

**Notice Inviting Quotation (E-Procurement mode)**  
**INDIAN INSTITUTE OF TECHNOLOGY DELHI**  
**HAUZ KHAS, NEW DELHI-110016**

**Dated: 23/08/2019**

**Open Tender Notice No.IITD/EST2(SP-2483)/2019**

Indian Institute of Technology Delhi is in the process of purchasing following item(s) as per details as given as under.

<b>Details of the item</b>	<b>Highly reputed well established &amp; Professional Security Agencies</b>
<b>Earnest Money Deposit to be submitted</b>	<b>Rs.10,00,000/-</b>
<b>Performance security</b>	<b>NIL</b>

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/ registered in e-procurement should enroll/ register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, Click on "GO" button to view all IIT Delhi tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

### Schedule

Name of Organization	Indian Institute of Technology Delhi
Tender Type (Open/ Limited/ EOI/ Auction/ Single)	Open
Tender Category (Services/ Goods/ Works)	Service
Type/Form of Contract (Work/ Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Service
Product Category (Civil Works/ Electrical Works/ Fleet Management/ Computer Systems)	Miscellaneous Services
Source of Fund (Institute/ Project)	Budget Code _____/ Project Code _____
Is Multi Currency Allowed	(INR Only)
Date of Issue/ Publishing	23/08/2019 (16:00 Hrs)
Document Download/ Sale Start Date	23/08/2019 (16:00 Hrs)
Document Download/ Sale End Date	20/09/2019 (15:00 Hrs)
Date for Pre-Bid Conference	30.08.2019 at 11:00 hrs (Store & Purchase Section)
Venue of Pre-Bid Conference	Store & Purchase Section, IIT Delhi, Hauz Khas, New Delhi-110016
Last Date and Time for Uploading of Bids	20/09/2019 (15:00 Hrs)
Date and Time of Opening of Technical Bids	23/09/2019 (15:00 Hrs)
EMD	Rs.10,00,000/- (For EMD) (To be paid through RTGS/ NEFT. IIT Delhi Bank details are as under: Name of the Bank A/C : IITD Revenue Account SBIA/C No. : 10773572622 Name of the Bank : State Bank of India, IIT Delhi, Hauz Khas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547 (It is mandatory that UTR Number be provided in the on-line quotation/ bid. (Kindly refer to the UTR Column of the Declaration Sheet at Annexure-II))
No. of Covers (1/2/3/4)	02
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	Joint Registrar E-2, Indian Institute of Technology Delhi, Hauz Khas, New Delhi-110016
Contact No.	011-26591716
Email Address	ar_e2@admin.iitd.ac.in

**Chairman Purchase Committee  
(Buyer Member)**

### **Instructions for Online Bid Submission:**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<http://eprocure.gov.in/eprocure/app>

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/ nCode/ eMudhra etc.), with their profile.
- 5) 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.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC /eToken.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/ XLS/ RAR/ DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “on-line” to pay the tender fee/ EMD as applicable and enter details of the instrument. Whenever EMD/ Tender fee is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS (Refer to Schedule, Page No.2).
- 4) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

OR

In some cases Financial Bids can be submitted in PDF format as well (in lieu of BoQ).

- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

### **General Instructions to the Bidders**

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e- token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

**INDIAN INSTITUTE OF TECHNOLOGY,**  
**DELHI HAUZ KHAS NEW DELHI 110016**

**NOTICE INVITING TENDER 2019**

Sealed tenders are invited from highly reputed well established & Professional Security Agencies capable of providing about 18 Supervisors, approx. 300 trained Security Guards and 12 Armed Guards. The agency should be fulfilling each of the following criteria:

**1. ELIGIBILITY CONDITIONS**

- (a) Providing at least 90 trained security guards per shift of 8 hours at one location in a University/ Academic Institute (excluding schools) in Delhi/ NCR.
- (b) The Agency should be able to provide at least 10% Ex-Servicemen and 5% Female Security Guards.
- (c) The Agency should be having valid ESI, EPF, PAN & GSTIN.
- (d) The Agency should have an annual turnover of minimum Rs. 100 crores (Rupees Hundred Crores) at least for each of the last three years, i.e., 2015-16, 2016-17 & 2017-18 from the security business.
- (e) The Agency should possess at least 10 years of experience in Security industry.
- (f) The Agency must have experience in Guarding and handling Electronic/ Non-electronic gadgets, viz., CCTV, Access Control and Basic Crowd Management Devices duly certified by the clients.
- (g) The Agency should have basic infrastructure in terms of Vehicles, i.e., Motorcycles/ Scooters, Cars/ Jeeps for Patrolling and electronic & non-electronic Gadgets.
- (h) The Agency should be a member of a Professional Security Association.
- (i) The Agency should be PSARA 2005 registered.
- (j) The Agency should also have its own training School or tie-ups (MoU should be attached) for training of their personnel deployed duly approved under PSARA 2005.
- (k) The Agency should be capable of providing Armed Guards.
- (l) The Agency should have a centralized 24 hrs manned control room backed up with wireless communication and transport fleet & Quick Reaction Team (QRT) in Delhi/ NCR.
- (m) The Agency should be able to provide a Performance Bank Guarantee of Rs. 3 Crores (Rupees Three Crores) during the currency of the contract which will be renewed from time to time as per further renewals of the contract, if any.
- (n) The Agency will have to procure Contract Labour Licence form Labour Department, Govt. of NCT after being awarded the contract within 02 months.
- (o) The Agency should be willing to give an Insurance cover for the losses of goods exceeding Rupees Five Lakhs.
- (p) The agency should have valid ISO – 9001-2015/ 2018 certification.

