



भारतीय प्रबन्धन संस्थान राँची

(शिक्षा मंत्रालय, भारत सरकार के अधीन)

प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड , पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Notice Inviting e-Tender (NIT) for

Providing Security Services at IIM Ranchi.

Issued by:
Administrative Officer - Purchase
Indian Institute of Management, Ranchi
(for & on behalf of the Director, IIM Ranchi)

NOTICE INVITING TENDER
FOR
Providing Security Services in IIM Ranchi campus

Bid Downloading Schedule: Notice Inviting Tender (NIT) documents and other details like corrigendum etc. can be obtained/ downloaded free of cost from following links as per the schedule given in below table: -

- Institute website @ www.iimranchi.ac.in (under 'Tender' section)
- CPP Portal @ <https://eprocure.gov.in/epublish/app>

The offers submitted by Fax/email shall not be considered. No other correspondence will be entertained in this matter.

The Institute reserves the right to change any provisions of the tender document by publishing corrigendum for the same on the institute's website.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without assigning any reasons thereto.

1.	Work	Providing Security Services in IIM Ranchi campus. The services can be extended to other parts/off-campus based on IIM Ranchi requirements.
2.	Period of Contract	The period of contract will be initially for 03 Years which may be extended further for two years on one year extension + one year extension basis i.e (3 yr. + 1 yr ext.+1 yr ext.) on mutual consent.
3.	Commencement of service	Within three (03) weeks from date of issuance of Letter of Award (LOA)
4.	Period of downloading of Bid Document from IIM Ranchi Website/ CPPP portal	From 10.05.2023 to 31.05.2023 (Till 15:00 Hrs)
5.	Pre-Bid Meeting	18.05.2023 at 10:30 Hrs Bidders who will not be able to visit the IIM Ranchi campus physically for the pre-bid meeting may request for online meeting link (to purchase@iimranchi.ac.in) by 5 pm on 17.05.2023 for the pre-bid meeting. The link will be shared accordingly to the bidder making such a request.
6.	Last Date of Pre-Bid Queries	18.05.2023 at 10:30 Hrs
7.	Last Date of Receipt of the Bids	31.05.2023 (Till 15:00 Hrs)
8.	Date of Opening Technical Bid	31.05.2023 (16:00 Hrs)
9.	Site visit	During 11:00 Hrs – 17:00 Hrs on all working days till 30.05.2023

10.	Mode of Submission of bid	Online through e-Wizard Portal (IIM Ranchi) https://iimranchi.euniwizarde.com
11.	Contact Person	Administrative Officer (Purchase), IIM Ranchi purchase@iimranchi.ac.in , officer.purchase@iimranchi.ac.in Indian Institute of Management Ranchi, Prabandhan Nagar, Naya Sarai Road, Ranchi -835303 (Jharkhand)
12.	EMD (Earnest Money Deposit-Refundable)	Rs. 15,00,000 (Fifteen Lakh Only)

INTRODUCTION

1. Indian Institute of Management Ranchi (IIMR) is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India.
2. The permanent campus of the Institute is located in Prabandhan Nagar area of Pundag (Nayasarai Road), Ranchi. The campus has newly constructed buildings spread over approx. 60 acres' area.
3. IIM Ranchi is desirous of engaging a security services agency to Provide Security Services in IIM Ranchi campus.
4. Tender is invited from registered and reputed Security Agencies/ Service Providers having nationwide presence, for providing contractual security and ancillary services round the clock for the IIM, Ranchi Campus for a period of thirty-six months, which may be extended for further period of up-to twenty-four months extendable for twelve months at a time (maximum contract period sixty months), based on mutual consent.
5. Preference will be given to proposals which are technology driven surveillance and Integrated solutions with smart technology and human resource monitoring systems, in addition to physical deployment of Security Guards/ Security Supervisors/ QRT Guards with or without arms, Surveillance experts, Dog with handler etc.

Note for Site Visit

Bidders in their own interest and at their cost, are advised to visit, inspect and examine the site/ campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids. Bidders need to do their own due diligence with respect of the Site Conditions. No extra charges consequent upon lack of any information/ knowledge and understanding shall be payable by the Institute.

