Minutes of Pre-bid meeting for the Security Tender of IIT Delhi held on 21.3.2012 at 3 pm in IRD Committee Room, IIT Delhi

The Following Representatives of Firms attended the Pre Bid Meeting

Ser No	Name of the Representative	Company
1	Ranjan Pathak	TRIG
2	Brig (Retd) U.K. Dhar	SIS (India) Ltd
3	Maj Gen (Retd) GS Narula	CISS Ltd
4	Kumar Kaushik Srivastav	Bombay Intelligence Security (I) Ltd
5	Sqn Ldr A. Yadav	G4S Secure Solutions
6	Rohit Kumar	Metro Security & Allied Services
7	Vikas Chandna	Swift Securitas
8	MPS Dhillon	Skylark

The following officials were present from IIT Delhi.

1. Prof S.K Gupta Chairman PFC
2. Prof Shashi Mathur Member
3. Sh MK Gulati Member
4. Capt BN Yadav Member
5. Sh Ram Parsad Member Secretary.

The queries raised by the representatives of all the firms were discussed by the Purchase Finalization Committee at length and were finalized as under:

Sl. No.	Point No. of Technical specification	Queries	Decision
1	Part-II Page 17 of the NIT	Representative of M/S S.I.S (India) Ltd stated that the	The PFC agreed to this suggestion and Service tax

	in ref to the Financial BID (A)	Service Tax shown in the Financial bid should be in the last coln as it should include other items like Bonus, Gratuity & Uniform Allowances etc.	has been made as the last coln. May refer to amended Form of the Financial Bid in the NIT.
2.	Page No 11 Para 8 (e)	Representative of S.I.S (India) Ltd clarified that is it necessary to attach certificate from the clients regarding details of Armed Guards or the Purchase Order will suffice as, it will have these details	It was informed that the Purchase Order having details of Armed Guards will also suffice.
3.a	Page 2, Para 1 (d)	Representative of M/S Metro Security & Allied Services had objections for putting turnover requirement to the tune of 20 crores whereas the total estimated bill of IIT would come to approx 5 Crores.	It was informed that IIT is looking forward to having good & established companies to participate in the tender. More-over there are several companies who have more than 20 crore turnover. It was also informed that theturnover requirement was 20 crore only in the last NIT of 2009.
b.	Page 2 Para 1 (e)	Representative of M/S Metro Security & Allied Services stated why IIT is asking for an experience of 10 years in handling of electronic/non-electronic gadgets when they are asking hiring rates vide additional services asked for which rates are stated to be negotiable.	It was informed that the electronic gadgets are already installed at various locations in IIT and IIT has asked for experience in this context and also experience in Guarding as it requires a highly professional & experienced agency in the Institute for providing Security Services. As regards hiring of Electronic gadgets it was clarified that these gadgets are hired by IIT for specific festivals and various other functions and this should not be clubbed together.
c.	Page 2 Para 1 (n)	Representative of M/S Metro Security & Allied Services stated that having an Insurance Policy should	The PFC agreed to this and stated that it will be shifted from eligibility criteria to terms &

		not be an eligibility criteria.	conditions chapter and it would be read as " the company who has been awarded the Security Contract will get an Insurance policy to cover the losses if any". May please refer to para 4 of Liabilities and Penalties under TERMS & CONDITIONS
4	Page 2 Para (h)	Representative of M/S TRIG stated that the condition "the agency should be PSARA 2005 registered" should not be compulsory as there is provision in the act that companies who have applied for registration should also be considered and the acknowledgement Slip/Receipt copy should suffice.	As per the provisions of PSARA , "no person shall carry on or commence the business of private security agency , unless he holds the license issued under the Act" hence the argument holds no ground and the condition as stated in the NIT stands. Moreover, the quoted ruling is printed in the receipt/acknowledgement slip in r/o companies who have applied for registration under PSARA.
5.	Page 2 Para (a)	Representative of M/S CISS Ltd stated that why IIT is restricting contract to agencies currently providing services in a University/Academic Institutes in NCR only.	It was informed that IIT authorities carry out site visits of clients and they do not wish to go out-station. More over this condition was there in IIT's NIT in the year 2009. And finally IIT is not restricting the competition to 1 or 2 companies by this clause. As per our information there are about 7 to 8 companies already providing security services in Universities /Educational Institutes in the NCR Region.

Since there being no other points the Pre Bid Meeting was declared closed with a thanks to the chair.

All the Representatives were informed that the amendments agreed upon will be put up on the IIT's website www.iitd.ac.in on 22. March 2012 along with the Minutes of the Pre-Bid Meeting.
Companies were requested to bid for the Tender accordingly.

