



INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

PIT Building, Inside Govt. Polytechnic Campus;
Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105
Phone No- 0183- 2820034

TENDER FOR PROVIDING SECURITY SERVICES

COMMERCIAL/PRICE BID

Issued to: -----

| | |
|--|---------------------------|
| Tender Reference No. | IIMASR/NIT/180/2020 |
| Date of Issue of Tender | 03-07-2020 |
| Last date of receipt of Tender | 24-07-2020 till 2:00 PM |
| Pre Bid Meeting / Inspection before bidding | 13-07-2020 at 11.00am |
| Last date of receipt of queries | 18-07-2020 |
| Mode of Participation | Online Only |
| Date & Time for Opening of Technical | 24-07-2020 @ 3:00 PM |
| Date for Opening of Price Bid | Will be Intimated Later |
| Earnest money Deposit (EMD) | Rs. 1,20,000/- |
| Performance security/Bank Guarantee | 10% of the contract value |
| Contract Period | 12 months |
| Tender fee | Rs. 1120/- |

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CHAPTER 1 - INSTRUCTIONS TO BIDDERS

Indian Institute of Management Amritsar is one of the six IIMs set up by the Ministry of Human Resources Development, Government of India, in the Union Budget of 2014. As per the directive of the union ministry of Human Resources Development. IIM Amritsar is currently located within the transit campus of Government Polytechnic Amritsar until it moves to its permanent campus (of approx.61 acres).

The Director of Indian Institute of Management Amritsar invites online tenders, for providing security services at various areas of IIM Amritsar a) Transit Campus, b) New leased office premises, c) Hostels at Blessings City, Amritsar, d) Permanent Campus premises, e) Director's office-cum-residence and surrounding areas of these locations including garden round the clock (24x7) by regulating, monitoring and recording the entry of all persons, materials and vehicles coming in and going out of the premises wherever necessary. All the areas mentioned above are considered sensitive.

1.1. Submission of Bids: The tender should be submitted in two parts, Part – I (**Technical Bid**) & Part – II (**Financial Bid**). The file of Part – I should be super-scribed as “Part – I Technical Bid” and File of Part – II should be super-scribed as “Part – II Financial Bid”.

1.1.1. The Tenderers/Bidders should visit the site between Monday to Friday from 10:00am to 4:00pm except for Sunday and govt. holidays for inspection of locations/areas of IIM Amritsar to ascertain the required number of security guards/supervisory staff. The Tenderers/Bidders should submit the Price Bids as per the format attached. Locations are the a) Transit Campus, b) New leased office premises, c) Hostels at Blessings City, Amritsar, d) Permanent Campus premises, e) Director's office-cum-residence and surrounding areas of these locations including garden.

1.1.2 It is advised that the bidder should visit the site before submitting the tender to understand the actual site conditions.

1.1.3. The tenderer shall be required to submit a refundable EMD of an amount of **Rs.1,20,000/- (Rs. One Lakh Twenty Thousand only)** and the non-refundable tender fee for an amount of **Rs. 1120/- (Rupees Eleven Hundred Twenty only)**, both by way of NEFT/RTGS only in the Bank details as mentioned below:

Name of Beneficiary: Indian Institute of Management Amritsar

Bank account No: 2083214000009

Name of Bank: Canara Bank

IFSC Code: CNRB0002083

Applications received within the stipulated deadline containing EMD, Tender fee and the tender documents along with all the required enclosures only will be taken for consideration

1.1.4. The technical bid, along with all necessary documents as stipulated, is to be

submitted online through the **eTender Portal** on IIM Amritsar's Official website (www.iimamritsar.ac.in) only. **Bids submitted by mail, Offline will not be accepted in any circumstances.**

1.1.5. The Price Bid should be submitted online through the eTender Portal on IIM Amritsar's Official website (www.iimamritsar.ac.in) only.

1.2. Summary of Rejection of bids:

- 1.2.1 Any bid not accompanied by required EMD and Tender fee.
- 1.2.2 Any bid in which rates have not been quoted in accordance with the specified formats / details as specified in the financial bid document.
- 1.2.3 Any bid received without latest attested Income tax clearance certificate (ITCC) copy.
- 1.2.4 If any criteria is not met as per the tender.
- 1.2.5 If any bidder has filled more than one bid.

1.3. Processing of Tender

Stage I- Technical Evaluation (Technical bid)- (30 Marks)

- a. The applicant should have sufficient number of employees (with a mix of ex-Servicemen/ CPMF amongst civilians) for the proper execution of the contract.
- b. The applicant should attach self-attested copies of performance certificates by the previous client(s) in respect of completed service(s). For ongoing service(s), certificate(s) obtained from the concerned officer of the client(s) in sealed covers should be attached. Minimum 2 yrs experience with Central / State Universities or IIT/ IIM / IISER etc. should be held.
- c. The applicant should be financially sound. Copy of audited statements of accounts for the last three financial years should be enclosed.
- d. The applicant should have satisfied all the statutory requirements.
- e. The applicant should have PSARA license, State GST No, and Supervisor/ Manager at Amritsar (for quick liaison, replacement, augmentation, removal of staff etc.).