GENERAL INFORMATION AND INSTRUCTIONS FOR THE BIDDERS

1. The Complete tender documents can be downloaded from the Website of IIM Ranchi / CPP Portal. Information on issuance of corrigendum, if any, related to this tender will be available on E-Procurement Portal and on the website of the Institute. All times mentioned in this document are in IST unless specifically mentioned otherwise.
 - (a) Please read all the Terms & Conditions carefully before filling up the document.
 - (b) Incomplete Tender Documents will be rejected.
 - (c) All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
 - (d) Manner of submission of the Bids: The bidder must submit online bids i.e., Technical Bid and Commercial Bid through e-procurement portal <https://iimranchi.euniwizarde.com>. No manual bid will be accepted. Bidders can witness electronic opening of bid.
 - (e) The Last date and time for submission of the Bids: 15:00 Hrs. on 31.05.2023.
 - (f) Inspection of Site: Interested parties shall visit and examine the site and its surroundings at their own cost and shall satisfy themselves before submitting the Tender as to the nature of works area and scope of work, local statutory regulations, safety measures and other circumstances which may influence or affect his Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
2. Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
3. **Time and date for opening of Bids:** The Technical Bid will be opened electronically on 31.05.2023 at 16:00 hrs.
4. **Pre-Bid Enquiry:** Clarifications to Pre-Bid Queries sought online through the e- procurement portal or during the pre-bid meeting will be provided at <https://iimranchi.euniwizarde.com>. A Pre-Bid Meeting will be held on 18.05.2023 at 10:30 hrs at IIM Ranchi permanent campus. Any queries may be made online through the e-procurement portal only till 18.05.2023 at 12:00 hrs.
5. **Two-Bid system under QCBS:** Under two bids system through e-tendering, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the commercial bid will be intimated after acceptance of the technical bids. Commercial bids of only those firms will be opened whose technical bids are found compliant /suitable after technical evaluation is done by IIM Ranchi.
6. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIM Ranchi may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered, or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
7. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Bids may be rejected and the process may be paused or scrapped at any time without assigning any reason thereof.
8. **Validity of Bids:** The Bids should remain valid till 90 days from the date of award of LoA. If any bidder withdraws his Prequalification Bid before the said period or makes any modification in the Financial Bid (BOQ) or terms and conditions of the Prequalification Bid, the Institute, without

prejudice to any other right or remedy, will be at liberty to blacklist the bidder for a certain period and/or forfeit the EMD/Security Deposit.

9. **Performance Guarantee:** Within 15 (fifteen) days of the receipt of notification of award/Letter of Intent, the successful bidder shall furnish a performance guarantee of an amount for Rs. 40,00,000 (Rupees Forty Lakh Only) in the form of Fixed Deposit Receipt/Bank Guarantee from any scheduled Bank, in favour of IIM Ranchi, or Online transfer of the amount to a bank account specified by IIM Ranchi. The Performance Guarantee shall be kept valid for a period of the contract period plus 6 Months (*to be re-validated for such equal periods for which the contract may be extended after the initial period of 36 months*). The Performance Guarantee amount shall be payable without any condition whatsoever and these guarantees shall be irrevocable. The Performance Guarantee is intended for securing the performance of the entire tenure of the agreement between IIM Ranchi and the Contractor. The Performance Guarantee/Security Deposit shall be released only on satisfactory performance of the terms of agreement between the vendor and IIM Ranchi for the entire period of the agreed time frame plus two months. The deposit will not bear any interest. In case of extension granted to the contractor, the guarantee/security deposit will be extended by the bidder till the new date of expiry of the contract plus two months at his own cost. At no point, during the contract, the guarantee/security deposit should expire. A failure to submit the Performance Guarantee by the successful bidder within the specified time above will lead to a forfeiture of the EMD and the bid from the said successful bidder will automatically stand cancelled. The Institute may blacklist the successful bidder who fails to submit the Performance Guarantee within the specified time.
10. The Performance Guarantee/Security Deposit is liable to be forfeited, if the party fails to execute the work as per the terms and conditions of the agreement and to the satisfaction of IIM Ranchi or on account of any breach of the agreement. Any damage to IIM Ranchi property would be recovered from the performance Guarantee or if the damage exceeds the performance guarantee, then the bidder commits that the additional amount of damage would be recovered from the bidder and the bidder is liable to pay in such a case.
11. Within two weeks from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value (Rs. 5000/-) with IIM Ranchi at Ranchi in a format to be mutually agreed between IIM Ranchi and the selected Bidder. The successful bidder shall **commence operation within three (03) weeks** of the date of award of the Contract or a later firm date as specified by IIM Ranchi.
12. **Model Clause:** Any bidder from a country which shares a land border with India will be eligible to bid, only if the bidder is registered with the competent authority. Further, any bidder (including bidder from India) having specified Transfer of Technology (ToT) arrangement with an entity from a country which shares a land border with India, shall also require to be registered with the same competent authority (CA).

SPECIAL INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS
ONLINE THROUGH E-PROCUREMENT PORTAL

1. Registration process on online portal.
 - a. Bidders are required to enroll on the e-Procurement module of the portal M/s ITI Ltd., (if not registered earlier) <https://iimranchi.euniwizarde.com> by clicking on the link “Bidder Enrolment”.
 - b. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send User ID for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
 - c. Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
 - d. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
 - e. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - f. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
2. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
4. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
5. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or on <https://iimranchi.euniwizarde.com> or <https://www.iimranchi.ac.in/post/tender/tender.php> in advance, and should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
6. The bidder should read the terms and conditions and accepts the same before proceeding further to submit the bids.
7. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.

8. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
9. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
10. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system. Only hard copy of the Technical Bid should reach before due date to the Administrative Officer (Purchase & Stores), IIM Ranchi.
11. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
12. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
13. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
14. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
15. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
16. The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
17. The bidder / tenderer / Contractor shall file the applicable returns with Tax departments in time and submit the same as documentary proof.
18. The GST applicable shall be shown as separate line items in the Tax invoices to avail input credit to IIM Ranchi.
19. Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is Gagan (8448288987 / eprochelpdesk.01@gmail.com), Vijay (8448288989 / eprochelpdesk.03@gmail.com), Suriya (8448288994 / eprochelpdesk.06@gmail.com), 8448288992, 8448288984, 8448288986, 8448288982, 8448288988.

