raipur Employees, Guests & Visitors, Sub Contractor Personals along with the inward & outward record of materials & vehicles etc. with proper check on the same as per instructions given from time to time by Chief Administrative Officer/In-charge located at IIM Raipur site.
- 9) The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert, and report to authorities.
- 10) Simulated exercise of intrusion / forced entries / various other contingencies may be carried out once in a month.

- 11) The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at IIM Raipur site.
- 12) The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.
- 13) The Agency will carry out any other work allotted by this office in incident of security of the premises.
- 14) The security personnel should be smart, well dressed, alert and properly turned out boots / shoes, belt, caps, badges etc. and carry an identity card duly attested by the Executive of security agency.
- 15) The security agency will provide proper uniform (boots / shoes, belt, caps, badges etc.) to every personal deployed by the agency in the IIM Raipur premises at their own cost and expenses.
- 16) The Security Agency shall ensure that before deputing the security staff, they will verify the antecedents from local police station of all their staff and provide the IIMR a complete dossier of particulars of each security personal proposed to be deployed. Non-compliance with this provision will be deemed to be violation of the contract, inviting penal action.
- 17) The security personnel shall remain on duty for 8 (eight) working hours. Security Services will be provided in three shifts. The personnel shall not leave his place of duty / duty point until his reliever reports for duty. Deserting the place of duty / duty point by the security personnel without having been properly relieved will attract penalty points.
- 18) The scope of work may change during the period of contract by mutual consent.

2. Terms & Conditions नियम एवं शर्तें

- 1) Duties of security supervisor and guards will be three (3) shifts of 8 hours each.
- 2) The Agency shall ensure that the security personnel deputed are healthy and emotionally stable. The Agency will get their antecedents, character and conduct verified and to submit a copy of Police Verification to IIM Raipur before engaging new Security Guard.

A. Qualitative Requirements –Security Guards (Ex-service Man / General Security Guard)

- Minimum High School
- Minimum Age 25 Year & Maximum Age 45 Year
- Minimum Height- 5.8” (173 cm)
- Minimum Weight-60 Kg & Maximum Weight-80 Kg
- Able to walk and patrol 8 hours a day
- Climb steep stairs or a ladder
- 20/20 vision (or corrected to 20/40 with glasses).
- Physically fit and healthy
- Knowledge of Hindi Must. Able to read and write in Hindi & English Both.
- No history or presence of any psychiatric disorder
- No disabilities
- Emotionally stable
- Experience: Min.5 year’s experience for General security guard

B. Qualitative Requirements-Security Supervisor (Ex Service Man)

- Minimum Graduate or equivalent
 - Minimum Age 35 Year & Maximum Age 55 Year
 - Minimum Height- 5.8” (174 cm)
 - Minimum Weight-65 Kg & Maximum Weight-80 Kg
 - Physically fit and healthy.
 - Good Communication skill.
 - Knowledge of Hindi Must. Able to read and write in Hindi & English Both & working knowledge of MS office.
 - No history or presence of any psychiatric disorder
 - No disabilities
 - Emotionally stable
 - Experience: Min.8-year’s
- 3) The full particulars of the personnel to be deployed by the Agency including their names & addresses shall be furnished to the Chief Administrative Officer/ In-charge, IIM Raipur along with testimonials before they are actually deployed for the job.
- 4) The Agency shall not deploy or shall discontinue deploying the person(s), if so desired by the Chief Administrative Officer, at any time without assigning any reason whatsoever.
- 5) A local representative of Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of IIM Raipur, they shall work under directives and guidance of the Chief Administrative Officer and will be answerable to the Chief Administrative Officer. This will, however, not diminish in any way, the Agency’s responsibility under contract to the IIM Raipur.
- 6) The Agency shall deploy security guards trained in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
- 7) The visitors shall be regulated as per the directions of the Chief Administrative Officer, IIM Raipur and procedure and records thereof maintained as stipulated the Chief Administrative Officer / In-charge. Further, the visitors shall be attended with due courtesy.
- 8) A senior level representative of the Agency shall visit IIM Raipur premises at least once-a-week and review the service performance of its personnel. During the weekly visit, Agency’s representative will also meet the Chief Administrative Officer / In-charge, IIM Raipur, officer dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
- 9) The Agency shall ensure that any replacement of the personnel, as required by the Chief Administrative Officer / In-charge, IIM Raipur for any reason specified or otherwise, shall be effected promptly without any additional cost to the IIM Raipur. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the Chief Administrative Officer / In-charge, IIM Raipur at Agency’s own cost.