**THE AGENCIES NOT MEETING ANY OF THE ABOVE ELIGIBILITY CONDITIONS  
NEED NOT APPLY.**

- 2. The Tender document comprises of two parts, viz., **(I)** Technical bid, & Terms & Conditions for providing security services **(II)** Commercial bid.
- 3. Initially, 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 Delhi 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 (i.e. securing minimum 60% marks in technical bid) by the Purchase Finalization 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 Purchase Finalization Committee, shall be called at the time of opening of Financial Bid.

- 4. The evaluation of the tender document will be based on both technical and financial bids. The weightage for technical bid would be 70% and financial bid would be 30%. The breakup in respect of weightage for technical bid will be as under:-**

(a) Experience and other Parameters	:	30 Marks
(b) Infrastructure	:	12 Marks
(c) Track Record (Feedback from Clients)	:	16 Marks
(d) Presentation and Security Plan	:	12 Marks

**A copy of the evaluation sheet with all the details is attached as Annexure-VIII**

5. The tender is not transferable or assignable under any circumstances.
6. Conditional or incomplete tenders will not be accepted.
7. Tender in any other form other than the on-line form issued by IIT Delhi will not be entertained and will be summarily rejected.
8. *Definitions: Institute means 'IIT Delhi' and Agency means the 'Contracting Agency' including its Directors, Managers, Officers, Supervisors, and Employees & Workers etc.*
9. IIT Delhi reserves the right to accept or reject all or any part of the tender without assigning any reason thereof, and the decision of IIT Delhi in this respect shall be final.

**INDIAN INSTITUTE OF TECHNOLOGY, DELHI**  
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**INSTRUCTION FOR FILLING UP OF TECHNICAL BID**

1. The tender is to be submitted strictly in the enclosed format along with supporting documents.
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 (**Annexure-XXVII**), be furnished. In case any legal proceeding in respect of the above has been since disposed of, details of the same along with copy of final order be provided. Scrutiny and evaluation of the above information shall be done at the discretion of the Institute.



## TERMS AND CONDITIONS

1.	“SCOPE OF WORK” is as per ‘Annexure-VI’. The charges for extra jobs, details of which are specified in ‘Annexure-VII’ 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 overall 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/ visitors 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.	<p>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.</p> <p>(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. <u>Decision of the Committee shall be final and binding upon the agency</u> and the Institute should get the same compensated from the Agency.</p> <p>(b) The Agency may have a Public Liability Insurance Policy Cover.</p> <p>(c) The Agency will not be held responsible for the damages cause to the property of the Institute due to natural calamities like lightening, earthquake, floods etc.</p>
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 on any day in any part of the areas assigned, the Agency shall be penalized by imposing a fine of <u>Rs. 600/- (Rupees Six Hundred)</u> as 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 <u>Rs. 600/- (Rupees Six Hundred)</u> 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 clause (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.	<b>Physical Standards and Qualifications:</b> The employees of the Agency shall be of good character and of sound health.

**a. Security Guard Ex Servicemen:**

- i. Age: Not more than 55 years.
- ii. Character: Very Good
- iii. Education Qualifications: Army first class or matriculate.
- iv. Physical Standards: Height 5 ft 7 inches minimum (except hill tribes) & physically fit
- v. Should be able to read & write HINDI & ENGLISH

**b. Security Guards Civilians:**

- i. Age: Not less than 21 years & not more than 50 years.
- ii. Character: Good
- iii. Education Qualifications: minimum Matriculate
- iv. Physical Standards: Height 5 ft 6 Inches minimum & 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 & 50 yrs 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 10% Ex-serviceman and 90% 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 wireless 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 in the form of a database in both hard & soft form and also provide a local police clearance certificate, as per following format at later stage in case the contract is awarded.

Srl	
Name	
Father's Name	
DOB	
Qualifications	
Experience	
Residential Address	
Mobile/ Telephone Number	
Recent Passport Size Photograph	
Remarks	
Ex-Serviceman	
Civilian	

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

11.	<p>The Agency shall not quote less than the minimum mandatory rate/ wages as per prevailing rates of Delhi Admn/ Govt. 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 responsibility of the Agency. The payment should be made by 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 and EPF, the Agency shall produce original challans/ receipts to E-II Section for verification &amp; records and shall submit a photocopy thereof.</p> <p>The Agency shall transfer the salaries of the guards on or before 7<sup>th</sup> day of every month failing which a fine of Rs. 15,000/- (Rupees Fifteen Thousand) will be imposed on the agency on a per day basis.</p>
12.	<p>Agency shall abide by all laws of the land including, Labour Laws (ESI, PF, 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 whatsoever.</p>
13.	<p>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.</p>
14.	<p>Institute reserves the right to ask and require the Agency to remove any person deployed by the Agency, without assigning any reason/ notice.</p>
15.	<p>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 programme. 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.</p>
16.	<p>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, will be maintained by the Institute Authorities &amp; 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 will be held for follow-ups.</p>