Even though an applicant may satisfy the above requirements, he would be liable to disqualification if he has:

- a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- b. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures /weakness etc.

The bidders who qualify in this stage will be called for the presentation; other bidders who have been found technically unqualified will not be considered for further process.

Stage II-Presentation before technical evaluation committee (70 Marks)

The technically qualified agency/contractor will be required to make a presentation before the evaluation committee on implementing security at designated areas of IIM Amritsar. **The technical bid further will be evaluated out of 50 marks based on 3 criteria given below:**

a) Understanding and compliance with requirements (maximum 20 marks)

The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of work, including operations, strategies. The bidder should provide evidence of sufficient planning to show that work will be carried out as required, with efficiency and due planning. Specifically, the proposal from the bidder will be evaluated on whether it addresses each requirement and goals outlined in the scope of work in the tender document.

b) Total-experience(in years) in providing security services provided to central educational institutes and number of central educational institutes contract in progress and completed (maximum marks 30)

The agency will be expected to provide details of their experience in specific contracts of this nature/ type/ complexity to central educational institutes (IIM, IIT, NIT etc.). They will also be asked to provide information on performance in these contracts, and present testimonials from previous or existing clients.

c) Adequacy and staffing level (maximum 20 marks)

The agency will be expected to explain how much and where they will depute/designate its security staff at the designated places.

Final Technical evaluation compilation: The bidder who scores the minimum marks 80 out of 100(Stage-I: 30 marks + Stage-II: 70) in the technical evaluation in Stage-I and Stag-II will be considered for financial evaluation. Other technically disqualified bidders (scoring below 80) will not be considered for financial evaluation.

*Acceptance/rejection of the tender based on the Stage-I and Stage-II will be the sole discretion of the technical evaluation committee.

Stage III – Financial Evaluation (Financial bid)

The Financial Bid (Tender) should be submitted strictly in the prescribed form "FINANCIAL BID". Financial bids which are not submitted in the prescribed form will be summarily rejected. The Financial Bid should contain the following details:

- a. Full breakup of Daily wage and other statutory benefits quoted.
- b. Total Monthly Wages for the security personnel mentioned under (Manpower requirements) for the security service to be rendered by the contractor.
- c. Percentage of services charges over the Total Monthly Wages quoted in (b) above.

The Financial Bid (Tender) of the applicants who have not been qualified in the Technical Bid shall not be considered. Financial bid of only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter) who may

be present.

- 1.4.** Queries related to stated above RFP should be submitted at purchase@iimamritsar.ac.in only till 18-07-20. Queries submitted after the due date and time and **queries submit at any other mail id will not be entertained. The response of the queries will be given within 2-3 days by email after the last date of submission of queries.**

CHAPTER-2 CONDITIONS OF CONTRACT

2.1. Tender Fee: The tenderer shall be required to submit a non-refundable tender fee for an amount of **Rs. 1120/- (Rupees Eleven Hundred Twenty only)**.

2.2. Earnest Money Deposit (EMD) and Security Deposit:

a. Along with the Technical bid, Tenderers/ Bidders shall furnish EMD for an amount of **Rs.1,20,000/- (Rs. One lakh Twenty Thousand only)** in the form way of NEFT/RTGS only in the Bank details as mentioned below:

Name of Beneficiary: Indian Institute of Management Amritsar

Bank account No: 2083214000009

Name of Bank: Canara Bank

IFSC Code: CNRB0002083

Technical Bid received without EMD shall be rejected. The EMD will be refunded to the unsuccessful Tenderers/ Bidders within three months of the acceptance of the bid.

b. Within ten days of the award of contract, the Vendor (i.e., successful Tenderer/ Bidder) shall furnish a Bank Guarantee for a sum equivalent to 10 % of the contract value as Security Deposit (Performance Guarantee) valid for 60 days beyond the date of completion of all contractual completion.

c. EMD already deposited along with tender shall be returned on furnishing the Security Deposit (Performance Guarantee). The Security Deposit/EMD shall not bear any interest.

2.3. Performance Security:-The successful contractor will be required to submit performance security in the form of a bank guarantee @ 10% of the accepted/agreed value within one month from the date of acceptance.

2.4. Authorized signatory: If the Bid is made by or on behalf of a company incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.