- 10) The Agency shall provide reasonably good uniform with name badges to its personnel deployed at IIM Raipur site at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, belt, shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc shall be borne/supplied by the Agency at its cost.
- 11) The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIM Raipur/ Govt. of India / any State or any Union Territory.
- 12) The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Chief Administrative Officer / In-charge, IIM Raipur. Proposals for efficient functioning of the security systems shall be discussed, considered and implemented from time to time by the agency with approval of Chief Administrative Officer, IIM Raipur.
- 13) The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at IIM Raipur site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the Chief Administrative Officer, at IIM Raipur for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Security Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
 - (a) The Payment of Wages Act 1936
 - (b) The Employees Provident Fund Act, 1952
 - (c) The Factory Act, 1948
 - (d) The Contract Labour (Regulation) Act, 1970
 - (e) The Payment of Bonus Act, 1965
 - (f) The Payment of Gratuity Act, 1972
 - (g) The Employees State Insurance Act, 1948
 - (h) The Employment of Children Act, 1938
 - (i) The Motor Vehicle Act, 1988
 - (j) Minimum Wages Act, 1948
 - (k) Private Security Agencies (Regulation) Act 2005
- 14) In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Chief Administrative Officer / Inc-charge, IIM Raipur and maintain liaison with the police. FIR will be lodged by the Chief Administrative Officer, IIM Raipur, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
- 15) The agency shall ensure that security staff appointed by them is fully loyal-to IIMR and assist the Chief Administrative Officer / In-charge, IIM Raipur during normal periods as well as during strike and other emergencies for the protection of personnel and property both movable and immovable to the entire satisfaction of the IIM Raipur.

- 16) In case of any loss that might be caused to the IIM Raipur due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, Chief Administrative Officer / In-charge, IIM Raipur shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to IIM Raipur besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the contractor, Chief Administrative Officer, IIM Raipur shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- 17) In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
- 18)As and when the Chief Administrative Officer / In-charge, IIM Raipur requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the Chief Administrative Officer / In-charge, IIM Raipur. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Chief Administrative Officer / In-charge, IIM Raipur shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
- 19)The Agency shall arrange to maintain at the security desk/booth, the daily shift-wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to the Chief Administrative Officer / In-charge, IIM Raipur an attested photocopy of the attendance record and enclose the same with the monthly bill.
- 20)The Chief Administrative Officer / In-charge, IIM Raipur shall pay the agreed amount on production of monthly bill as per rule / act as applicable. No other charges of any kind shall be payable.
- 21)There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the Central Government.
- 22)Final list for deploying security personnel in the premises of IIM Raipur as per requirement will be provided by the Office of Chief Administrative officer / In Charge before execution of contract.
- 23)The TDS or Income-tax as applicable shall be deducted from the total monthly bill unless exempted by the Income-tax Department.
- 24)The Security personnel deployed by the Agency shall have at least the minimum elementary knowledge of reading and writing so as to be able to make entries in the registers kept at the security desk/booth whenever required and also to write their names in the Attendance Register and mark their arrival and departure by signing in the register.
- 25)In case of non-compliance/non-performance of the services according the terms of the contract, the Chief Administrative Officer, IIM Raipur shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the Contract.

- 26)The Agency shall be solely liable for all payment/dues of the Workers employed and deployed by it. The Agency shall fully indemnify IIM Raipur against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment /work in IIM Raipur premises / facility.
- 27)The decision of IIM Raipur in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- 28)In case of any dispute between the Agency and IIM Raipur, IIM Raipur shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Raipur.
- 29)In case of any dispute or differences arising under the terms of this Agreement the same shall be settled by reference to arbitration by a Sole Arbitrator to be appointed by Director, IIM Raipur. The provisions of Arbitration and Conciliation Act 1996 shall be applicable.
- 30)Penalty Clause-In case of any irregularities noticed, the penalty amount will be levied by IIM Raipur up to the extent of 10% of the monthly charges due for relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security deposit.
- 31)The Security Agency shall provide weekly off / holidays to their security person as per labour laws, but it will be their responsibility to ensure uninterrupted services on all days throughout the year.
- 32)Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.