SCOPE OF SERVICE

The security agency is required to provide the following services through a non-intrusive security cover in the IIM Ranchi campus:

- i) Complete security to the life and property of the residents (the Director, faculties, staff, students, official visitors, and guests) of IIM Main Campus,
- ii) Safeguard against trespassing.
- iii) Security covers to various official functions, students' functions, VIP Visits, social & cultural functions organised by the campus community.
- iv) Protect property/cash/documents/ Construction sites/ buildings/ fitting and fixtures/ against burglary (where loss is due to entry after breaking the any entry lock/door/window/grill) and fire along with working knowledge of use of fire equipment and fire Installations.
- v) Control of vehicular traffic.
- vi) Maintain vigil and undertake surveillance for control of untoward incidents, specially involving the outside elements and CCTV based surveillance and Control room manning.
- vii) Pursuance of cases with local police and liaison with them.
- viii) Assist the Institute in maintenance of day-to-day discipline and smooth running of various activities.
- ix) Provide timely intelligence inputs to the Institute administration.
- x) To manage and monitor all entry and exit points and deal with defaulters ensuring that the persons of doubtful antecedents are not permitted inside Campus. All visitor's entries shall be made through visitor management software/App which shall be within scope of service of the security Agency.

The agency will bear overall responsibility for maintaining peace and tranquility on the campuses. It must ensure a theft and incident free campus from law-and-order point of view.

I. Terms & Conditions for Security Solutions

1. E-bids in two bid system under QCBS mode i.e. Technical Bid and Commercial Bid through e-wizard portal are invited.
2. The evaluation of Tender will be done by the committee on the basis of weightage to various parameters, Technical and Financial Bid.
3. The breakdown of weightage will be as per **Annexure V**.
4. After evaluation of Technical Bids, the successful bidders shall be informed separately.
5. The agencies must put their seal and signature on each page of Technical and Financial Bid submitted online. All pages must be numbered and a note of this should be mentioned on covering letter. The Terms & Conditions duly signed should be attached with Tender document.
6. The E.M.D. of Rs 15,00,000/- (Rupees fifteen Lakh only) in the shape of demand draft on any scheduled commercial bank in favor of 'Indian Institute of Management' payable at 'Ranchi' should accompany bid document uploaded. Tender without EMD will be rejected. The original EMD instrument should reach IIM Ranchi separately by 10 June 2023 18:00 hours.
7. The EMD without interest will be refunded to the Bidders after finalization of Tender.

The selected Security Agency has to submit Performance Bank Guarantee of (PBG) Rs.40,00,000/- (Rupees forty Lakhs) to IIM Ranchi. Performance Bank Guarantee (PBG) shall be submitted within 15 days of award of contract. The PBG should be valid for a period of 180 days beyond the completion of Contract. The PBG shall be encashable on written claim or through e mail or demand in terms of the Guarantee. It shall be the guarantee for the faithful and due performance of the Contract by the Security Agency in accordance with the terms and conditions specified in the Contract. The PBG will be returned to the Security agency without any interest after the expiry subject to fulfilment of all Contractual obligations by the Security Agency. They must start services within 21 days of intimation.

8. The full E.M.D. shall be forfeited in case of backing out of the offer before acceptance.
9. Any effort by a bidder to influence the Institute in the bid evaluation, bid comparison or contract award decision directly or indirectly will attract straightway rejection of their bid without assigning any reason.
10. The Agency may be disqualified if they have:
 - i) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements, and enclosures of this document.
 - ii) Records of poor performance such as abandoning work, not properly completing the contract or financial failure/weaknesses.
 - iii) The Confidential enquiry reveals facts contrary to the information provided by the applicant.
11. Individual signing the bid or other documents connected with the contract shall indicate the full name below the signature and must specify that whether he is signing in the capacity of i) a partner of the firm in which case, he must have the authority to represent the firm for arbitration of disputes concerning the business of the partnership firm either by virtue of the partnership deed or power of attorney, ii) constituted attorney of the firm iii) Representative of the Company.
12. At any time, prior to the date of submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by corrigendum.
13. After receipt of Tender paper, it will be presumed that the bidders have submitted their Tender paper after accepting the terms and conditions of the Tender.
14. Overwriting must be avoided. Neatly crossing out, initialing, dating, and rewriting shall be required to make a correction, if any. All pages of the bid document shall be numbered and uploaded.
15. The Bidders should submit an affidavit by a Notary Public that they are not having any case pending against them anywhere nor have they been found guilty in any criminal case since last five years. They shall also submit an affidavit that they were not blacklisted earlier by any organization since last five years.
16. The agency must have adequate experience in providing security for at least 5 years with minimum deployment of 2000 security personnel at any point of time in similar type of reputed Institution controlling students related activities (hostel, functions etc. and in at least 3 states also). (Enclose copy).
17. The agency should have minimum 5000 permanent guards on its rolls during the last three years. It should also have a clear regular recruitment policy. The bidder must furnish the details of employees currently on their rolls.
18. The agency must have at least 5 (five) running contracts of the average annual value of