Ram Parsad
Assistant Registrar (E-II)

TENDER DOCUMENT (AMENDED)

Total No of Pages 26

SECURITY SERVICES

AT

INDIAN INSTITUTE OF TECHNOLOGY, DELHI

Tender Notice No: _____

Last Date of Receipt of Tender Bids : 26-3-2012

Assistant Registrar E-II

Indian Institute of Technology

Hauz Khas

New Delhi 110016

Telephone 011-26591724

INDIAN INSTITUTE OF TECHNOLOGY , DELHI
HAUZ KHAS:NEW DELHI-110 016

NOTICE INVITING TENDER 2012

Sealed tenders are invited from highly reputed, well established & Professional Security Agencies capable of providing about 15 Supervisors & 225 trained security Guards and 12 Armed Guards. The agency should be fulfilling following criterion:

1. ELIGIBILITY CONDITIONS

(a) Currently be providing at least 70 trained security guards per shift of 8 hours at one location in a University/Academic Institute (excluding schools) in NCR.
(b) The Agency should be able to provide at least 15% Ex-Servicemen and 5% Female Security Guards.
(c) The Agency should be having valid ESI, EPF No, PAN & Service Tax Nos.
(d) The Agency should have an annual turnover of minimum Rs. 20 crores, (Rs Twenty Crores) at least for the last 03 financial years i.e 2008-09, 2009-10 & 2010-11.
(e) The Agency should possess adequate continuous experience of at least 10 years of Guarding and handling Electronic/Non-electronic gadgets, viz. CCTV, Access Control and Basic Crowd Management Devices duly certified by the clients. The Agency should have basic infrastructure in terms of Vehicles i.e. Motorcycles/ scooters, Cars/Jeeps or OMNI for Patrolling and electronic & non-electronic Gadgets.
(f) The Agency should be ISO certified and be a member of a Professional Security Association
(g) The Agency should also have its own training School for training of their personnel deployed duly approved under PSARA 2005.
(h) The Agency should be PSARA 2005 registered.
(i) The Agency should be capable of providing Armed Guards and should have a centralized 24 hrs manned control room backed up with wireless communication, transport fleet & Quick Reaction Team (QRT).
(j) The Agency besides providing Security Services should be capable of monitoring Traffic Safety, Parking & Trespassing.
(k) The Agency should be able to provide a Bank Guarantee of Rs 25 lakhs (Rs Twenty Five Lakhs only) during the currency of the contract which will be renewed from time to time as per further renewals of the contract if any.
(l) The Agency will have to procure Contract Labour Licence from Labour Department , Govt of NCT after being awarded the contract within 02 months.
(m) The Agency should be able to submit CTC of IT Clearance in respect of his/her agency for the last 3 years.

AGENCIES NOT MEETING ABOVE ELIGIBILITY CONDITIONS NEED NOT APPLY.

2. Tender form along with terms and conditions, can be collected from the office of Assistant Registrar **(Establishment-II), Room No. MZ-222, IIT, Delhi between 10.00 A.M. and 4.00 P.M.** on all working days (Monday to Friday) upto **23-3-2012** on payment of Rs. 1000/- (Rs. One thousand only) (non-refundable) in the form of pay order/ banker's cheque in favor of "**Registrar, IIT Delhi**" payable at New Delhi. The tender form along with terms & conditions can also be downloaded from the Institute's web site: www.iitd.ac.in. The downloaded form should be accompanied with bank draft of Rs 1000/- in favour of Registrar IIT Delhi at the time of depositing the completed form.

3. The Tender document comprises of three parts, that is, **(I)** Technical bid **(II)** Commercial bid and **(III)** Terms & Conditions for providing security services.

4. The tenderer should quote in figures as well as in words the total amount tendered by them in the financial bid.

5. *The tenders in the prescribed form duly completed are required to be submitted as follows :*

   i. *Technical bid along with Terms & Conditions, in sealed **envelope No: 1**, duly marked as Technical Bid,*
   ii. *Earnest money of Rs 1000000/- (Rs Ten lakhs only) in the form of Demand Draft in favor of **"**Registrar, IIT, Delhi, in **envelope No: 2** duly marked as Earnest Money.*
   iii. *Financial bid in **envelop No: 3** duly marked as Financial bid, duly sealed & signed.*

*All the three envelops to be sealed in a separate big envelop duly signed and the same shall be received in the office of Assistant Registrar (Estt-II) (Room No. AD 222 **upto 02.00 P.M. on 26-3-2012.***

6. **The PRE BID MEETING will be held on 21-3-2012 at 3:00 p.m. in Senate Room for clarification of doubts if any.**

7. **At the first stage**, the Technical Bids shall be opened in the presence of tenderers, who may like to be present on **26-3-2012 at 3.00 p.m**. Thereafter the SHORT LISTING of the bids will be carried out. The tenderers will be invited on a notified date for an assessment and presentation session in which they are expected to carry out a survey of the IIT Campus and give a presentation. The time and date of opening of Financial Bids shall be intimated later. The Financial bids of only those tenderers will be opened who are declared qualified by the Technical Committee. An undertaking to abide by the conditions governing the terms for providing security services should be enclosed along with the technical bid. Only successful tenderers, on the basis of the Technical Bid and inspection of establishment concerned **or** otherwise by assessing the suitability, as deemed fit by the Technical Committee, shall be called at the time of opening of Financial Bid.