Chief Administrative Officer

Annexure – II

General Terms and Conditions of Contract

- 1) ***Preparation and submission of Tender:*** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interest bidders have to register online on e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <http://eprocure.gov.in> duly signed and sealed on each page of Tender. For details, kindly see Annex-V of the tender: Instructions of Online Bid Submission.
- 2) ***Period of Contract:*** Contract period will be initially for two year. This period may be extended further one year on satisfactory performance. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters setout of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- 3) ***Exit Clause:*** The contract can be terminated by giving three-month notice period by the Institute and three-month notice by the contractor.
- 4) ***Contract Agreement:*** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). IIMR reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
- 5) ***Earnest Money Deposit (EMD):*** The tenderer shall deposit Earnest Money of Rs. 5,00,000 /- (Rupees Five Lakh Only) through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur”. The Earnest money deposit will be refunded to the tenderers whose offers have not been accepted. Earnest Money Deposit of the tenderer whose offer is accepted will be kept up-till the time, the Bank Guarantee is not received.
- 6) ***Bank Guarantee:*** The successful tenderer will have to deposit a Bank Guarantee of Rs.10,00,000/- (Rupees Ten Lakh Only) in favour of “Indian Institute of Management Raipur” payable at Raipur drawn on any Nationalized Bank/Scheduled Bank and valid for 60 days beyond the expiry period of contract.
- 7) In the event of bidder backing out before actual award or execution of agreement, IIMR will have right to forfeit the EMD. In case the successful tendered declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.

8. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance 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 has made himself aware of the scope and specifications of the work do be done.
9. The IIMR will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
10. The IIMR is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders. IIMR reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIMR
Or
IIMR reserves the right for empanelment of vendors (more than one) on Annual Rate Contract basis against the lowest price received in financial bid.
11. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract if any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
12. The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
13. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
14. The persons employed by the contractor will be the employees of the contractor and the IIMR shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMR and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the IIMR.

15. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.
16. None of the employees of the contractor shall enter into any kind of private work within the campus of the IIMR Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
17. The staff employed by the contractor will not join any union of the IIMR nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMR and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMR.
18. The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIMR / Govt. of India / any State or any Union Territory.
19. The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
24. **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
25. In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
26. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
27. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
28. Anyone or more the following action / commission / omission are likely to cause summary rejection of tender: Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time. Any conditional bid or bid offering rebate. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents. Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.

29. Authority of person signing document: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, IIMR may without prejudice to other civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
31. **Access to SITE:** The contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the contractor.
32. **Safety and Security:** Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
33. **Work at Risk and Cost:** The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
34. **Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer) to their account. GST (if applicable) will be paid extra as per actual at the time of billing. The final payment shall, however, be made only after adjusting all the dues / claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.
35. **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMR as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the IIMR shall be at liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.

36. IIMR reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
37. IIMR reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it felt necessary in the benefit of the Institute.
38. In the event of a tie between lowest evaluated bidder, the bidder having highest value of active work order in following preference in order shall be awarded the contract.
 - i. IIMs
 - ii. IIMs + CFTIs
 - iii. IIMs + CFTIs + CUs
 - iv. IIMs + CFTIs + CUs + PSUs
39. The decision of the Director of IIMR will be final in all respect and will be acceptable to all the tenderers.
40. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

Chief Administrative Officer

Annexure-III **Eligibility Criteria**

Only those agencies which meet the following minimum criteria will be considered for opening of financial bid:

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (under the Private Security Agencies (Regulation) Act 2005) for Chhattisgarh state or Raipur (C.G.) district as per law valid at least for 12 months from the date of the opening of tender bid. Photocopy of the PSARA certificate should be enclosed online in Technical bid part to support this along with the format given below.

Sl	Serial Number / License number of the PSARA certificate with date of certificate/License	Validity till	Copy of document Attached (Yes/No) with Reference Page Number

2. The agency shall submit the original EMD and tender fee in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of Bid. Photocopy of the EMD and tender fee should be enclosed online in Technical bid part to support this along with the format given below.

Sl	Type of Fee	Details
1	Tender Fee	DD No. _____ of 1500/- (Rupees fifteen hundred only) of Dated _____ drawn on Bank _____ Branch _____
2	Earnest Money Deposit (EMD)	DD No. _____ of 5,00,000 /- (Rupees fifty lakh only) of Dated _____ drawn on Bank _____ Branch _____
3	*NSIC / MSME Certificate for EMD Exemption	NSIC / MSME No. _____ Dated. _____

- DD will be made in favor of “Indian Institute of Management Raipur” payable at Raipur.
- EMD will be exempted for NSIC / MSME Agency/Vendor. However, tender fee is mandatory to submit. Otherwise, bid will be rejected.