2.5. Site visit: Every Tenderer/ Bidder is expected to inspect the site/locations, to ascertain the required number of security guards/supervisory staff, at his own cost before quoting the rates. He must also go through all the terms and conditions as stipulated in the documents. It will be construed that the vendor has inspected the site and satisfied himself with the Institute's security requirements, site conditions, and other relevant matters.

2.6. Eligibility Criteria

2.6.1. Security Service providers having valid PSARA State/Pan India License who have at least five (05) years of experience in providing security service to Central/State

Government educational institutions, public buildings, hotels, and factories

2.6.2. Experience in having successfully completed security service contract undertaken as follows during the last 05 years from the last date prescribed for submitting the tender:

a. Three similar completed services contract(at least one of them should be for Central/ State Government or Central / State Autonomous Bodies /Public Sector Undertaking) each billing not less than Rs.6 lakhs per year

OR

b. Two similar completed services (at least one of them should be for Central/State Government or Central/State Autonomous Bodies /Public Sector Undertaking) each billing not less than Rs.7.5 lakhs per year

OR

c. One similar completed service which should be Central/State Govt. or Central/State Autonomous Bodies/Public Sector Undertaking) billing not less than Rs. 12 lakhs per year

Note:

- Similar service under this clause means security service carried out to educational institutions, public buildings, hotels, and factories.
- Billing of service for this clause shall mean bill for one year of service carried out under a single contract.
- The date of starting and completion of the service should be indicated in the completion certificate.

2.6.3. The contractor should not have incurred any loss in more than two years during the last five years ending 31.3.2020. Copy of audited statements of accounts for the last five financial years should be enclosed.

2.6.4. The contract has to be completed by the single vendor, who will be completely responsible for the execution of the project as a single point solution provider and will be the sole prime contractor for the entire project.

2.6.5. Should have solvency of Rs. 5 lacs certified by the bankers of the applicant.

2.6.6. The contractor should fulfill all the statutory requirements as per state / central govt. rules as to implement minimum wages Act, Workmen Compensation Act, EPF, ESI, Income Tax, Bonus Act, etc. and should enclose proof for meeting these requirements.

2.6.7. The contractor should have registered with the following registration authorities by paying necessary fees, wherever required:

- a. Registrar of Companies
- b. Security Service License
- c. Income Tax
- d. EPF
- e. ESI
- f. Special registration, if any, for security personnel employed by the contractor.

- g. Any other registration which is required as per State/ Central Government rules.

2.7. Obligation of Contractor

- 2.7.1. The contractor should produce a proof for remittance of PF, ESI in each worker's name every month.
- 2.7.2. The contractor should issue an ESI card to the security personnel.
- 2.7.3. The display board stating all details of the security persons, working time, name of the security supervisor etc. should be kept in the workplace as per the labour act.
- 2.7.4. The contractor should have a First-Aid box with necessary medicines etc. He should make necessary arrangements, including care-taker for taking injured persons to clinic /Hospital in the event of emergencies.

2.8. Special Conditions

- a. The security service contractor should execute an agreement in the non-judicial stamp-paper incorporating the various terms and conditions.
- b. The contractor should make his arrangements for providing all the service equipment, uniform and accessories required for the work to the deputed personnel.
- c. If the contractor's performance is not found satisfactory, the performance security will be forfeited, and the contract shall be terminated by giving one month's notice.
- d. The contractor shall compensate IIM Amritsar for the cost of any damage to IIM Amritsar on non-compliance with the terms and conditions of the agreement.
- e. Attendance registers and the salary registers for the persons engaged for security service and other registers required as per acts and rules may be verified by any official of IIM Amritsar or any other person authorized by IIM Amritsar for this purpose or other enforcing agencies during their inspection.
- f. The wages after deduction for statutory benefits should be paid in full to the persons engaged.
- g. The contractor should have a local Supervisor/ Manager in Amritsar.
- h. The persons engaged by the Contractor should not have any adverse Police records/criminal cases against them. The contractor would be responsible for making adequate inquiries about the character and antecedents of the person before proposing their deployment for the purpose. The character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police and such a report should be submitted before deployment. Proofs of identity like driving license, election photo identity card, bank account details, previous work experience, proof of

residence and recent photograph and a certification to this effect should be submitted to the IIM Amritsar.

2.9. Report:- The contractor must submit a report on Monday of every week giving complete details of the incidents happened during the past 7 days along with a detailed report.