8. **The evaluation of the tender document will be based on both technical and financial bids. The weight age for technical bid would be 70% and financial bid would be 30%. The breakdown of marks in r/o technical bid will be as under:**

(a)	**Experience**	**:**	**30 Marks**
(b)	**Infrastructure**	**:**	**12 Marks**
(c)	**Track Record (Feed Back from Clients)**	**:**	**20 Marks**
(d)	**Presentation and Security Plan**	**:**	**08 Marks**

A copy of evaluation sheet with all the details is attached as Appendix K.

9. The tender is not transferable or assignable under any circumstances.

10. Telegraphic, conditional or incomplete tenders will not be accepted. Canvassing of any kind, direct or indirect, shall lead to automatic disqualification of the tenderer.

11. Tender in any form other than the prescribed form issued by IIT Delhi will not be entertained and will be summarily rejected.

12. Tenders with cuttings and over writings will be summarily rejected and the entire Earnest Money deposit submitted with the tender will be forfeited.

13. **All pages of the TENDER DOCUMENTs i.e Technical Bid, Financial Bid and Terms and Conditions and also enclosures should be properly numbered, signed and stamped by the Tenderer or his/her Authorized signatory.**

14. ***Definitions: Institute means 'IIT Delhi' and Agency means the 'Contacting Agency including its Directors, Managers, Officers, Supervisors, Employees & Workers etc'***

15. IIT Delhi reserves the right to accept or reject any or all or any part of the tender without assigning any reason thereof, and the decision of IIT Delhi in this respect shall be final.

Ram Parsad
Assistant Registrar (E-II)

SCOPE OF WORK

1. **The Agency shall provide Security to the Institute as well as residents at the IIT campus, by deploying fail-safe Security measures, providing early warning, and mobilizing trouble shooting elements. The items or situations that have to be covered by security services of the agency are enumerated with important but non exhaustive list as below: -**

a. Protection of property and personnel (faculty, officers staff, students, official visitors and residents) of the Institute against willful harm; the Institute meaning All Gates, Academic Areas, Activities Area, Hostels, Guest Houses, R&CA areas, Play Grounds, Residential Houses, Community Centers, Commercial Centers and Hospital etc. all within the boundary of IIT Campus.

b. Protection of cash and documents, static or in transit or due to burglary (where loss is due to entry after breaking any entry lock/door/window/grill).

c. Regulate access control at gates, prevent misuse of IIT grounds and facilities by outsiders, neighboring villages, preventing tress-passing, unauthorized parking, unauthorized construction, squatting in the Institute Campus, and prevent vandalism, breaking of twigs / trees throwing of garbage / littering and ensuring cleanliness. Ensure proper & timely reporting of violations to supervisors.

d. Prevent loss that is on account of lapse in “access control measures” at Gates of the Institute.

e. Undertake fire fighting operations with provided equipment.

f. Regulate parking of vehicles in designated areas of the Institute and also regulate traffic movement at the entry/ exit gates within the campus and ensure traffic rules are followed.

g. Adhere to the Standard Operating Procedures (SOPs) given by the Director or his nominee which may be modified form time to time by the Director or his nominee.

h. The Agency should have an investigation cell to carry out investigation of thefts, accidents or any other matter required from time to time.

i. The Agency should be able to provide extra security guards at a day’s notice.

j. The Agency will carry out ‘on the job’ training of Guards at the time of induction and ensure Refresher Training during the period of the contract every 03 months. The Agency will also carry out training of IIT permanent security staff at their training establishment in consultation with Chief Security Officer of IIT Delhi.

k. The Agency will also carry out regular Mock fire drills and Mock Security exercise to train staff, students, faculty and residents at least once each semester.

l. Prevent defacing/ damage to Institute property buildings etc. (prevent Graffiti/ poster pasting etc.)

m. Prevent entry of animals into the campus and chasing of dogs from Academic Area and Hostels. Liaison with Police/ Fire/ MCD and Civil Government Departments.

n. Switch off lights of sports fields when not in use and report leakage of water taps etc.

o. Carry out any other job assigned by the Director or his nominee in the interest of Security of Institute.

ADDITIONAL SCOPE OF WORK

2. The additional scope of work is as under:

a. Protection of property and personnel of the Institute in transit when so specified.

b. Provide extra security as and when required viz. students' festivals, VVIP/ VIP visits, social and religious functions inside the IIT Campus.

c. Conduct security audits/ surveys/ investigations/ consultancies as per requirements free of cost

d. The Agency should be able to earmark one Jeep/ Van and two motorcycles 24x7 basis and wireless sets for the Institute for which financial implications be quoted separately.