17.	<p>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 wherein specifically asked for. The uniform should be in good condition &amp; not torn/ worn-out/ faded.</p> <p>The Agency shall ensure that all their deployed guards have uniforms before onset of summer/ winter. If a security guard is found without any required item, the agency shall be penalized Rs. 600/- (Rupees Six hundred) per person.</p> <p>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.</p>
18.	<p>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 &amp; when occur. No Security Guard/ Supervisor will be allowed to perform double duty/ continuous basis unless authorized by the Security Officer of the Institute.</p>
19.	<p>No employee of the Agency shall work for more than 27 days in a month or as specified by Labour Laws.</p>
20.	<p>The Agency shall deposit an amount of Rs. 10 lakhs (Rupees Ten Lakhs), interest free, as Security with the Institute for the entire duration of the contract. The Agency shall also provide a Bank Guarantee of Rs.3 Crores (Rupees Three Crores), 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, are made by the Institute.</p>
21.	<p>The Agency will get all the staff on its roll at IIT Delhi, verified of their antecedents through Delhi Police and a certificate to this effect be furnished by the Agency to the Institute within 3 months of initial deployment. The Agency should maintain proper record/ documents of the same. These documents are required to be produced to the Institute whenever required.</p>
22.	<p>The Agency shall have a registered office in Delhi/ NCR. 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.</p>
23.	<p>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 Delhi authorities. The training Institute of the Agency should be duly approved under PSARA 2005.</p>
24.	<p>The Agency shall have a proper system for checking the guards on duty, day &amp; night for every shift. Records of the same should be effectively maintained and shortcomings, if any, should be immediately rectified. A daily report has 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. The agency shall have an ERP system in place to check the MIS for all staff deployed at IIT Delhi in different time slots along with the details of their posting/ location.</p>
25.	<p>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.</p>
26.	<p>The Agency shall employ &amp; post one "Field Officer" and one "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.</p>

27.	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 emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency at all the time and this shall be solely the responsibility of the 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.
28.	The Agency shall not be allowed to change its name and style after the award of the contract.
29.	The Agency would ensure that no person deployed by the agency shall demand or solicit or accept any gift or tip or gratification or reward in any form from student/ employees/ visitors of the Institute.
30.	The Agency shall conduct firefighting drill & mock drill on monthly and quarterly basis respectively.
31.	The Agency shall provide conveyance to the female guards to and from their residence during odd hours as specified by the Delhi Government/ Delhi Police time to time.
32.	Complementary service by any service provider is not acceptable. If any service provider quotes the Agency Service Charges which is unjustified, it shall not be treated as a valid quote and shall result in summarily dismissal of the financial bid even though the service provider is otherwise technically qualified.
33.	The Firm/ Agency will not demand any type of deposit (in any form) from the Outsourced Service Personnel. If it is found true at any point of time, appropriate action will be taken against selected Firm/ Agency.

### **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 the 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 recommendation of the Joint committee is subject to the approval of the Director, IIT Delhi or his nominee and the final decision shall be binding on the Agency.
4.	The liabilities up to Rs.5 lakh (Rupees Five Lakhs) per incident will be met by the Agency. For the liabilities more than Rs.5 Lakh (Rupees Five Lakhs), Agency may make good such a loss through an insurance cover if it has one, which would specifically enable payment of compensation to IIT Delhi for the losses suffered due to negligence or poor performance by the Agency, any shortfall after pay-out by the Insurance company, should be covered by the Agency itself.
5.	However the Agency will not be held responsible for the damages caused due to natural calamities like lightning, 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, intoxicants/ drugs or alcohol/ alcoholic beverages.

### **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.

**INDIAN INSTITUTE OF TECHNOLOGY,**  
**DELHI HAUZ KHAS: NEW DELHI-110016**

**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/ Agency under State/ Central Govt. under PSARA (Copy of Registration Certificate, please attached as Annexure-XIII)	
3.	(a) Current list of clients wherein security staffs of 90 or more per shift (8 hrs) is provided in one location/ campus. (attached as Annexure-X, Part-A)  (b) Experience of Working in Educational Institutes specially handling Student related activities viz Hostels, Students functions/ festivals (attached as Annexure-XI, Part-B)	
4.	Ability to provide minimum 10% Ex- servicemen and balance civilians' and 5% Female Guards. Please state clients where provided. (please attach as Annexure-XIV)	
5.	(a) ESI No. (b) EPF No. (c) Service Tax No. (d) Income Tax No. (Please attach attested copies as Annexure-XV)	
6.	(a) Total Annual Turnover. (the agency should have an annual turnover of minimum Rs. 100 Crores (Rupees Hundred Crores Only) for each of the last 3 years i.e. 2015-16, 2016-17, 2017-2018) (Please attach copies of Balance Sheets duly certified by Chartered Accountant as Annexure-V)	
	(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. (Please attach as Annexure-XVI)	
	(c) CTC of IT clearance of last three Assessment Years (Please attach as Annexure-XVII)	
	(d) Details of Bankers and a certificate from the Bank for providing bank guarantee of minimum value of Rs.3 Crores (Rupees Three Crores Only) (Please attach as Annexure-XVIII)	
	(e) Details of Insurance Cover i.e. type of Insurance Agency & Amount & Scope of Cover (Please attach copy of cover note as Annexure-XIX)	