2.10. List of documents to be submitted with Technical Bid: (In Serial Order and Put Page numbers also)

- a. Tender Fee and EMD – **Form-1**
- b. Turnover and financial details **Form -2**
- c. Certificate of Declaration of Blacklist / Not Blacklist of Company **Form-3**
- d. Certified copies of audited turn over documents and Income Tax Return (ITR) for the last three years. **Form-4**
- e. Details of all contracts completed during the last five years. **Form-5**
- f. Letter of transmittal as per **Form-6**.
- g. Tender Documents duly stamp & signed.
- h. Letter of the authorized signatory for tender.
- i. Additional information for works under progress **Form-7**
- j. Performance report by the clients for works (refer to in form-5) **Form-8**
- k. Structure and organization of the contractor/agency. **Form-9**
- l. Certificate for Tender Documents Downloaded from IIM Amritsar website **Form-10**
- m. Self-attested copies of the following:
 - i. Certificate of Incorporation
 - ii. Article/Memorandum of Association or Partnership Deed or an affidavit stating that it is a proprietary concern, as the case maybe, of the contractor/agency.
 - iii. Security Service License of the contractor/agency
 - iv. PAN/GIR card of the contractor/agency
 - v. EPF Certificate of the contractor/agency
 - vi. ESI Certificate of the contractor/agency
 - vii. Special registration, if any, for security personnel employed by the contractor.
 - viii. Any other registration which is required as per State/ Central Government rule.
 - ix. Experience Certificates, work orders etc.

2.11. Acceptance period:

The Tender/ Bid shall remain valid for acceptance for 90 days from the date of opening of the Price Bid. Rates quoted by the vendor shall be all-inclusive. GST will be paid extra as applicable. Any other charges over the quoted rates shall be clearly indicated. The Tenderer/Bidder shall make no additions/ alternations in tender forms and if any such alteration is made, the tender is liable to be rejected.

2.12. Award Criteria:

2.12.1. The contract may be awarded to the Tenderer/ Bidder whose technical

proposal (Stage-I and Stage-II) is responsive, cost-effective, and meeting all the requirements of IIM Amritsar and whose price bid has been determined to be lowest. After the opening of the price bids of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. However, the Institute reserves the right to accept or reject any offer without assigning any particular reason whatsoever and no communication will be entertained in this regard. IIM Amritsar also reserves the right to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process at any time before finalization without incurring any liability to the affected Tenderer / Bidder. IIM Amritsar does not bind itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of the tender and the Tenderer/Bidder shall be bound to perform the same at the rates quoted.

2.12.2. Post qualification, the Contractor will sign the agreement with all terms & conditions of this tender with IIM Amritsar and will provide the services from the date as will be mentioned in the agreement.

2.13. Penalty: -

2.13.1. In the event of non-compliance of any of the terms & conditions of this contract, penalty will be imposed on the contractor. The penalty will be limited to the extent of actual damages as decided/calculated by IIM Amritsar, in addition, 20% of the damage cost as a service charge.

2.13.2. The contractor shall be fully responsible for theft, burglary, fire, or mischievous deeds, if any, occurred due to the negligence of security staff. Any loss due to the negligence of security staff shall be compensated by the contractor or deductions may be made from the bills/security deposit.

2.14. Payment to Personnel:-

2.14.1. The security personnel (security guards, security supervisors etc.) deployed by the contractor are for all-purpose the employees of the contractor only, and IIM Amritsar has no control over them. The security personnel shall have no claims directly or indirectly concerning the employment and service conditions and any other benefits available to the employees of the Institute.

2.15. Bidder should submit a GST registration certificate with the technical bid.

2.16. Contact Details: Contact details of the person for all security service related queries/support.

Name & Designation: _____

Phone No: _____

Fax No: _____

Mobile: _____

E-mail: _____

2.17. Award the contract: The Tender submitted shall clearly mention the name of the agency/contractor in whose favor the contract is to be made. Any request made after submitting the tender for changing the name of the firm in whose favor the contract is to be placed shall not ordinarily be entertained.

2.18. Income Tax: Every Tenderer/Bidder shall furnish along with the tender the last three years Income Tax Return / audited financial accounts or GST return for the last 6 months without which his/her tender is liable to be rejected. The Institute will deduct the amount towards Tax Deducted at Source (TDS) as per the latest Income Tax Rules/ GST rules from all payments made to the supplier/contractor.

The company/agency should be operational for the last 3 years and a Profit Making company. In the last three years, tenderer should have provided services of at least Rs. 18 Lakhs and at least have provided one such service for value at least 12 Lakhs. Tenderers should submit along with the tender certified copies of audited documents showing their turnover for the last three years, failing which the tender shall be rejected.