- not less than Rs. 5 (Five) cores each (Copies of work order or certificate of monthly billing from the client.)
19. The agency should have valid license under Jharkhand Private Security Agencies (Regulation) Rules 2010 issued by Home Dept., Govt. of Jharkhand for the relevant services (Enclose copy).
 20. The agency should have **ISO 9001: 2015** certification or any other quality certification (enclose copy).
 21. The agency has been in contractual security business continuously during preceding five years.
 22. The agency must have a minimum average annual turnover of Rs.1000 crores (one thousand crores). (Enclose audited statement of account by C.A. and Income Tax Return of last 3 years ending 2022) as submitted by the applicant to the Income Tax Department
 23. The agency should have the capability to provide solutions related to security services under one umbrella like, Access control Systems, licensed radio/ wireless equipments for communication and surveillance system and capabilities to install and maintained camera.
 24. The agency should have training infrastructure and must provide training to security personnel every month on site training officer supported by Audio Video on the various topics likes, fire, mob handling etc. The firm should have properly organized training arrangements for its security personnel. Full details of such training, including the institutions utilized for training, duration of training and available training aids should be furnished after training it must be documented with Photographs.
 25. The agency must have its EPF and ESI code numbers. (Enclose copy).
 26. The agency must have its Income Tax PAN. (Enclose copy).
 27. The agency must have its GST Registration. (Enclose copy).
 28. The agency must have Insurance cover from Insurance Company for employees, public liabilities, and theft. (Enclose copy)
 29. The security personnel deployed must invariably be trained persons and having minimum age of 21 years and maximum age of 55 years with mentally and physically fit. The fitness of the manpower offered shall be ascertained through joint physical test by the Security Agency under the supervision of the Officials of IIM.
 30. All licenses should be valid.
 31. The bidder may attach any additional information, which it thinks necessary regarding its capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidder is, however, advised not to attach superfluous information. No further information will be entertained after the bid is submitted unless the Institute calls for it even before selection.

32. The Site Manager/ Assignment Manager should preferably be from ex-armed-forces background and should possess security service knowledge, good leadership quality, basic crowd control and also capable to give training to security guards. The Site Manager/ Assignment Manager should have computer literacy to monitor CCTV footages/ other security related software also and to initiate timely action if required. The agency should also provide AMC towards the maintenance of CCTV cameras, Access control equipment, visitor management system as required.
33. Security Personnel should be deployed without fail except on their off days which needs to be managed through replacement.
34. Employees of the Security Agency shall be given weekly off, leave and breaks as per the relevant acts and regulations.
35. The attendance of Security personnel shall have digital record by the agency. They would not leave their place of duty / duty point until their reliever reports on duty. If it is found that the Security personnel have deserted their place of duty/ duty point without having been properly relieved, the same will attract penalty as absent for the day.
36. The Security personnel will be on static or mobile duties depending upon the specific needs and situations.
37. The uniform consisting of body dress, cap, socks, shoes, logo, rank badge and name plate should be provided by the agency to security personnel. Separate set of uniform suitable for various seasons and conditions must also be provided by the agency. Torch, overcoat, raincoat, jersey, lathi, will be a part of uniform and would be provided by the agency.
38. The proposed wages should at least be the minimum wages for the security personnel as per notification/guidelines of Govt. of India.
39. The agency will be wholly responsible for payment of minimum wages to the personnel as per Govt. of India rules/ rules of respective The Security Agency shall pay wages directly to the Security Personnel through Bank transfer within 7 days of every month. Pay slip shall be given to the individual Security Personnel on each month along with the monthly payment. Agency shall ensure that no amount by way of commission or otherwise is deducted from Security Personnel. A detailed pay statement should be submitted to the Security Office showing payments along with valid bank transfers. The Agency must submit proof of payment of wages and related benefits month wise before presenting the month's invoice to the institute.
40. The Institute shall not be liable for any penalty under relevant rules, enactment of related regulation for which the Security Agency is responsible under law.
41. The Security Agency should ensure that the EPF and ESI components are in accordance with the prescribed rate on minimum wages. Payment of components like EPF contribution and ESI contribution (wherever applicable) would be paid for the previous month on production of authenticated documents regarding deposition of statutory payments to appropriate authority. EPF and ESIC returns along with Challan must also be submitted to the Security Office.
42. The Security Agency shall be solely responsible for fulfilling the requirement of all Statutory compliance of PF, ESIC, leave, bonus, Minimum wages act, Payment of Wages act and all other labour enactment and keep the Institute indemnified for any action brought against violation/ non-compliance of any Provision/ act.
43. The Security Agency shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactments viz. The Minimum Wages Act 1948, The Payment Of

Wages Act 1936, The Contract Labor (Regulation & Abolition) Act, 1970 and as amended from time to time and all other labour enactment at their own risk and cost in respect of all staff employed by them and keep the Institute indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts etc.