7.	Experience in security business for at least 10 years. (Please attach details as Annexure-XX) (Please attach certificates from clients)		
8.	(a) Details of infrastructure in terms of vehicles, electronic / non-electric gadgets etc, available with the Agency & 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.		
	(e) Details of Agency's Office/ Communication Equipments/ Gadgets and Security Equipments (viz. FAX, Telephones, Computers, CMS, GCS, Mobile Phone set.)		
	(e) Details of Arms/ Ammunitions held by the Agency or Nos. 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.		
	(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-XXI) (please attach certificates of clients)		
9.	(a) Details of any Security related Certificate or any other certificates. (Please attach copy of Certificates as Annexure - XXII)  (a) Membership of any Professional Security Association. (please attach copy of Certificates as Annexure - XXIII)		



10.	Location of Training facilities as per PSARA (attach copy of Training Manual, syllabus & Schedule including Refresher training as Annexure-XXIV)	
11.	Details of any tie-ups (Please attach details as Annexure-XXV)	
12.	Any other information / document tenderer wishes to submit for consideration by IIT Delhi (Please attach as Annexure-XXVI)	
13.	Details of valid ISO – 9001-2015/2018 Certificate (Please attach as Annexure-XXVIII)	
<p>Note: If any information given in the technical bid is found false at any stage of assessment, the entire earnest money will be forfeited by IIT Delhi and the bid will be rejected. In such a case IIT Delhi reserves the right to black list such a tenderer.</p>		<p>Signature of the Contractor or his Authorized signatory with seal of the Agency</p>

## COMPLIANCE SHEET

## TECHNICAL SPECIFICATION

Srl.	Technical Specifications	Compliance Y/N
1	Currently be providing at least 90 trained security guards per shift of 8 hours at one location in a University/ Academic Institute (excluding schools) in Delhi/ NCR.	
2	The Agency should be able to provide at least 10% Ex-Servicemen and 5% Female Security Guards.	
3	The Agency should be having valid ESI, EPF, PAN & Service Tax Nos.	
4	The Agency should have an annual turnover of minimum Rs. 100 Crores, (Rupees Hundred Crores) at least for each of the last three years, i.e., 2015-16, 2016-17, 2017-2018) from the security business.	
5	The Agency should possess at least 10 years of experience in Security industry.	
6	The Agency must have experience in Guarding and handling Electronic/ Non-electronic gadgets, viz., CCTV, Access Control and Basic Crowd Management Devices duly certified by the clients.	
7	The Agency should be a member of a Professional Security Association.	
8	The Agency should also have its own training School for training of their personnel deployed duly approved under PSARA 2005.	
9	The Agency should be PSARA 2005 registered.	
10	The Agency should have valid ISO – 9001-2015/ 2018 Certification	
11	The Agency should be capable of providing Armed Guards	
12	The Agency should have a centralized 24 hrs manned control room backed up with wireless communication and transport fleet & Quick Reaction Team (QRT) in Delhi/ NCR.	
13	The Agency, besides providing Security Services, should be capable to monitor Traffic Safety, Parking & Trespassing.	
14	The Agency should be able to provide a Bank Guarantee of Rs.3 Crores (Rupees Three Crores Only) during the currency of the contract which will be renewed from time to time as per further renewals of the contract, if any.	
15	The Agency will have to procure Contract Labour Licence form Labour Department, Govt. of NCT after being awarded the contract within 02 months.	
16	The Agency should be able to submit CTC of IT Clearance in respect of his/ her agency for the last 03 years.	
17	The Agency should be willing to give an insurance cover for the losses of goods upto Rupees Five Lakh.	
18	The Agency should have basic infrastructure in terms of Vehicles, i.e. Motorcycles/ Scooters, Cars/ Jeeps for patrolling and electronic & non-electronic Gadgets.	
19	The agency has an ERP system in place which enables IIT Delhi to monitor on-line the details of security staff deployed (location wise), payout of salary, statutory payments etc.	

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

**Signature of the Bidder**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No.:** \_\_\_\_\_

**<< Organization Letter Head >>  
DECLARATION SHEET**

We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology/ product updates and extend support for the warranty.

The prices quoted in the financial bids are subsidized due to academic discount given to IIT Delhi.

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 TIN Number	
7 PAN Number	
(In case of on-line payment of EMD)	
8 UTR No. (For EMD)	

We, further specifically certify that our organization has not been Black Listed/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

**(Signature of the Tenderer)**

**Name:**

**Seal of the Company**

**ACCEPTANCE CERTIFICATE**

I.....(Designation)..... of (Name of the Agency).....have read and understood and hereby accept the above mentioned Terms & Conditions ( Para 1 to 33 along with all the Appendixes) for the Security Contract of IIT Delhi.