2.19. Termination of Contract: IIM Amritsar reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:

- a. If the vendor is adjudicated insolvent by a Competent Court of Law or files for Insolvency or the Contractor's Company is ordered to be wound up by a Competent Court. The vendor commits any material breach of the terms of this contract with IIM Amritsar or if found guilty of any malpractice in the performance of the contract.
- b. If any charge-sheet is filed by the Competent Authority of the Government against the vendor is convicted by a criminal court on the grounds of moral turpitude.
- c. In the event of non-satisfactory service or failure on the part of the contractor/agency or if the contractor/agency shall neglect to execute the services with due diligence or shall refuse or neglect to comply with any reasonable orders given to security personnel by IIM Amritsar in connection with the security shall contravene the provisions of the Contract, IIM Amritsar shall have the option to terminate the contract by giving one month notice. It may get the services (either in part or in whole, as the case may be) by any alternate sources at the contractor/agency's risk and cost. In such an event, the contractor/agency shall have no claims whatsoever against IIM Amritsar in consequence of such termination of the contract. The decision of the Director of IIM Amritsar in terminating the contract will be final and binding on the contractor/agency.

2.20. Conciliation & Arbitration: Any dispute or difference whatsoever arising between the parties relating to or arising out of the contract shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered

between the parties in pursuance thereof shall be final and binding on the parties. When the Conciliation has failed, the matter may be referred to an arbitrator. The award of the arbitrator shall be final and binding on both parties (contractor and IIM Amritsar).

2.21. Contract period: The initial contract period will be for one year that could be extended on a yearly basis up to maximum three years with the same terms & condition of the tender as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.

2.22. Any Other Condition: IIM Amritsar reserves the right to alter/revise the level of security services at any point of time. Wherever the term "Commercial Bid" is mentioned, it shall be construed to mean "Price/financial Bid" and vice versa.

The contractor/agency is to abide by all the Terms and Conditions stated in the Tender Document and all tender documents should be signed by authorized signatory. In case these terms and conditions are not acceptable to any Tenderer/ Bidder, he/she should clearly specify the deviations in his/her tender. IIM Amritsar reserves the right to accept or to reject them. In case of any dispute, the decision of the Director of the Institute shall be final and binding on all the parties.

CHAPTER-3 SCHEDULE OF REQUIREMENTS

3.1. Nature And Scope Of Work

- i. Manning the a) Transit Campus, b) New leased office premises, c) Hostels at Blessings City, Amritsar, d) Permanent Campus premises, e) Director's office-cum-residence and surrounding areas of these locations including garden round the clock (24x7) by regulating, monitoring and recording the entry of all persons, materials and vehicles coming in and going out of the premises wherever necessary. All the areas mentioned above are considered sensitive.

Transit Campus: It is located inside the Government Polytechnic campus, just 5 km away from the railway station and 10 km from the airport. It is spread in about 2000 Sq.M area. There are two main buildings, one canteen area, parking, and the surrounding area. Building 1 has ground, first second, third floor which houses classes and offices whereas Building 2 is an L-shaped with the second and third floor under IIM Amritsar, it houses faculty cabins, classes, library, auditorium

New leased building: It is 200 meters away from the transit campus and houses 2-3 small offices.

Permanent campus site: It is under construction land for permanent campus spanning about 61 acres, which is about 7 km from the ISBT and 8.5 km from the railway station.

Hostel: Hostel is located near Park Inn hotel in Blessings city on Amritsar Airport road, which is 10km away from the transit campus. About 350 students, a few staff and faculty members are accommodated in about 60 flats.

Director's office-cum-residence: It is about 5kms from the transit campus.

- ii. Additional requirements of security staff would be indicated separately on some occasions or otherwise, which should be accommodated at the pro-rata basis of contract.

3.2. General Guidelines

- i. The security team should be Vigilant, diligent, cooperative, helpful, and should create a sense of comfort for the Faculty and Staff members and visitors. They should conduct themselves professionally while on duty.
- ii. Preventing unauthorized carrying in and out of any materials from the campus.
- iii. Maintaining log book of events noticed or un-authorized materials found in possession while frisking of persons and vehicles of Facility management service providers and other persons notified by the designated official at IIM Amritsar ensuring incoming/outgoing materials have been authorized by authorized signatory and have a gate pass. Otherwise, materials are neither allowed inside nor allowed to go out.
- iv. Maintenance of copy of all gate passes of material movements in the appropriate files.