44. List of documents to be enclosed with Technical bids as per **Annexure-I**.
45. Cutting and overwriting in rates will not be entertained.
46. The successful bidder will have to furnish documentary details of contribution towards E.P.F./ E.S.I. against personnel deployed at IIM on monthly basis, failing which the contract may be terminated.
47. The Performance Bank Guarantee of successful bidders will be forfeited and penalty will be imposed, if they do not adhere to norms of E.P.F., ESI and payment of minimum wages to their staff.
48. The successful bidder will have to enter into an agreement with IIM on non-judicial stamp paper, before starting work.
49. The contract will be initially for a contract period of three years (extendable up to five years subject to satisfactory performance on +1 year and +1 year basis).
50. The contract shall be terminable with two months' notice from either party.
51. The Institute reserves the right to terminate the contract or impose penalties in case of lapses from the agency including damage or loss of assets of this campus or of any residents. The contract can be terminated by giving one month's notice in case of deficiency in service.
52. The agency will cover all risk for security men engaged by them and also the cost of compensation payable to security personnel.
53. Any damage/theft/losses to any property and equipment due to incompetence, inefficiency, carelessness and negligence of the security personnel/agency shall be suitably recoverable from the agency.
54. In case of leave, absence, sickness or shortage of guards, suitable replacement should be provided by the agency with due approval of the Institute.
55. Any security personnel found drunk or under influence of any intoxicating substances or prohibited drugs during duty hours will be debarred from services and will not be engaged in future in IIM.
56. All personnel shall be subject to IIM Ranchi rules, regulations and directives with regards to conduct in the campus.
57. Security personnel will maintain 8 (eight) hours shift system.
58. Payment by the Institute will be made against monthly bill in accordance with availability of fund and after fulfillment of required official formalities. Claim for interest on dues on account of delayed payment due to lack of technical formalities will not be entertained.
59. Taxation as applicable shall be deducted from monthly bill.

60. The Institute does not bind itself to accept the lowest or any other Tender. The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to the award of contract without assigning any reason, whatsoever and without thereto, incurring any liability to the affected bidder or bidders on the grounds of the Institute action. The decision of the Institute in this regard shall be final and binding.
61. The Institute further reserves the right to decide on fair and reasonable price of the services under the Tender and to provide for counteroffer for the same to the bidders. All other terms and conditions of the Tender shall remain operative even in case of a counteroffer rate having been offered to the bidders. The Institute also reserves the right to negotiate with selected bidder to arrive at a fair and reasonable price.
62. The IIM reserves the right to reject or accept the Tender / any rate quotation in part or full and relax any provision without assigning any reason thereof.
63. In case of any dispute arising relating to the right and obligation and relating to the interest and meaning of the terms of the agreement, the decisions of the Institute shall be final and binding.
64. Settlement of any legal dispute/actions arising under the contract shall vest exclusively in the courts of general jurisdiction at Ranchi.
65. The Tender contract is not transferable under any circumstances.
66. The Institute shall not be liable for any penalty under relevant rules, enactment of related regulation for which the Security Agency is responsible under law.
67. Any other statutory compliances/ obligations as per the Contract Labour act and laws not mentioned here are to be complied in due course of time.
68. Providing Medical treatment to the personnel of the Security Agency shall be the sole responsibility of the Security Agency.
69. The Agency should provide mix of Male / Female guard as per requirement of the Institute.
70. All personnel to be deployed at the institute must be pre-approved by the institute before their deployment (including in cases of deployments as replacements). Institute reserves the right to seek relevant information and/or interview/test the personnel to be deployed.
71. Agency/vendor shall be registered under the relevant act as a separate legal entity.
72. The agency/company must have at least twenty (20) years' experience in the field of providing security services. The agency/company should submit documentary evidence in his support of the above experience with tender.
73. Turnover of the company shall not be less than Rs. 1000 cr in the previous 5 years, YOY basis ending FY 2022.
74. They must have offices in Ranchi before participating in tender and must be operating in Jharkhand in the last 7 or more years. Relevant work order of previous services provided shall be attached which shall be verified.

75. They must have capabilities to provide solution services of Man and technology on their own.
76. They must have a control room operating 24X7 and contact numbers shall be provided in case on any emergency response.
77. Must have capabilities to provide, install and operate Access control wherever is required.
78. Must have capability to provide and operate VMS at main gate and integration of CCTV with AI based surveillance.
79. Must have in-house capabilities to integrate all electronic systems at one place/Command centre for Daily reporting and Quick response. It should also be accessible by the authorized nodal officers of IIM at their Desk with archive of all the digital and non-digital data from all the points, cameras, and systems. At all times the CCTV recordings should be maintained at least for the last 90 days.
80. Should submit two work completion certificates of Man + Technology worth at-least Rs. 2 crore value in the last 3 years ending FY 2022-23.
81. Tender must be completed by agency/company, and it cannot be sublet or partnered or sub-contracted after Date of issuing tender.
82. The agency/company must be operating at least in five states of India. The agency must attach the detailed addresses of the providing officer with state and address of Principal Officer of the office with Telephone & Fax No. etc.
83. In case of tie, the institute reserves the right to award as per its discretion.
84. The agency/company must have provided security service to at least Five public sector undertaking /Govt. Department/Govt. Corporation and other Govt. Institution in last Three years
85. The proprietors/partners/shareholders of the agency/company must all be Indians. In case any foreigner is associated, the agency/company must attach a copy of the clearance obtained from the Ministry of Home Affairs as required under their circular No. VI-24021/68/00 GPA-1 dated 13 Nov. 1992.
86. Contractor should have Customer Grievance Address Policy with dedicated 24 X 7 hotline to address complaints.
87. Have documented policies on Ethical practices, like Whistle Blower policy, etc, in lines encouraged by PSU's.
88. Contractor should provide uniform and salary related documents to its personnel.
89. Personnel should be rotated as per an approved policy of IIM Ranchi.
90. Penalty clause: As per **Annexure IX**.