Signatures of Authorized Signatory

Agency Seal /Stamp

Date:

Place:

**<< Organization Letter Head >>**

**Total Annual Turnover Declaration sheet**

We, \_\_\_\_\_ hereby certify that total Annual Turnover (the agency should have an annual turnover of minimum Rs.100 Crores (Rupees Hundred Crores Only) for each of the last 3 years i.e. 2015-16, 2016-17, 2017-18)

Srl	Year	Annual Turnover (In Figures)	Annual Turnover (In Words)
1	2015-16		
2	2016-17		
3	2017-18		

(Copies of Balance Sheet duly certified by chartered accountant enclosed with this certificate)

**(Signature of the Tenderer)**

**Name:**

**Seal of the Company**

**Scope of Work**

- 1. The Agency shall provide Security to the Institute as well as residents at the IIT Delhi Campus, by deploying fail-safe Security measures, providing early warning systems 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, staff, students, official visitors and residents) of the Institute against willful harm; the Institute meaning All Gates, Academic Areas, Activities Area, Hostels, Guest Houses, RCA areas, Play grounds, Residential Houses, Community Centers, Commercial Centers and Hospital, etc. all within the boundary of IIT Delhi Campus. An ERP based system should be in place to display the positioning of all deployed security staff members on-line and shift-wise.
b.	Protection of cash and documents, static or in transit or due to burglary (where loss is due to entry after breaking and entry lock/ door/ window/ grill).
c.	Regulate access control at gates, prevent misuse of Institute's grounds and facilities by outsiders, neighbouring villages, preventing tress-passing, unauthorized parking, unauthorized construction, squatting in the Institute Campus; 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 from 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 24 hours' notice.
j.	The Agency should 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 Institute's permanent security staff at their training establishment in consultation with Chief Security Officer/ Security Officer of IIT Delhi.
k.	The Agency will also carry out regular Mock fire drills, Mock Security exercises and Mock Disaster Management exercises 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/ monkeys 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 interest of Security of Institute

We have read the above scope of the work and agree to follow them.

**Signatures of Authorized Personnel**

**Signatory Name:**

**Stamp:**

**ADDITIONAL SCOPE OF WORK**

**2 The additional scope of work will be 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, conferences, seminars, VVIP/VIP visits, social and religious functions etc., inside the IIT Delhi Campus.
c.	Conduct security audits/ surveys/ investigations/ consultancies as per requirements at no additional cost.
d.	The agency should be able to earmark one Jeep/ Van equivalent and two motorcycles on 24X7 basis. The charges should be quoted separately.
e.	The agency should be able to provide wireless sets for the Institute as and when required. The charges for these should be quoted separately.

We have read the above additional scope of the work and agree to follow them.

**Signatures of Authorized**

**Signatory Name:**

**Stamp:**

## IIT DELHI

## METHOD OF EVALUATION OF SECURITY TENDER

Indian Institute of Technology Delhi has decided to evaluate the tenders submitted by the various bidders through the Quality Cost-Based Selection (QCBS) Method. Under QCBS, both the technical and financial proposals will be weighted proportionately to determine the winning bidder. The following weights will be assigned to the proposals:

- Weight assigned for technical evaluation (TT) = 70%
- Weight assigned for financial evaluation (FT) = 30%

**A. TECHNICAL Evaluation (TT) : Total Marks:70**

The technical proposals will be evaluated first according to the parameters mentioned in the Table-I below. The bidder with the highest score will be granted 70 points. The technical scores of the other bidders will be calculated as a fraction of the highest scorer. i.e. If the highest bidder A gains the highest score of X points while another bidder B gets a lower score of Y, then the technical score of bidder B will be  $TT = 70*(Y/X)$ .

Table – 1: The technical parameters, considering a total score of 70, are bifurcated as below:

**1. Evaluation based on Presentation & Technical Records****(a) Experience and other parameters : 30 Marks**

		3	2	1	0
(i)	Security service providing Experience (More Than 15 Years = 3 marks, between 12-15 = 2 marks and experience between 10-11 years = 1 mark) The agency should provide a comprehensive proof for history to establish total years as service provider.				
(ii)	Availability Event Security, VIP Security, Patrolling back-up support during threats (Yes=3 marks, No=0 marks)				
(iii)	Security agency owned and operated by Ex-Servicemen with minimum 51% stake. (If security agency owned and managed by Ex- Servicemen = 3 Marks, If security agency owned by Ex-Servicemen but managed by Private firm = 2 Marks, If security agency owned and operated by Private firm = 1 Mark)				
(iv)	Highest Single running contract completed minimum one year out of all awarded Outsourcing contracts, in any Central/ State PSU(S)/ Government Department(s) in India (More than 3000 no. of manpower = 03 marks, 2000 – 3000 no. of manpower = 2 marks and 1000 – 2000 no. of manpower = 01)				
(v)	Number of manpower working on the pay roll of the bidder. Also submit the EPFO challans for the same from any one month of last financial year 2018 – 19 (>12000 = 3marks, between 8000-12000= 2 marks and between 5000 – 8000 =01 mark)				
(vi)	Availability of ISO – 9001-2015/2018 certification (If Yes=03, if No=0)				
(vii)	Availability of trained security guards well versed with modern technological Security Systems (Access Controls) (if Yes=03, if Not=0) (Undertaking & Self Declaration should be attached)				
(viii)	Experience in Emergency responses such as Bomb, Threats, Thefts, Riots etc. (if Yes=03, if Not=0)				
(ix)	On Job Training Programme (if Yes=03, if Not=0)				
(x)	Refresher Training Programme (If the agency is arranging such refresher training programme once in a month then 03 marks else if refresher				



training programme one in a quarter then 02 marks else if refresher training program once is every six months then 01 mark on the locations mentioned at Annexure X and XI)				
Total Marks obtained				