- v. Admittance of personnel other than IIM Amritsar faculty, students, staff members and visitors inside the building shall be at the discretion of the authorized officials of IIM Amritsar. The security officer/guard should ascertain the authorization of visitors, vendors etc. by telephonically calling the IIM officials for authorization for their entry.
Upon authorization, the security guard will request the above-mentioned visitors to or write their name with contact particulars, address, purpose, contact person, In & Out time in the "Visitors Book".
- vi. Excepting vehicles of the Institute and that of faculty and staff members, all vehicles coming to campus shall be entered in the book.
- vii. Vehicle speed inside the campus is restricted to 15km/hr. Disciplinary action, in the form of not being allowed in the building there after, shall be taken against vehicles/drivers exceeding the speed limit.
- viii. Gate protocols for visiting dignitaries such as Govt. officials, distinguished guests of IIM Amritsar etc. shall be done with liaison officer as designated by the designated official.
- ix. Issuance of the access card to the office complex after office hours and on holidays, at special request from IIM Amritsar officials, shall be done after capturing full particulars.
- x. Round the clock (24x7) monitoring of the Institute's areas specified in Para 3.1 and taking immediate appropriate remedial action like personal inspection of the spot where there is any unusual move or monitor image noticed during monitoring and other related actions.
- xi. Maximum use of ex-Servicemen, ex-CPMF be made, who should be conversant in English, Punjabi and Hindi.
- xii. **Impermissible:** - Drugs & Liquor are strictly prohibited inside the campus. The entire campus is declared as "**Smoking free zone**". Strict disciplinary action will be initiated against offenders. The security personnel on duty should keep strict vigilance on that.
- xiii. Reporting on malfunctions of IIM Amritsar assets, shortfalls noticed in facility management services or notice of untoward incidents to the officer-in-charge or the designated Helpdesk.
- xiv. Answering all queries from visitors and telephone enquiries, especially during holidays.
- xv. Manning the vehicles parking area and safe guarding vehicles parked.
- xvi. Managing fire-fighting equipment in an emergency during office and non-office hours.
- xvii. Maintenance of complaint logbook.
- xviii. Switching off the lights/ fans in unoccupied areas/rooms/offices etc.
- xix. Frequent patrolling of all designated locations of IIM Amritsar especially during night times.

- xx. Safe guarding the assets of the Institute in the transit campus and hostels.
- xxi. Maintaining instructions register with details. The security guard on duty should, without fail, see this register and carry out instructions.
- xxii. Stopping/monitoring of animals entering into campus (transit, leased building, permanent, Director's office-cum-residence and hostels).
- xxiii. Provide timely and usable inputs to the Institute administration.
- xxiv. Assist the Institute in maintenance of day to day discipline and smooth functioning of various activities.
- xxv. Using available electronic surveillance to the best.

3.3. Service Equipment, Uniform and accessories: The contractor should provide service equipment, uniform and accessories to security staff. Following basic equipment required for the security staff is as follows:

- i. Batons and whistle (one number for each security staff).
- ii. Hand held search light/torch (one number for each security staff while on night duty).
- iii. Under-chassis inspection mirror–sufficient numbers.
- iv. Metal detectors – sufficient numbers
- v. First Aid Kit – three sets
- vi. Heated vest / Jacket as per season
- vii. Appropriate uniform

3.4. Manpower Requirements: Every Tenderer/ Bidder is expected to inspect the site/locations, between Monday to Friday from 10:00am to 4:00pm except Sunday and govt. holidays, to ascertain the required number of security guards/supervisory staff, at his own cost before quoting the rates. He must also go through all the terms and conditions as stipulated in the documents. It will be construed that the vendor has inspected the site and satisfied himself with the Institute's security requirements, site conditions, and other relevant matters.

| Location | No. of Security Guards | No. of Security Supervisor(s) |
|---|------------------------|-------------------------------|
| Transit Campus | | |
| Permanent campus permises | | |
| Hostel | | |
| New leased office building | | |
| Director's office-cum-residence | | |
| Total Requirement of Security Personnel | | |
| Total requirement of Supervisor(s) * | | |
| Grand Total | | |

***Note:** - The security supervisor should take care of frequent campus patrolling duty as well as surprise checking also. An additional requirement of security staff would be indicated separately on some occasions or otherwise, which should be accommodated at the pro-rata basis of the contract.

3.5. Duration of shifts: The security at all locations has to be provided for 24X7. The duration of shifts of security staff is given under:

Shift -1 : 06:00 am to 02:00 pm

Shift -2 : 02:00 pm to 10:00 pm

Shift -3 : 10:00 pm to 06:00 am

Checking of guards: - The supervisor should be directed to make a proper check of guards on duty in day/ night and proper report to be given to administration on daily basis. He will also be responsible & answerable for incidents/occurrences all unwanted happening in the area which comes under his supervision.

3.6. Expectation from the Security staff: Following is expected from the security staff deployed by the contractor:

- a. Security guard should be below 45 years of age; Supervisor may be above 45 years of age.
- b. Should have at least 05 years' experience of the job in some vital institution/ Defence / CPMF.
- c. Should be medically fit for the job.
- d. Should have good working knowledge in handling of fire-fighting equipment with reasonable training and in basic operations of computer and electronic surveillance gadgets.
- e. Should have good character.
- f. Should have been in the employment roll of the bidder for a minimum of one year before their deployment to the IIM Amritsar site.
- g. Should have passed at least Secondary School or equivalent exam and be able to read, write and speak in Hindi / English.
- h. Should be appropriately dressed in Uniform.
- i. Should have undergone training in self-defense and to attack, disarm, disable and capture any intruder.