Annexure-I**Eligibility criteria for Security Solutions**

Sl.	Enclosure	Enclosed (yes/ no)	Page no.
1.	Up-to-date labour license under Jharkhand state		
2.	Registration with E.P.F.		
3.	License issued by Home Deptt. Govt. of India under Jharkhand Private Security Agencies (Regulation) rules, 2010 as amended time to time and License from other States for Off-Campuses.		
4.	Experience Certificate as required		
5.	Income Tax PAN of Agency		
6.	Affidavit as required		
7.	GST Registration No.		
8.	Turn Over and Balance Sheet as required		
9.	IT Return		
10.	Registration with ESI		
11.	EMD Details		
12.	ISO or any other quality certification		
13.	Training Infrastructure details as required		
14.	Experience in planning, installation, utilization and maintenance of electronic surveillance system.		
15.	5 (five) running contracts of the annual value not less than Rs. 5 (Five) cores each (Copies of work order or certificate of monthly billing from the client.)		
16.	Copies of original documents defining the legal status, place of Registration & principal places of business.		
17.	Names and title or Directors and officers to be concerned with proposed contract with designation of individuals authorized to act for the organization		
19.	Information on any litigation in which the Agency was involved during the last 5 (five) years, including any current litigation.		
20.	Proof of numbers of employees currently on their rolls as required		
21.	Copy of work orders as required		
22.	Insurance cover from Insurance Company		

Annexure II**Institute's indicative daily requirements (tentative).**

Category	IIM Ranchi
Security Guard (with post wise wireless walkie talkie with applicable license)	81
Supervisor	06
Gunman with valid license to provide security services	03
Security Officer	01
CCTV Operator/ control room operator	03
Dog With Handler	01
Driver for QRT vehicle	03
Total tentative Manpower requirements per day	98
CCTV with integration to the pre-existing installations	30
Gate management/VMS	1
Boom Barrier	2
EM lock	10
Public Announcement system	2

Agency should be capable to maintain digital records of

Shift Log Register - Maintain records of shift handover.

Exit Employee Register - Maintain entry / exit of exit employees.

Access Door Weekly Checklist – Maintain access door periodic checklist entries.

CCTV Monitoring Weekly Checklist – Maintain CCTV Monitoring weekly checklist entries.

Escort Daily Feed Back Register – Maintain escort's feedback.

Fire Alarm Weekly Checklist – Maintain periodic Fire Alarm Weekly checklist entries.

Lost and Found Register – Maintain entries of lost and found item in your premises.

Master Access Card – Maintain records Master access card handovers.

New Joining Access card & Photo ID – Maintain records of Access cards & Photo ID handed over to new Joinee.

Public Address System Checklist – Maintain records of Public address system Checklist.

Weekend checklist – Maintain records of Access cards and Photo ID handed over to new Joinee.

Workspace checklist – Maintain records of cleaning of common usage areas at workspace.

Command Centre – Maintain records of tracking the security & patrol.

****Numbers of Manpower, CCTVs and other electronic items are indicative and can be asked to install whenever the requirement shall arise Company should give Unit price and installation cost. Installation and commissioning and maintenance of all the equipment related to the security services (procured through this contract) shall be done by the contractor at its own cost.**

Company /Agency should have capacity to provide/arrange pest control if requirement asked for based on the approved rates.

Company /Agency should have capacity to provide/arrange manpower (skilled/semi-skilled/unskilled) if requirement asked for as per the government rates with allowed service charges as per the award.

Deployment of Guards (Tentative) Requirements may increase or decrease as per Institute's requirement

Annexure III

PARTICULARS	%	Security Guard	Security Supervisor	Gunman	Security Officer	CCTV/ Control Room Operator	Dog with Handler	Driver	
PER DAY WAGES									
Basic									
STATUTORY DUES									
P.F.									
ESIC									
Others (like, Bonus, Leave, Gratuity etc please specify)									
STATUTORY DUES									
Total Cost as per 8 HRS per day DUTY INR									
Service Charges									
GST									
Total Including GST									
PER DAY RATE									

Annexure IV

LETTER OF TRANSMITTAL

From M/s (Bidder)

To

The Administrative Officer (Purchase),

Indian Institute of

Management, Ranchi

Sub: Providing "Security Solutions" IIM, Ranchi, Jharkhand and other entities and Off- Campuses
Sir,

1. Having carefully examined the Tender document, we offer our services for the aforesaid work in conformity with all the terms and conditions stated therein.

2. We enclose herewith Earnest Money Deposit (EMD) for a value of Rs. 15,00,000 (Rupees Fifteen lakh) only, in the form of Demand Draft No.-----dated----- issued by-----, in favour of Indian Institute of Management payable at Ranchi.

(Name of Bank & Branch).