**(b) Infrastructure: 12 Marks**

	3	2	1	0
(i) Communications and equipment such as HHMD, DFMD, Wireless Sets (All three=03 marks, only two=2 marks, only one=01 mark else no marks) (Undertaking & Self Declaration should be attached)				
(ii) Availability of Transport facilities such as QRT vehicles, motor cycles, bomb threat vehicle, ambulances. (Three or more=03 marks, only two=2 marks, only one=01 mark else no marks) (Undertaking & Self Declaration should be attached)				
(iii) Capability to provide CCTV and Access Control Systems at IIT Delhi events (if Yes=03, if Not=0) (Undertaking & Self Declaration should be attached)				
(iv) Availability of Centralized Control Room with QRT in Delhi/ NCR (24x7) (if Yes=03, if Not=0) (Undertaking & Self Declaration should be attached)				
Total Marks obtained				

**2. TRACK RECORD: 16 Marks**

<b>FEED BACK FROM</b>		4	3	2	1	0
(i)	Top Management of the running clients					
(ii)	Security Officer of the running clients					
(iii)	Security Guards of the running clients					
(iv)	Users/ Public of the running clients					
Total Marks obtained						

**3. PRESENTATION AND SECURITY PLAN AND STRATEGY: 12 Marks**

	12	9	6	3	0
<b>Presentation, Security Plan &amp; Strategy</b>					
Total Marks obtained					

<b>TT</b>	<b>1a</b>	<b>1b</b>	<b>2</b>	<b>3</b>	<b>TT</b>
<b>Technical Total (TT) of 1a, 1b, 2 &amp; 3</b>					

**Illustration**

Let us consider the following scenario of various Outsourcing Agents :

1) Company ABC, ISO 9001:2015 certified, has annual turnovers during the last 3 financial years of Rs. 150 cr, Rs. 135 cr and Rs. 105 cr respectively and a placement record since the last 20 years of more than 100 Security Guards per shift at 2 locations. They have currently employed 15% Ex- Servicemen with 100% ownership and management residing with Ex-Servicemen. They had a staff of 10,000 on their March 2019 payroll. Their highest single running contract with manpower strength of 1200 for the last 2 years rests with PSU LMN. They provide on-job Training Programme as well as a Refresher Training Programme every 6 months for their security personnel which include training in Emergency responses such as Bomb, Riots etc. The security guards are well versed with modern technological Security Systems (Access Controls). It has well-equipped

infrastructure facilities including DFMD, Wireless Sets, ambulances, Centralized Control Room, QRT vehicle vehicles and such others. It secured complete points in the feedback section from all stakeholders while a score of 6 in their presentation given before the Selection Committee.

2) Company PQR has a minimum annual turnover during the last 3 financial years of Rs. 128 cr. It is providing Security Guard personnel to Institutional campuses since the last 10 years. It is providing almost 120 Security Guards per shift at 4 locations. This ISO 9001:2015 firm registered highest manpower of 7000 on its payroll during FY 2018-19 in Dec 2018 for Ministry JKL for whom it's offering services for the past 5 years. Its current outsourcing personnel comprise of almost 12% Ex- Servicemen. The ownership with 51% stake rests with Ex-Servicemen. Its highlights are On Job Training Programme, monthly refresher training programme, experience in Emergency responses, VIP Security, Patrolling back-up support during threats etc. leading to trained security guards well versed in modern technological Security Systems. Infrastructural facilities such as DFMD & Centralized Control Room with QRT in Delhi are available. It obtained highest possible feedback from the top management, second highest from the Security Personnel but minimum possible from the public. Its presentation was highly applauded by the Selection Committee and they granted full points.

3) Company XYZ is in the Security Guard Outsourcing business since the last 25 years with ISO 9001:2015 certification. It provides 95 Security Guards per shift at one of their locations. 15% of their outsourcing personnel consist of Ex-Servicemen. The highest single running contract running for the last 18 months employed 3500 staff. It held the highest staff strength of 15000 on its payroll last year in June 2018. It has all modern facilities such as HHMD, DFMD, Wireless Sets, QRT vehicles, motor cycles, bomb threat vehicle, Centralized Control Room with QRT etc. It is well-equipped in providing CCTV and Access Control Systems during various events at the institute. The security guards are well-trained in modern technological Security Systems and are provided Refresher Training Programme on a quarterly basis. However, it failed to secure good feedback leading to scores of 02, 03, 01 and 02 from Top Management, Security Officers, Security Guards and the Users respectively. The Selection Committee gave a score of 03 in the presentation offered to them.