3.7. Responsibilities of the Service Provider

- a. The Security Service is required to be carried out on all the days of month round the clock (24 hours x 7 days a week).
- b. Sufficient manpower is required to be provided to all areas of the Institute.

- c. Strict discipline must be observed by the security personnel.
- d. The security personnel put on duty must be provided with appropriate uniform & accessories to distinguish them from other staff.
- e. The security personnel must be provided with an identity card.
- f. The security personnel must be given one paid weekly off if he/she continuously works for six days in a week. Except for eligible weekly off days and 03 national holidays no payment will be made for non-working days. Proportionate deduction will be made if any item of work is not carried out on any day due to any reason.
- g. The payment will be made after necessary deductions like Income Tax etc.
- h. The agency/contractor has to ensure its compliance to all Govt. norms like EPF, ESIC, bonus, Workman Act, Labour laws etc.

3.8. Staff Etiquette

- a. Should be strictly in full security uniform with cap, shoes with socks, belt, security badge, name badge etc.
- b. When the duty is over, should continue on duty in the duty place with full uniform till the next security guard comes in full uniform and takes charge. Any delay in the next guard closing up should be informed to the Security Supervisor.
- c. Should not leave the duty place except on an emergency, for which necessary permission should be obtained from the supervisor. In that case, alternate security guard should be posted till the security guard who goes on emergency returns back or till the security guard of the next duty takes charge, whichever is early.
- d. Should possess torch while on night duty and not sleep during duty, including night duty.
- e. Should not consume drugs & liquor nor come to duty under the influence of drugs liquor and not smoke during duty.
- f. Should not chit chat with any known/unknown person(s) during duty or with fellow security personnel on duty or with anybody on the phone.

CHAPTER 4– Price Bid Schedule(To Be Quoted By Bidders)

FINANCIAL BID

| | | | | |
|----|--|--|--------------------------------|-----------------------------------|
| 1. | Nature of Security Service | To provide Security Services for a) Transit Campus, b) New leased office premises, c) Hostels at Blessings city Amritsar, d) Permanent Campus premises, e) Director’s office-cum-residence | | |
| 2. | Period of Service | 12 months | | |
| 3. | No. of Security personnel to Be engaged (including one supervisory staff per shift) | Security Guards = | | |
| | | Supervisor * = | | |
| | | Total = | | |
| 4. | a. Wage Per Day Per Person (including statutory benefits with full break-up (Basic & VDA, ESI,EPF, Bonus Gratuity and others) (Minimum wages prescribed by the Minimum Wages Act of the Central Government Should be protected. However, Bidders are at liberty to quote higher than the minimum Wages.) | Detailed wages plus variable dearness allowance (VDA) | Per. Security Guard Rs. | Per Security supervisor Rs. |
| | | Basic Wages plus Variable Dearness Allowance (VDA | | |
| | | Employees Provident Fund (EPF) | | |
| | | Employees State Insurance (ESI) | | |
| | | Bonus | | |
| | | Gratuity | | |
| | | Others: | | |
| | | | | |
| | | Total | | |
| | b. Monthly Wages Per Security Guard and Security Supervisor | Per security guard Rs. | Per security supervisor Rs. | |
| | | | | |
| 5. | Percentage of services charges over the Total Monthly Wages quoted in Item 4b. above for providing Security service | -----% | | |

I/We hereby undertake that the entire amount of wages left out after deduction for statutory benefits to the security personnel engaged will be paid to them in full.

Date:

NAME & SIGNATURE OF THE CONTRACTOR WITH SEAL

CHAPTER 5– OTHER STANDARD FORMS

FORM 1

Ref: -

Dear Sir,

The following UTR of transactions made to IIM Amritsar are enclosed herewith towards Tender Fee & EMD

| Detail of DD | Amount | UTR No. & Date | Bank Name |
|-------------------------------|---------------|---------------------------|------------------|
| Tender Fee (Including Tax) | Rs. | | |
| EMD | Rs. | | |

1. Financial Analysis

Details are to be furnished duly supported by figures in Balance Sheet / Profit and Loss a/c for the last five financial years duly certified by the chartered accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

| Sr. no. | Details | Years ending 31 st March of | | | | |
|---------|--|--|------|------|------|------|
| | | 2016 | 2017 | 2018 | 2019 | 2020 |
| 1. | Gross Annual turnover in security service provided | | | | | |
| 2. | Profit (+) / loss(-) | | | | | |

2. Financial arrangement for carrying out the proposed work**3. Income Tax PAN Details****4. Details of Solvency certificate from Bankers of Applicant**

Signature of Applicant(s)

Signature of Chartered Accountant with seal

CERTIFICATE

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency neither blacklisted by any Central/State Government/ Public Undertaking/Institute nor is any criminal case registered/ pending against the firm or its owner/ partners anywhere in India.