INDIAN INSTITUTE OF TECHNOLOGY , DELHI
HAUZ KHAS:NEW DELHI-110 016

INSTRUCTIONS FOR FILLING UP OF TECHNICAL BID

1. Tenders are to be submitted strictly in the enclosed format along with supporting documents duly numbered & signed.

2. The Agency along with the tender form should produce all the certificates asked for duly attested and stamped by its authorized signatory.

3. The Agency shall furnish details of any legal suit/ legal action / black listing, pending especially with regard to any violation in the PF Act, ESI Act, Labour Laws, Income Tax etc. If there is no pending legal proceeding then an affidavit affirmed to this effect as per format attached as Appx B -23 be furnished. In case any legal proceedings in respect of the above have been since disposed of, details of the same along with evaluation of the above information shall be done at the discretion of the Institute.

INDIAN INSTITUTE OF TECHNOLOGY , DELHI
HAUZ KHAS:NEW DELHI-110 016

FORM - A

(to be put in a separate sealed envelope No: 2, marked EARNEST MONEY)

Details of Earnest Money

Name of Bank	**:**
Bank Draft No.	**:**
Dated	**:**
Amount:	**:**

Signature of the bidder or
his authorized signatory with
Seal of the Agency

Dated:

INDIAN INSTITUTE OF TECHNOLOGY , DELHI

HAUZ KHAS:NEW DELHI-110 016

FORM –B

(to be put in a separate sealed envelope No: 1, marked TECHNICAL BID)

Details to be filled by the Agency applying for tender for Security Contract at IIT Delhi (each response/document must be given with proper reference in the following tender document)

1.	Name of the Agency (full address with Tel. No.)	:	
2.	Registration No. of the Agency under State/Central Govt. under PSARA (Copy of Registration Certificate attached as Appendix B-I).	:	
3.	(a) Current list of clients wherein security staff of 70 or more per shift (8hrs) is provided in one location/campus. (Attached as Appendix B-2) (b) Experience of Working in Educational Institutes specially handling Student related activities viz Hostels, Student functions/festivals(Attached as Appendix B-3)	: :	
4.	Ability to provide minimum 15% Ex-servicemen and balance civilians'and 5% Female Guards. Please state clients where provided. (Attached as Appendix B-4)	:	
5.	(a) ESI No. (b) EPF No. © Service tax No; (d)Income Tax No.	:	

	(Please attach attested copies as Appendices B-5, B6, B7 & B-8)				
6.	(a) Total Annual Turnover. (The agency should have an annual turnover of minimum Rs. 20 Crores (Rs Twenty Crores) at least for the last 3 years.) (Please attach copies of Balance Sheets duly certified by Chartered Accountant as appendix B-9) (b) Financial Status of Bidder and/or his Associates including annual report of past 3 years with ROC (Registrar of Companies) receipts duly authenticated by Chartered Accountant. Attach as Appendix B-10) (c) CTC of IT clearance of last three Assessment Years (Attach as Appendix B-11, B12 & B 13) (d) Details of Bankers and a certificate from the Bank for providing bank guarantee of minimum value of Rs. 25 lakhs. (Rs. Twenty Five Lakhs) (Attach as Appendix B-14)		: : : : :		
7.	Experience in security business for at least 10 years. Please attach ***details as Annexure B-15)*** ***(Please attach certificates from clients)***		:		
8.	(a) Details of infrastructure in terms of vehicles, electronic/non-electric gadgets, etc. available in the company & also available for IIT Delhi.				
			:	Available with Agency	Available for IIT Delhi
	i.	Scooters	:		
	ii.	Motorcycles	:		
	iii.	Wireless Sets	:		
	iv.	Central Monitoring System	:		
	v.	Guard Monitoring System	:		
	vi.	Hand Held Metal Detectors	:		
	vii.	Door Frame Metal Detectors	:		

	viii. Camera Movie/Still		
	(b) Basic Crowd Control Devices available with the Agency for ready use.	:	
	(c) CTC of Wireless license issued by Govt. of India or submit copy of agreement with the firm who is providing wireless sets to you.	:	
	(d) Details of Agency's Office/ Communication Equipments/ Gadgets and Security Equipments.(Viz FAX, Telephones, Computers, CMS, GCS, Mobile phones etc)	:	
	(e) Details of Arms/Ammunitions held by the Agency or No of Armed Guards on roll of the Agency. Also state details of clients where Armed Guards have been provided with copies of certificates from clients.(Attach details as Annexure B-16)	:	
	(f) Location of Centralized 24 hours Control Room.	:	
	(g) Experience in handling of: i. Access Control Systems ii. CCTVs and recorders iii. Computers *iv.* Communication and Wireless ***Please fill in details as per Annexure B-17). (Please attach certificates of clients)***	:	
9.	(a) Details of ISO Certificate or any other certificates. (Attach copy of Certificate as Annexure B-18) (b) Membership of any Professional Security Association. (Attach copy of Certificate as Annexure B-19)	: :	
10.	Location of Training facilities as per PSARA (attach copy of Training Manual, Syllabus & Schedule including Refresher training as Annexure B-20)	:	
11.	Details of any tie-ups (please attach details as Annexure B-21)	:	