The total scores obtained by the companies out of 70, as per criteria mentioned in the table above, will be as below:

#1	#2	#3	#4					
Srl	Evaluation Parameter	Max Marks	Marks Obtained by					
			Company ABC		Company PQR		Company XYZ	
1a	Experience and other parameters	30	(i)	03	(i)	01	(i)	03
			(ii)	00	(ii)	03	(ii)	00
			(iii)	03	(iii)	02	(iii)	00
			(iv)	01	(iv)	03	(iv)	03
			(v)	02	(v)	01	(v)	03
			(vi)	03	(vi)	03	(vi)	03
			(vii)	03	(vii)	03	(vii)	03
			(viii)	03	(viii)	03	(viii)	03
			(ix)	03	(ix)	03	(ix)	00
			(x)	01	(x)	03	(x)	02
			<i>Total</i>	22	<i>Total</i>	25	<i>Total</i>	20
1b	Infrastructure	12	(i)	02	(i)	01	(i)	03
			(ii)	02	(ii)	00	(ii)	03
			(iii)	00	(iii)	00	(iii)	03
			(iv)	03	(iv)	03	(iv)	03
			<i>Total</i>	07	<i>Total</i>	04	<i>Total</i>	12

2	Track Record	16	(i)	04	(i)	04	(i)	02
			(ii)	04	(ii)	03	(ii)	03
			(iii)	04	(iii)	03	(iii)	01
			(iv)	04	(iv)	01	(iv)	02
			<i>Total</i>	<i>16</i>	<i>Total</i>	<i>11</i>	<i>Total</i>	<i>08</i>
3	Presentation And Security Plan And Strategy	12	06		12		03	
<i>Marks (1a+1b+2+3)</i>		70	51		52		43	
<i>Technical Total (TT)</i>			$70*(51/52) = 68.65$		70		$70*(43/52) = 57.88$	

## **B. FINANCIAL EVALUATIONS TOTAL (FT) : 30 Marks**

The financial proposal will be evaluated after the technical proposal. The lowest-priced financial proposal (i.e. the agency service charge component) will be awarded the full weighted score.

For example – If D is the lowest bidder who has bid X% as charges per security staff per month quote and E and F are other 2 bidders with corresponding quotes of Y% and Z% respectively, normalized score of D is taken as 100, E is taken as  $(100*X/Y)$  and F is taken as  $(100*X/Z)$ .

Illustration:

In order to illustrate this further, let's take an example of 3 bidders ABC, PQR & XYZ with the respective percentage quotes of 3%, 3.50% & 4% thereby making bidder ABC as the lowest financial bidder. In this case, the financial evaluation (FT), considering the weight assigned for financial evaluation to be 30%, will be calculated as below:

#1	#2	#3	#4	#5 = $(30/100)*(\#4)$
Srl.	Outsourcing Agent	Quoted Rate (in Percentage)	Weighted Score	Computed Financial Weight (F)
1	ABC	3.00%	100	$(30/100)*50 = 30$
2	PQR	3.50%	$100*(3.00/3.50) = 85.71$	$(30/100)*100 = 25.71$
3	XYZ	4.00%	$100*(3.00/4.00) = 75$	$(30/100)*75 = 22.5$

Once the weighted technical scores (TT) and weighted financial scores (FT) are determined for each bidder, they are summed, to determine the final scores (i.e. TT+FT) and thereby the winning bidder.

	TT	FT	GT
Grand Total (GT = TT + FT) out of 100			

The contract will be awarded to the agency securing highest marks out of 100.

## Illustration

In the example of Outsourcing Agents ABC, PQR & XYZ, the final scores obtained will be calculated as below:

#1	#2	#3	#4	#5 = #3 + #4
Srl.	Outsourcing Agent	Technical score (TT)	Financial Score (FT)	Final Computed Score (GT)
1	ABC	68.65	30	98.65
2	PQR	70	25.71	95.71
3	XYZ	57.88	22.5	80.38

Thus, in the illustration given above, the selected Outsourcing Agent is the company ABC with the highest score of 98.65.

**ANNEXURE – IX-A**

**FINANCIAL BID (A)**

As per BoQ format

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

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

Srl.	Particular	(In Rs.)
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	Handy cam:	
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	Motorcycle/Scooter per km	
6	Gunman	
7	Bouncer	

Note: Impact of this cost will not affect in evaluation of Financial Bid result.

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

Dated:

**DETAILS OF STAFF DEPLOYED (Part – A)**

<b>Srl</b>	<b>Name of the Client with address</b>	<b>Period from-to</b>	<b>No. of EXSM Suprs.</b>	<b>No. of Civilian Suprs</b>	<b>No. of EXSM Guards</b>	<b>No. of Civilian Guards</b>	<b>No. of Guards per Shift</b>	<b>Remarks</b>

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**DETAILS OF STAFF DEPLOYED (Part – B)**

<b>Srl</b>	<b>Name of Educational Institute with Location</b>	<b>Period from-to</b>	<b>Total Area of the Educational Institute</b>	<b>No. of Students</b>	<b>No. of Guards/ Shift</b>	<b>No. of Supervisors /Shift</b>

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**



**DETAILS OF EQUIPMENT HANDLED/ INSTALLED**

<b>Srl</b>	<b>Location/ Client</b>	<b>Access Control devices</b>	<b>CCTVs With cameras</b>	<b>Computers</b>	<b>Communication /Wireless</b>	<b>Remarks</b>