3. We certify that we have carefully read each and every condition and the scope of work given in the Bid document and having understood the same we consider our acceptance without any condition or deviation.

4. We agree to keep the Bid valid for a period of 90 days from the date of opening of Bid and it shall remain binding on us and may be accepted at any time before the expiry of that period. We also understand that we shall not withdraw this Bid during this period of 90 days and in the event of default, The Institute shall have the right to forfeit the EMD without assigning any reason.

5. Should this Bid be accepted, we hereby agree to abide by and fulfill all terms and conditions of the Bid document and in default thereof, to forfeit the EMD absolutely. We understand that The Institute is not bound to accept the lowest or any other Bid received, fully or in part thereof.

6. Unless and until a formal contract is prepared and executed, this Tender Document together with written acceptance of Tender thereof shall constitute a binding contract between The Institute and the Agency.

7. We certify that all the statements made and information supplied and accompanying statements/documents are true and correct.

8. We have furnished all information and details necessary for pre-qualifications and have no further pertinent information to supply. We hereby submit our offer in two parts as required under the Terms & Conditions of the Tender document.

(Signature of the Authorized person for and on behalf of the Security Agency with agency seal/rubber stamp)

Annexure-V -Technical Evaluation Criteria (Hiring Of Security Solutions For IIM Ranchi)

S. No	Evaluation Criteria	Maximum Points	Remarks
1	Bidders Scale of Operation & Turnover	20	The bidder must submit a copy of its audited balance sheets for the immediately preceding three financial years. Average Turnover of the last three preceding financial years reckoned from the date of floating of tender would be considered for computation purpose. For establishing the authenticity of the document a certificate verifying the bidder turnover in the preceding three financial years, from the statutory auditor/ qualified CA (mentioning his/her UDIN) should also be enclosed.
	i) Bidder Turnover is more than or equal to Rs. 3000 crores (20/20)		
	ii) Bidders Turnover is more than or equal to Rs. 2500.0 Cr. but less than Rs.3000.0 Cr. (15/20)		
	iii) Bidders Turnover is more than or equal to Rs. 2000.0 Cr. but less than Rs.2500.0 Cr. (10/20)		
	iv) Bidders Turnover is more than or equal to Rs. 1500.0 Cr. but less than Rs.2000.0 Cr. (06/20)		
	v) Bidders Turnover is less than Rs. 1500.0 Cr. (2/20)		
2	Training Facility & Infrastructure to train security personnel in every training center at the time of bidding.	10	Doc Required: Copy of valid certificate clearly showing Affiliation/ Registration with PSARA (Private Security Agencies Regulation Act, 2005) / VTP (Vocational Training Provider) under MES (Modular Employable Skills)/ NCVT (National Council on Vocational Training)/ SSSDC (Security Sector Skill Development Council of India)/ NSDC-National Skill Development Corporation of India/ MHRD GOI/ Certificates and registration in the name of Group Enterprises etc. will be considered. A certificate from statutory auditor confirming the authenticity of document must also be enclosed.
	i) Bidder having experience of running 5 or more training centers (10/10)		
	ii) Bidder having experience of running 3 to 4 training centers (6/10)		
	iii) Bidder having experience of running 1 to 2 training center (2/10)		

<p>3</p>	<p>Experience in managing security service contracts with minimum 300 trained security personnel deployed under one single contract with government / PSU / Corporate or Private sector.</p> <p>i) More than or equal to 5 security services contracts (15/15)</p> <p>ii) Equal to 4 security services contracts (12/15)</p> <p>iii) Equal to 3 security services contracts (09/15)</p> <p>iv) Equal to 2 security services contracts (06/15)</p> <p>v) Equal to 1 security services contracts (03/15)</p>	<p>10</p>	<p>The bidder must submit a Copy of work order/Agreement with a Letter from the client, clearly stating the number of trained security personnel deployed under the said single contract. Contracts being currently executed or executed in the immediately preceding five financial years reckoned from the date of floating of tender will only be considered</p>
<p>4</p>	<p>Experience in managing security service contracts with minimum 150 trained security personnel deployed under one single contract with any Educational institute.</p> <p>i) 5 or More Work Order (15/15)</p> <p>ii) 4 Work Order (12/15)</p> <p>iii) 3 Work Order (09/15)</p> <p>iv) 2 Work Order (06/15)</p> <p>v) 1 Work Order (03/15)</p>	<p>10</p>	<p>The bidder must submit a copy of work order / agreement / certificate issued by client on client letterhead duly signed by authorized signatory. The said work as per work order / agreement must be either ongoing or must have been executed in the immediately preceding five financial years reckoned from the date of floating of tender.</p>

5	Permanent Employee Strength:	10	Documents to be submitted: Latest EPF Challan applicable within a span of 30 days reckoned from the date of floating of tender clearly showing the Permanent Employee Strength.
	i) 2100 or more employees (10/10)		
	ii) 1750 to 2099 employees(08/10)		
	iii) 1400 to 1749 employees(06/10)		
	iv) 1000 to 1399 employees(04/10)		
v) Up to 999 employees (02/10)			
Total Score		60	

Annexure- VI
FINANCIAL EVALUATION CRITERIA (HIRING OF SECURITY SOLUTIONS FOR IIM - RANCHI)