12.	Any other information / document tenderer wishes to submit for consideration by IIT Delhi.		
Note: If any information given in the technical bid is found false at any stage of assessment, the entire earnest money will be forfeited to IIT Delhi and the bid will be rejected.In such a case IIT Delhi reserves the right to black list such a tenderer.			Signature of the Contractor or his Authorized signatory with seal of the Agency

Annexure- B-2

Format for information to be provided at S. No. 3 (a) of Form 'B'

DETAILS OF STAFF DEPLOYED

S. No	Name of the Client with address	Period from-to	No of EXSM Suprs.	No of Civilian Suprs	No of EXSM Guards	No of Civilian Guards	No of Guards per Shift	Remarks

Signatures of Authorised Signatory

Annexure-B-3

Format for information to be provided at S. No. 3 (b) of Form 'B'

Sl. No	Name of Education Institute with Location	Since When	Total Area of Education Institute	No of Students	No of Guards/ shift	No of Supervisors /Shift

Signatures of Authorised Signatory

Annexure- B-18

Format for information to be provided at S. No. 8 (g) of Form 'B'

DETAILS OF EQUIPMENT HANDLED/ INSTALLED

Sl. No	Location/ Client	Access Control devices	CC TVs with cameras	Computers	Communication /Wireless	Remarks

Signatures of Authorised Signatory

Part – II

INDIAN INSTITUTE OF TECHNOLOGY , DELHI
HAUZ KHAS:NEW DELHI-110 016

FINANCIAL BID (A)

Tender document for providing Security Services at IIT, Delhi

1. Name of the Agency (full address with Tel. No.) :

2. Registration No. of the Agency under Delhi Administration or any other Organization viz. DGR :

3. Monthly Rates quoted per Guard/Supervisor for 8 hours duty each day :

	SEC GUARD EX MAN	SEC GUARD CIVILIAN	SUPER-VISOR EX MAN	SUPER-VISOR CIVILIAN	GUN-MAN	REMARKS
Basic salary, including VDA*						
HRA if any.						
Relieving Charges (1/6th of basic salary*)						
Total**						
E S I @ 4.75 % on Total**						
EPF/EDLI/Adm charges (13.61% of basic)*						
Bonus at 8.33% with a cap on Rs 3500 (Rs Three thousand five hundred) basic						
Gratuity / Terminal Benefits@ 4.81 % of basic *						
Uniform & Washing Allowance if any						
Weekly Offs/National Holidays/Other Holidays						

Cost per Head						
Any Other Charges						
Total						
Service Charges @						
TOTAL						
Service Tax @ 10.30%						
G. TOTAL (In figures)						
(In Words)						

(4) Approximate requirement of personnel, subject to variation as per actual requirements, is tentatively projected at: 15% Ex-Servicemen (Exsm) & 85% Civilians (Civ)

	Exsm	Civ	In words Rs Np	In Figures
Security Guards	38	187		
Supervisors	3	12		
Gunman	4	8		
Total Monthly cost				
Total Yearly cost				

(5) ESI No.

(6) EPF No.

(7) Service Tax No.

(8) Income Tax No.

Signature of the Contractor or
his authorized signatory with
Seal of the Agency

Dated:

INDIAN INSTITUTE OF TECHNOLOGY , DELHI
HAUZ KHAS:NEW DELHI-110 016

Rates to be provided by the Agency for additional Services.(B)

1. Personal Security Officer(Armed) per month:

2. Valets per day:

3. Security Products (On Hire)/day:
   (a) CCTVs with Cameras:
   (b) DVD Recorders:
   (c) Handycam:
   (d) Door frame Metal detectors:
   (e) Hand held Metal detectors:
   (f) Under vehicle Scan Mirrors:

4. Additional Communication Equipment (On Hire)/day:
   (a) Cellular Phones:
   (b) Wireless Sets:
   (c) Voice recorders:
   (d) Public Address System:

5. Charges for Vehicles with driver:
   (a) Jeep/van per Km
   (b) Motocycles/Scooter per km:

Signature of the Contractor or his authorized signatory with Seal of the Agency

Dated:

HAUZ KHAS:NEW DELHI-110 016

TERMS AND CONDITIONS

1. "SCHEDULE OF SERVICE" is as per Appendix A. The charges for extra jobs, details of which are specified in Appendix 'B' will be submitted by the Agency separately which would be settled mutually.

2. The Agency shall be responsible for all/any injuries and accidents to persons employed by it. It will also cover, through an Insurance Policy, its personnel for personal accident whilst performing the duty.

3. The Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency is found misbehaving with the supervisory staff or any other staff member/student of the Institute, it shall terminate the services of such employees on the recommendation of the Security Officer or any other officer designated by the Director IIT Delhi. The Agency shall issue necessary instructions to its employees to act upon the instructions given by the supervisory security staff of the Institute.