3. The agency should have experience of minimum period of 3 years for providing security services in Central Government/ PSUs/ Autonomous Body under Central Government / CFTIs and CUs. Experience certificate cum satisfactory performance certificate (issued by the said organizations), duration of contract and average billing value in one year must be enclosed online in Technical bid to support on this. **Only those experience cum satisfactory performance certificate issued by said organizations will be considered, whose contract / work validity period has/ ending after 31.12.2016 and average billing value (any one work / contract) will be more than three crore per year.**

Sr. No	Name of the organization/Institute where services were provided	Duration of contract		Total years of experience	Avg. billing value per year	Performance Remark (Poor/Satisfactory /Good/Very Good /Excellent/ Not satisfactory)	Certificate attached	
		From (DD/MM/YYYY)	To (DD/M/ M/YYYY Y)				Copy of Certificate (Yes/No)	Reference Page Number
1.								
2.								
Total year of experiences								

Abbreviations: IIM- Indian Institute of Management, CFTI - Central Funded Technical Institute, CU- Central Universities and PSU -Public Sector Undertaking.

4. The agency must have a minimum average annual turnover of Rs.5 Cr (Rupees Five Crore Only) during of the last three financial years. The agency must submit duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover with audited profit & loss statement.

Financial Year	Total Turnover In INR	CA certificate & audited profit & loss A/c Statement enclosed	
		(Yes/No)	Ref. Page Number
2016-17			
2017-18			
2018-19			

5. The agency should not be blacklisted by any Government agency and no case pending with the police against the Proprietor / Firm / Partner or the Company (Agency). An undertaking on agency letterhead should be attached.

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal

Annexure – IV

Agency Details (Technical Bid Part)

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
4	Mobile number of two top officials with name and designation	
5	E-mail ID of the two top officials with name	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II. Registration and Other Statutory document details:		
1.	Name of the agency (Individual/ Proprietor/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self- attested copy)	
2.	Permanent Account Number	A copy must be uploaded in Technical Bid part
3.	GST Registration Number	A copy must be uploaded in Technical Bid part
4.	PSARA Certificate/ License number & Date	A copy must be uploaded in Technical Bid part

5. Valid Labour License number, issued by Regional Labour Commissioner, Govt. of India or should give an undertaking that the bidder would obtain it positively within 45 (Forty-five) days of the award of the work.	A copy must be uploaded in Technical Bid part
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Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PK! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cppp-nic@nic.in.

Annexure – VI

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
Director
IIM Raipur

Date :

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMR/Tender/_____ dated _____

Name of Tender / Work: _____.

Dear Sir,

1. I/We have downloaded I obtained the tender document (s) for the above mentioned 'Tender/Work' for the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.____to_____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totally / entirely.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

PART-II: FINANCIAL BID (FORMAT)
To be filled online

Sr. No	Item Description	Service Charge (%)
1.	Providing security services in the premises of IIM Raipur by providing Security Supervisor (Ex-Service man), Security Guard (Ex-Service man) and Security Guard (Civilian), as per the scope of work and terms & conditions mentioned in the Tender document.	____%

NOTE:

- 1. Bidders will quote only percentage of Service Charge in price bid as other statutory payments like Minimum Wages, EPF, ESI, Bonus and all others(if applicable) will be paid on monthly basis as per rules / act applicable.*
- 2. The payment for Ex-Serviceman will be made according to DGR Rules w.e.f. 01.10.2019. Service charge (In percentage) of the agency will be paid extra as per financial bid.*
- 3. The payment for Security Guard (Civilian) will be made as per the notification of central minimum rates of wages, GOI, Ministry of Labour & Employment w.e.f. 01.10.2019. Service charge of the agency (in percentage) will be paid extra as per financial bid.*
- 4. The tenderer has to provide uniform, Identity Card, Batten, Umbrella, Heavy Duty Torch & Raincoat etc. and (all as per scope of work) to each Security Guard. Therefore, intending bidders are requested to quote the service charge accordingly. This will be the responsibility of bidder to quote the services charge as per rule.*
- 5. GST will be paid extra as per actual at the time of billing.*
- 6. Revision of Minimum wages will be revised as per the notification received from GOI. Other rate and terms & conditions will remain the same for entire contract period.*
- 7. IIM Raipur may ask to depute additional supervisor/Security Guards with/without arms as and when needed.*

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms & conditions contained herein and undertake myself/ourselves to abide by them.

Note:

- (i) No other charges would be payable by Client.
- (ii) There would be no increase in rates during the Contract period except provision under the terms & conditions.

(Signature of Bidder with seal)

Name :

Seal :

Address :