Category	Marks
Service charge for manpower in percentage	(L1 = 20, L2 = 10, L3 = 5, L4 = 3, L5 = 1, others higher than L5 are all zero)
CCTV with integration to the pre-existing installations and compatibility to AI based monitoring (per unit)	(L1 = 5, L2 = 4, L3 = 3, L4 = 2, L5 = 1, others higher than L5 are all zero)
Integrated Gate management solution/VMS (per unit)	(L1 = 5, L2 = 4, L3 = 3, L4 = 2, L5 = 1, others higher than L5 are all zero)
Boom Barrier (per unit)	(L1 = 5, L2 = 4, L3 = 3, L4 = 2, L5 = 1, others higher than L5 are all zero)
EM lock (per unit)	(L1 = 5, L2 = 4, L3 = 3, L4 = 2, L5 = 1, others higher than L5 are all zero)
	40

ANNEXURE VII

PRICE EVALUATION

The total evaluated score of all the qualified bidders will be worked out as per criteria defined in tender document.

The offer with the lowest evaluated price (Fm) shall be given financial score (Sf) of 40 points. The financial scores of other bidders shall be computed as follows:

$Sf = 40 \times Fm / F$, Where F= the total evaluated price of the concerned bidder.

The total score shall be obtained by weighing the combined technical and financial scores and adding them as follows:

$S = St + Sf$,

Where:

S = Total Score

St = Technical score, Sf = Financial Score

The successful bidder shall be the bidder having the highest score(S) and the contract shall be awarded to the successful bidder at his quoted price.

COMPARISON OF PRICES

The comparison of the prices of the bidders shall be on total value quoted for each item for complete scope of work of each item including Owner's liability along with all taxes and duties including GST and any other taxes and duties as applicable.

Date:

Place:

(Signature of the Bidder with agency seal/ rubber stamp)

Annexure- VIII

SELF-DECLARATION – NO BLACKLISTING

To,
Administrative Officer (Purchase),
Indian Institute of
Management
Ranchi – 835215

Date:

Dear Sir,

Ref: Providing “Security Solutions” to IIM, Ranchi, Jharkhand and other entities and Off-Campuses

1. In response to the Tender/RFE Document for providing Providing “Security Solutions” IIM, Ranchi, Jharkhand and other entities and Off-Campuses, I/We hereby declare that presently our Company/ Bidder.....is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any State/ Central Government/ PSU/Autonomous Body/ Company/ Institution or other bodies.

2. We further declare that presently our Company/bidder..... is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/Central Government/PSU/Autonomous Body/ Institution or other bodies on the date of Bid Submission including violation of relevant labour laws.

3. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Performance Bank Guarantee may be encashed in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other Tender/RFE.

Date:

Place:

(Signature of the Bidder with agency seal/ rubber stamp)

Annexure- IX- Penalties and Termination

The Service Provider shall be responsible for faithful compliance of the terms and conditions of this agreement. In case of noncompliance of Service obligations, penalty per default will be imposed as per agreement and in case of three Consecutive defaults against same events, the contract will be liable to be cancelled. However non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and the contract will be cancelled immediately without giving any further notice.

SL.	Service Level Agreement	Baseline	Penalties For Breach		
			1 ST Instance	2 nd Instance	3 rd Instance
1	Delay in deployment of security personnel by the service provider	Deployment to start Within 3 weeks of the placement of service order	In case of deployment is made after 3 weeks of placement of order and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However buyer shall be at liberty to cancel the order without any further reference to service provider in case so desire	In case of deployment is made after 4 weeks of placement of order and delay is due to service provider 2% of the value of the contract shall be levied as penalty. However buyer shall be at liberty to cancel the order without any further reference in case so desire	In case deployment not made 5 weeks after placement of order the contract shall be terminated without any reference

2	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc with public or employees of buyer organisation or other employees of service provider	No instance	Replacement of security personnel and Rs 500 fine on the service provider	Replacement of security personnel and Rs 1000 fine on the service provider	Replacement of security personnel and Rs 5000 fine on the service provider
3	Security personnel not found displaying photo id or not in proper uniform	No instance	One day Salary due to the employee concerned for the day and Rs 500 penalty on service provider	One day Salary due to the concerned employee and Rs 1000 penalty on service provider	One day Salary due to the employee concerned and Rs 2500 penalty on service provider

4	Security personnel indulging in drinking/sleeping	Zero instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 1000 on the service provider	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 2500 the service provider	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs 5000 on the service provider
5	If the resource is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute	No instance	Penalty equal to wage of the person who was to do duty shall be levied along with an amount of Rs 500	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with Rs 500	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with Rs 1000
6	In case of expiry of any of the licenses required for performing the services such as PSARA, etc.		Termination of the contract		
7	Delay in payments of take home remuneration by the Service Provider to resources employed, Delay in deposit of EPF and ESI (both employee and employer share)		Rs 1000 for each default		
8	In case of violation Minimum wages Act , Contract labor Act etc. as applicable from time to time applicable for the services		Penalty of Rs 5000 for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of service provider		
9	Cumulative penalty		Cumulative penalty shall not exceed 10% of the total contract value and in case exceeds contract is liable to be cancelled		