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Registration No. of the Agency/ Agency under State/ Central Govt. under PSARA (Please attached the Copy of Registration Certificate)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Ability to provide minimum 10% Ex-servicemen and 5% Female Guards with balance civilians.  
Please state clients where provided.**

<b>List of clients</b>	<b>Contact Person</b>	<b>Contact No.</b>

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**ESI No., EPF No., Service Tax No., Income Tax No. (Please attach attested copies)**

<b>Parameter</b>	<b>Details</b>
<b>ESI No.</b>	
<b>EPF No.</b>	
<b>Service Tax No.</b>	
<b>Income Tax No.</b>	

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Financial Status of Bidder including annual report of past 3 years with ROC (Registrar of Companies) receipts duly authenticated by Chartered Accountant.**

<b>Year</b>	<b>Amount</b>

**(Copies attached)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**CTC of IT clearance of last three Assessment Years  
(Information is attached)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Details of Bankers and a certificate from the Bank for providing bank guarantee of minimum value of Rs.3 crores (Rupees Three Crores)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Details of Insurance Cover i.e. type of Insurance Agency & Amount & Scope of Cover**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**





**Experience in handling of:**

- i. Access Control Systems
- ii. CCTVs and recorders
- iii. Computers
- iv. Communication and Wireless

(Please attach certificates)

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Annexure-XXII**

**Details of any Security related Certificate or any other certificates. (Please attach  
copy of Certificates)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Membership of any Professional Security Association. (Please attach copy of Certificates)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Location of Training facilities as per PSARA (attach copy of Training Manual, syllabus & Schedule including Refresher training)**


**Signatures of Authorized Signatory**

**Name:**

**Stamp:**





**The Agency shall furnish details of any legal suit/ legal action/ black listing, pending especially with regards 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 should be furnished. (Please attach information)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**



**Details of valid ISO – 9001-2015/ 2018 Certificate. (Please attach copy of Certificate)**

**Signatures of Authorized Signatory**

**Name:**

**Stamp:**

**Bid Submission**

Annexure-XXIX

**Online Bid Submission:**The Online bids (complete in all respect) must be uploaded online in **Two** Envelopes as explained below:-

<b>Envelope – 1</b> (Following documents to be provided as single PDF file)			
<b>Srl</b>	<b>Document</b>	<b>Content</b>	<b>File Type</b>
1.	Technical Bid	- Details filled by agency applying for tender as per Annexure - I	.PDF
		- Compliance Sheet as per Annexure - II	.PDF
		- Organization Declaration Sheet as per Annexure - III	.PDF
2.		- Acceptance Certificate as per Annexure - IV	.PDF
		- Total Annual Turnover Declaration sheet as per Annexure - V	.PDF
3.		- Scope of Work as per Annexure - VI	.PDF
		- Additional scope of work as per Annexure - VII	.PDF
		- Security contract evaluation sheet as per Annexure - VIII	.PDF
4.		- Details of staff deployed (Part – A) as per Annexure - X	.PDF
		- Details of staff deployed (Part – B) as per Annexure - XI	.PDF
5.		- Details of Equipment Handled/ Installed as per Annexure - XII	.PDF
		- Registration No. of the Agency/ Agency under State/ Central Govt. under PSARA (Copy of Registration Certificate, please attached) as per Annexure - XIII	.PDF
6.		- Ability to provide minimum 10% Ex- servicemen and balance civilians' and 5% Female Guards. Please state clients where provided as per Annexure - XIV	.PDF
	- ESI No., EPF No., Service Tax No., Income Tax No. (Please attach attested copies) as per Annexure - XV	.PDF	
7.	- 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 as per Annexure - XVI	.PDF	
	- CTC of IT clearance of last three Assessment Years as per Annexure - XVII	.PDF	
	- Details of Bankers and a certificate from the Bank for providing bank guarantee of minimum value of Rs.3 Crores (Rupees Three Crores) as per Annexure - XVIII	.PDF	
8.	- Details of Insurance Cover i.e. type of Insurance Agency & Amount & Scope of Cover as per Annexure - XIX	.PDF	
	- Experience in security business for atleast 10 years. (Please attach certificates from clients) as per Annexure - XX	.PDF	
9.	- Experience in handling of : Access Control System, CCTVs and recorders, Computers and Communication and wireless as per Annexure - XXI	.PDF	
	- Details of any Security related Certificate or any other certificates. (please attach copy of Certificates) as per Annexure - XXII	.PDF	
10.	- Membership of any Professional Security Association. (please attach copy of Certificates) as per Annexure - XXIII	.PDF	
	- Location of Training facilities as per PSARA (attach copy of Training Manual, syllabus& Schedule including Refresher training) as per Annexure - XXIV	.PDF	
11.	- Details of any tie-ups as per Annexure - XXV	.PDF	
	- Any other information/ document tenderer wishes to submit for consideration by IIT Delhi as per Annexure - XXVI	.PDF	
12.	- 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 be furnished, as per Annexure - XXVII	.PDF	
13.	- Details of valid ISO – 9001-2015/ 2018 Certificate as per Annexure - XXVIII	.PDF	
<b>Envelope – 2</b>			
<b>Srl</b>	<b>Document</b>	<b>Content</b>	<b>File Type</b>
1.	Financial Bid	Price bid should be submitted as per Annexure - IX-A	.XLS