4. The Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to it by the Institute and shall not knowingly lend to any person or Agency any of the effects or assets of the Institute under its control.

   (a) In the event of any loss being caused to the Institute on account of negligence/ dereliction of duties by the Agency or Agency's employee that shall be established after a joint inquiry comprising of the representatives of the Institute and the Agency, the Institute should get the same compensated from the Agency. The Agency may have a Public Liability Insurance Policy Cover.

   (b) The Agency will not be held responsible for the damages caused to the property of the Institute due to natural calamities like lightening, earth quake, floods etc.

5. The Agency shall not appoint any other Agency or third party to carry out any obligation / task/ function, under the contract.

6. The Agency shall take day to day instructions from the Security Officer or his Deputy, in his absence, of the Institute.

7. If the Agency fails to implement the assigned jobs or parts of the Standard Operating Procedures to the satisfaction of the Director of the Institute or any officer nominated by him or on any day in any part of the areas assigned, the Agency shall be penalized by imposing a fine of Rs 200 (Rs Two hundred) per penalty per day. The penalty shall continue for successive days till the satisfaction of the authorities. The Agency shall provide replacement in case the employee of the Agency is proceeding on leave. This will be at no additional expense to the Institute. In case of any absence the Agency shall be penalized by imposing a fine of Rs.200/- (Rs Two hundred) per Guard/Supervisor per day in addition to that day's salary. This will also be in addition to the claim of the Institute as mentioned above in para 4. The amount of penalty will be deducted from the monthly bills

8. None of the employees of the Agency shall enter into any kind of private work at any location of the Institute during working hours or otherwise, failing which penalty as stipulated in clause (7) of the above terms and conditions shall be imposed. The employees should not be put in different shifts at other locations & they should not be employed by other agencies to do so also.

9. **Physical Standards and Qualifications:** The employees of the Agency shall be of Good character and of sound health.

a. Security Guard Ex Servicemen:

i. Age: Not more than 50 years.
ii. Character: Very Good
iii. Education Qualifications: Army first class or matriculate. Should be able to read & write HINDI & ENGLISH
iv. Physical Standards: Height 5 ft 6 inches minimum. (except hill tribes.) Physically fit

b. Security Guards Civilians:

i. Age: **Not less than 21 years & n**ot more than 40 years.
ii. Character: Good
iii. Education Qualifications: minimum Matriculate
iv. Physical Standards: Height 5 ft 6 Inches & physically fit.
v. Minimum experience 2 years of Security.
vi. Should be able to read & write HINDI & ENGLISH

c. Supervisors:

i. Age : Not more than 55 yrs in case of Ex Servicemen & 40 in case of Civilians.
ii. Character: Exemplary in case of Ex servicemen and Good in case of Civilians
iii. Education Qualifications: JCO rank in case of Ex-Serviceman & Minimum Graduates in case of a Civilian with at least 3 years experience. In case of exceptionally Good Supervisors having 8 years experience, education qualifications of Sr Secondary will be acceptable. Preference will be given to Computer literate Supervisors.

The Guards to be supplied in the ratio of 15% Ex-serviceman and 85% civilians. The Institute will have liberty to change this ratio, should the Institute consider this change necessary for better security. In addition the Institute will have liberty to increase/ decrease the total number of Guards by giving at least one week's notice to the Agency.

It would be desirable that the Security Staff provided should have knowledge of Fire Fighting, First Aid, Scooter/ Motor Cycle/LMV Driving & handling Wire-less communication equipment and computers.

All Guards & Supervisors should have working knowledge of ENGLISH.

The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, Telephone number, recent passport size photograph , in form of a data base in both hard & soft form and also provide a local police clearance

certificate as per format

Ser No	Name	Father'sName	DOB	Qualifications	Expr
Exs	Civ	Address	Mob	Photo	Remarks

10. The Agency shall maintain an Occurrence Book which will be made available to the supervisory staff of the Institute.

11. In the event of revision of rates by Delhi Administration at any time, the same rates will accordingly be revised. The 'Onus' for producing the copy of notification of Delhi Administration, will be of the Agency.

12. Agency shall abide by all laws of the land including, Labour Laws (ESI, PF BONUS Income Tax, Service Tax or any other extra taxes levied by the Government) Companies Act, TAX Deduction liabilities, Welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Agency, and it shall not involve the Institute in any way what-so-ever.

13. The manpower proposed to be deployed by the Agency shall be subject to screening by the Institute, to ascertain their suitability and skills. Before deploying a person in the Institute the Agency shall furnish complete particulars and obtain written approval of the designated officer of the Institute on a Performa to be collected from Security Office IIT Delhi.

14. Institute reserves the right to ask and require the Agency to remove any person deployed by the Agency, without assigning any reason/notice.