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

Authorized Signatory Date:

Name: Place: Designation: Contact No.:

Seal

Annual Turnover & Income Tax Return (three years) Details:

| | Financial Year | Turnover in Rs. | Net Taxable Income | - |
|---|----------------|-----------------|--------------------|---|
| Bidder's Annual Turnover for last three Financial years & Income Tax Returns for the last three financial years | | | | Supporting Documents are to be attached along with the Annexure- <i>(Balance Sheet approved by the CA and the IT clearance certificate, profit loss account)</i> |
| | | | | |
| | | | | |
| | | | | |

Date:

Authorized Signatory:

Details of all contracts completed during the last five years

Name of company: _____

| Sr. No. | Name of contract & location | Name of client | Annual cost of contract | Period of Contract | Supporting document (attach copies of work order & completion certificates) |
|---------|-----------------------------|----------------|-------------------------|--------------------|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Note: - Above experience sheet must be supported by authentic certificates from service taking organization.

(Signature of the applicant with office seal)

LETTER OF TRANSMITTAL

Date:

To:

**The Director,
Indian Institute of Management, Amritsar
Punjab Institute of Technology Building,
Inside Government Polytechnic Campus,
Polytechnic Road, PO: Chheharta, G.T. Road
Amritsar - 143105**

Sub: Security Services for the Transit Campus and Hostels of IIM Amritsar for 24 months

Sir,

Having examined the details given in notice inviting qualification application and tender for the above work, I / we hereby submit the qualification application documents (Technical Bid) and the tender (Financial Bid) for the work duly filed.

1. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. I / we have furnished all information and details necessary for deciding our eligibility to be qualified for taking part in the tendering process for the work. We have no further information to supply.
3. I / we submit the requisite solvency certificate and authorize the Director IIM Amritsar or his authorized representative to approach the bank concerned to confirm the correctness of the certificate. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.
4. I / we submit the following certificates in support of our suitability, technical knowhow and capability for having successfully completed following works.

I am / we are aware that the tender documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.

Seal of the Applicant

Date of submission

Signature(s) of the applicant(s)

Additional Information for works under progress

1. Name of work :

2. Location :

3. Client's Name and address :

4. Scope of work :

5. Details of equipment deployed :

6. Details of personnel deployed on the work:

7. Value of work :

Signature of Applicant(s)

Performance Report by the clients for works referred to in Form 5

1. Name of the work & Location

2. Scope of work

3. Agreement No.

4. Tendered Cost

5. Value of work done

6. Date of Start

7. Date of completion
 - a. Stipulated date of completion
 - b. Actual date of completion

8. Amount of compensation levied for delayed completion, if any

9. Name and address with telephone no of officer to whom reference may be made

10. Remarks (indicate whether any show cause notice issued or Arbitration initiated during the progress of work)

11. Performance report based on quality of work, time management and resourcefulness:

Very Good / Good / Fair

Executive Engineer / Project Manager /or Equivalent

Structure and Organization of the contractor/agency

1. Name and address of the applicant :
2. Telephone No. / Fax No. / E-Mail address :
3. Legal Status (attach copies of original Document defining the legal status) :
 - a) An individual
 - b) A Proprietary Firm
 - c) A Firm in Partnership
 - d) A Limited Company or Corporation
4. Particulars of registration with various Government bodies (attach attested photo-copy) :
 - a) Registration Number
 - b) Organization / Place of registration
5. Names and Titles of Directors and officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Was the applicant ever required to suspend the security service for a period of more than six months continuously after the security service was commenced? If so, give the name of the project and give reasons thereof.
7. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion?
8. Has the applicant or any constituent partner in case of partnership firm, ever been debarred / Blacklisted for tendering in any organization at any time? If so, give details.
9. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so give details.
10. In which field of Security service, specialization and interest is
11. Any other information considered necessary but not included above

Signature of Applicant (s)

**Certificate for Tender Documents Downloaded from Indian Institute of Management
Amritsar Website**

In case the tender document is downloaded from the website, a declaration in the following Performa has to be furnished.

"I..... (Authorized Signatory) hereby declare that the Tender Document submitted has been downloaded from the website <http://www.iimamritsar.ac.in> and no addition/deletion/correction has been made in the Tender Form (Tender No.....) downloaded. I also declare that I have enclosed details of UTR No.dated for `..... towards the cost of Tender Form along with Tender document".

In the case at any stage, it is found that the information given above is false/incorrect, IIM Amritsar shall have the absolute right to take any action as deemed fit/without any prior intimation.

Signature of the Tenderer with Seal