15. The Agency shall supply trained manpower. The Agency shall also undertake at its own expense in consultation with the Institute, a continual updating of skills and processes and procedure to be followed by the Security Staff provided to the Institute by organizing suitable training schedules for them. The Agency shall also provide a tentative schedule /plan for training its staff for one year. A proper record of the training of its staff shall be maintained by the Agency. The Agency will also include the training and updating skills of permanent security staff of Institute in consultation with the Security Officer of the Institute at no additional expense to the Institute. The Institute agrees to provide Space/Lecture Hall for such a training program me. The manpower supplied by the Agency shall also be trained on the existing Fire detection and Alarm system and Fire Fighting Systems installed in the Institute. In case of an outbreak of fire they should be able to undertake fire fighting operations. The Staff selected for deployment will compulsorily undergo ON-SITE Training for at least 03 days under Agency's arrangements and expense.

16. Duration of the contract shall be 3 years subject to yearly appraisal and review by the Institute authorities and in case the jobs performed are not found to be satisfactory, the contract shall be terminated even before three YEARS by giving notice of one month to this effect. The Institute may terminate this agreement by giving one month's notice in writing to the Agency at any time during the contract without assigning any cause. The Agency may also terminate this agreement by giving three months notice in writing to the Institute without assigning any cause. A record of every lapse small or big to be maintained by the Institute Authorities & a weekly meeting of the representative of the Agency with Chief Security Officer / Security Officer will be held and minutes of the same recorded for compliance. A monthly meeting with the Branch Manager to be held for follow-ups.

17. The Agency shall in no case pay its employees less than the minimum mandatory rates as specified by Delhi Administration per month plus allowances. The payment should be made by cheque or e- transfer and a record of that should be kept in a register which may be examined by the Institute at any time. In case the Agency fails to make timely payments to its employees, or any employee of the Agency reports to the Institute regarding non-payment of dues, the Institute on being satisfied of the complaint shall pay the employees of the Agency directly and suitable deductions shall be made from the amount to be paid to the Agency. In case of ESI, EPF and Bonus the Agency shall produce original challans /receipts to Assistant Registrar E-II for verification & records and shall submit a photocopy thereof.

18. The Agency shall supply uniforms (all weather) with Name plates to the persons engaged by it. The Institute shall not allow any employee of the Agency to work inside the Institute without uniform except in cases where-in specifically asked for. The Uniform should be in good condition & not torn / worn-out / faded. The Agency shall get the identity card of each employee countersigned by the Security Officer of the Institute. In case the services of any employee are terminated his/her Identity Card shall be handed over to the Security Officer of the Institute for destruction. The staff leaving the services due to any reasons will have to procure 'No Dues' from the Security Office before leaving.

19. The Security Guards and Security Supervisors shall be normally required to work in three shifts basis. The authority to change this will lie with the Chief Security Officer depending on requirement and urgency of situations as & when occur. No Security Guard/Supervisor will be allowed to perform double duty or continuous basis unless authorized by the Security Officer of the Institute.

20. No employee of the Agency shall work for more than 27 days in a month or as specified by Labour Laws.

21. The Agency shall deposit an amount of Rs.10 lakhs (Rs Ten Lakhs) , interest free, as Security with the Institute for the entire duration of the contract. The Agency/ Agency shall also provide a Bank Guarantee of Rs. 25 lakhs (Rs Twenty Five lakhs), **during the currency of the contract which will be renewed from time to time as per further renewals of the contract** to be used in case Agency fails to pay its labour force or any other default. The aforesaid security deposit shall be returned to the Agency after termination/ expiry of the contract , after deductions if any, made by the Institute.

22. The Agency will get all the staff on its roll at IIT, verified of their antecedents through Delhi Police and a certificate to this effect be furnished by the Agency/ Agency to the Institute within 3 months of initial deployment. The Agency should maintain a proper record/documents of the same. These documents are required to be produced to the Institute whenever required.

23. The Agency shall have a registered office in NCR of Delhi. It should be a professionally run organization and not a garage operation. The office shall have effective communication facilities like telephone, FAX, pagers, Mobile Telephone, e-mail, Wireless system and Vehicles and the Agency should have a 24 hrs manned control room with QRT, to ensure a quick response.

24. The Agency shall have proper standard and procedures of recruitment and

training. The Agency will provide a copy of Training Manual for inspection to IIT authorities. The training Institute of the Agency should be duly approved under PSARA 2005.

25. The Agency shall have a proper system for checking the guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Security Officer. The Agency should supply Guard Check Books to all guards post wise at its own cost. All such records shall be subject to scrutiny by the Institute.

26. Agency will apply to the Labour Commissioner for obtaining a labour license and will submit a copy of license to Establishment-II Section within 60 days from the date of issue of the award of contract.

27. The Agency shall employ & post one “Field Officer and 0ne Assignment Manager “experienced in the field of security at the Institute premises at its own cost for taking care of queries/matters relating to general discipline, incidents, accidents relating to the Agency and its employees and also for immediate interaction with the Institute authorities.

28. That no right, much less a legal right shall vest in the Agency’s workers/ employees to claim /have employment or otherwise seek absorption in the Institute nor the Agency’s workers/ employees, shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency at all times and this shall be solely the responsibility of the Agency/Agency to make it clear to their workers before deputing on work at the Institute; such a stipulation shall also be mentioned in the appointment letter, or any similar document which may be issued to workers / employees of the Agency.

29. The Agency shall not be allowed to change its name and style after the award of the contract.

Liabilities and Penalties

1. The Agency shall perform all the assigned jobs to the satisfaction of the Institute and shall be liable for any loss or damage to Institute as stated herein:

2. The Agency and its staff shall take due and required steps and precautions to preserve from loss, destruction, waste and misuse, the areas of responsibility given to them and not knowingly lend to any person or Agency, any effects or assets of the Institute under its control.

3. In event of any loss being caused to the Institute that is prime-facie on account of the negligence and/or dereliction of duties by the Agency or its staff, a Joint Committee comprising of a representative of the Institute and Agency shall determine whether the loss is on account of unsatisfactory

performance of the Agency and in that case it will also determine the compensation to be paid to the Institute by the Agency. The recommendations of the Joint committee will subject to the approval of the Director IIT or his nominee and the final decision shall be binding on the Agency.

4. The Agency will obtain an Insurance policy after being awarded the contract for making good the losses if any.

5 However the Agency will not be held responsible for the damages caused due to natural calamities like lightening, earth quake, floods etc.

6. **IIT DELHI premise is NO SMOKING ZONE. No Security Staff of the Agency should be found Smoking, eating pan, gutka or intoxicants/drugs.**

Arbitration

Any disputes arising out of and in relation to this agreement shall be referred to arbitration by a sole arbitrator, to be appointed by the Director of the Institute. The arbitration would be conducted and governed by and under the provisions of Arbitration and Conciliation Act 1996. The language of arbitration shall be English and the seat of arbitration shall be at the IIT Delhi campus. Any legal dispute will be subject to jurisdiction of Delhi Courts and no other Court shall have the jurisdiction.

Last Payment:

The last payment of the Agency will be cleared only after ascertaining clearance of any liabilities pending with the Agency.

ACCEPTANCE CERTIFICATE

I……(Designation)…… of (Name of the Agency)…….have read and understood and hereby accept the above mentioned Terms & Conditions (Para 1 to 30 along with all the Appendices) for the Security Contract of IIT Delhi.

Signatures of Authorized Signatory

Agency Seal / Stamp

Date:

Place:

Counter Signatures of the Registrar, IIT Delhi

Appendix L

IIT DELHI

SECURITY CONTRACT EVALUATION SHEET

Name of the Bidder:

_____

A. TECHNICAL: Total Marks: 70

1. Evaluation based on Presentation & Technical Records Total Marks : 42

(a) Experience : 30 Marks

	3	2	1	0	
(i) Campus Security					
(ii) Event Security, Personal Security, VIP Security, Patrolling back-up support during threats					
(iii) % age of Ex- Servicemen currently employed					
(iv) Number of location with 70 Security Guards per shift at one place					
(v) No of years of experience over minimum of 10 years					
(vi) No of ISO & equivalent certification					
(vii) Turn Over					
(viii) Experience in Emergency responses such as Bomb, Threats, Thefts, Riots etc.					
(ix) On Job Training Programme					
(x) Refresher Training Programme					
Total Marks obtained					

(b) **Infrastructure: 12 Marks**

	3	2	1	0	
(i) Communications such as mobile phones, fixed lines, fax, Wireless, Computers, E-mail, Scanners etc.					
(ii) Transport such as patrolling vehicles, motor cycles, bomb threat vehicle, ambulances etc.					
(iii) Security Systems (CCTV, Access controls, GCS					
(iv) Centralized Control Room DVRs, Voice logger etc					
Total Marks obtained					

Contd-2

2. TRACK RECORD: 20 Marks

	5	3	1	0	
FEED BACK FROM					
(i) Top Management					
(ii) Security Officer					
(iii) Security Guards					
(iv) Users/ Public					
Total Marks obtained					

3. Presentation and Security Plan and Strategy: 08 Marks

	8	6	4	0	
Presentation, Security Plan & Strategy					
Total Marks obtained					

	1a	**1b**	**2**	**3**	**G/T**
Grand Total of 1a, 1b, 2 & 3					

B. FINANCIAL EVALUATIONS TOTAL: 30 Marks

	L1	**L2**	**L3**	**L4**	
	30	27	24	21	
Total Marks obtained					

	A	**B**	**Grand Total**
Grand Total A & B out of 100			

(Prof. S.K. Gupta)
Chairman

(Prof. Ashok Gupta)
Member

(Prof. Shashi Mathur)
Member

(Sh. M. K. Gulati)
Member

(Capt. B.N.Yadav)
Member

(Sh. Ram Parsad)
Member Secy.