

भारतीय प्रौद्योगिकी संस्थान मुंबई
INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

सामग्री प्रबंधन प्रभाग
MATERIALS MANAGEMENT DIVISION



**आईआईटी मुंबई में सुरक्षा सेवाएँ प्रदान करने हेतु
प्रस्ताव का अनुरोध**

**REQUEST FOR PROPOSAL FOR PROVIDING
SECURITY SERVICES AT IIT BOMBAY**

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SECTION 1 – INVITATION FOR BIDS

Tenders are invited from interested and eligible firms having experience in providing security services to Central/State Government undertakings, corporations, departments, autonomous bodies, Central Government educational institutions and other listed corporate entities for deployment at IIT Bombay. The selected agency shall provide security manpower services at IIT Bombay, including deployment of Centre In-charge, Deputy Centre In-charge, Security Supervisors, Security Guards and Technical Operators (CCTV Monitoring), as per the Institute's requirements.

We are seeking participation from Bidders that have their registered offices within the Mumbai Metropolitan Region. These firms should possess a valid license for providing security services, ESIC & EPF code within the jurisdiction of Mumbai.

The bidder must be a Proprietary Firm / Partnership Firm / Private Limited Company / Public Limited Company / Limited Liability Partnership (LLP) / Government Agency or any other legally constituted entity authorized and eligible to provide security personnel services under applicable laws and regulations.

आरएफपी संख्या / RFP No.	MMD/SMS/SC/2026-27
आरएफपी तारीख / RFP Date	11 th June, 2026
वस्तुविवरण / Item Description	REQUEST FOR PROPOSAL FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY
निविदा का प्रकार/ Tender Type	Open Tender
परिसर भ्रमण / Campus Tour	Campus Tour by prospective bidders is recommended for understanding the security requirements and scope of contract. Campus visit is scheduled on 18 th -19 th June, 2026 strictly with prior appointment. Maximum two representatives per bidder are allowed. Bidders who wish to undertake campus tour shall send their request along with authorized letter to the Chief Security Officer, IIT Bombay at cso@iitb.ac.in with copy to purchase.mmd@iitb.ac.in on or before 16 th June, 2026 till 5:00 PM.
बोली-पूर्व बैठक की तारीख और समय / Pre-Bid Meeting Date & Time	22 nd June, 2026 at 11:00 AM
बोली-पूर्व बैठक स्थल / Pre-Bid Meeting Place	Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai 400076
बोली जमा करने की अंतिम तिथि और समय /Last date & time of Bid Submission	01 st July, 2026 at 01:00 PM

बोली जमा करने का स्थान / Place of Submission of Bid	Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai 400076
बोली जमा करना/ Submission of Bids	Two Bid System: The two-bid system will be followed for this tender. In this system, bidders must submit their offer in separate sealed envelopes: Technical Bid and Commercial Bid. Both the Technical Bid and the Commercial Bid envelopes should be clearly marked as "Envelope No.1- Technical Bid "and "Envelope No. 2 - Commercial Bid", respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender No. & Due Date and to be submitted to the concerned department/ section mentioned in the Tender document.
बोली खुलने की तारीख और समय / Bid Opening Date & Time	01 st July, 2026 at 3:00 PM
बोली खोलने का स्थान / Bid Opening Place	Conference Room, Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai 400076
अग्रिम धन राशि / Earnest Money Deposit	₹7,00,000/- (Rupees Seven Lacs only) should be submitted in the form of Demand Draft /FDR in favor of the Registrar, IIT Bombay, payable at Mumbai.
प्रदर्शन सुरक्षा जमा/ Performance Guarantee	The successful Bidder shall furnish a security deposit of ₹50,00,000/- (Rupees Fifty Lacs only), in the form of a Bank Guarantee from any Nationalized / Scheduled Bank, in favour of "The Registrar, IIT Bombay" payable at Mumbai. The Performance Security should be valid for a period of 2 (two) months beyond the date of expiry of the Contract tenure.
तकनीकी स्पष्टीकरण / Technical Clarification	Name: Chief Security Officer Dept: Security Section, IIT Bombay Email: cso@iitb.ac.in Contact No.: +91-22-2576-8988
अन्य स्पष्टीकरण/ Any Clarification	Name: Dy. Registrar (MM) Dept: Materials Management Division, IIT Bombay Email: purchase.mmd@iitb.ac.in Contact No.: +91-22-2159-2803
हस्ताक्षर प्राधिकारी/Signing Authority	Dy. Registrar (MM)

SECTION 2 - TECHNICAL CRITERIA

1. MINIMUM ELIGIBILITY CRITERIA FOR TECHNICAL SELECTION OF BIDDER.

The following shall be the minimum eligibility criteria for selection of bidders technically.

- a. Legal Valid Entity: The Bidder must be a legally valid entity in the form of a Proprietorship, Partnership, Private or Government Agency, Limited Company, Private Limited Company registered under the Companies Act, 2013, or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008.

The Bidder shall submit proof of legal validity. As evidence of meeting the minimum eligibility criteria, only an attested copy of the Certificate of Incorporation issued by the Registrar of Companies or the concerned authority shall be accepted.

The bidder should have its registered office within the Mumbai Metropolitan Region; the Bidder should submit documentary proof for the same.

- b. The bidder must possess all requisite licences, registrations and approvals under the Private Security Agencies (Regulation) Act, 2005 (PSARA) and such licences and registrations shall remain valid up to the date of award of the contract. The successful bidder shall further ensure that all such licences, registrations and approvals remain valid and in force throughout the entire contract period.
- c. The bidder should possess a valid ISO 9001:2015 certification issued by a certification body accredited by NABCB. Further, it shall be the responsibility of the selected agency to ensure that the certification remains valid throughout the active contract period.
- d. Registration: The bidder must comply with the statutory requirement, such as registration with ESI, EPF, PAN /TIN/TAN & GST etc. and shall submit proofs thereof.
- e. Age of bidder: The bidder must have been in existence for the minimum ten years. (Attach copy of relevant certificates, Registration details etc.).
- f. Experience: The bidder should have a minimum of ten years of experience in providing security services. The bidder should have provided security services to Educational Institutions like IITs, NITs, IISc, IISERs, IIMs, Central Universities or Central/State Government Departments/ PSUs or other listed corporate entities during the last three financial years.

The bidder shall, as proof of fully meeting the minimum eligibility criteria, submit attested copies of three work orders along with corresponding work completion certificates and/or ongoing work certificates issued by the respective organizations. These documents must clearly indicate the bidder's satisfactory performance, the number of security personnel deployed and the annual value of the contract.

Out of the three submitted contracts, at least one contract must have a value of ₹10 crore or more and should involve deployment of a minimum of 500 security personnel.

The bidder shall also upload details of the organizations where such similar services have been provided, as per Annexure 5.

- g. The bidder must have a minimum of 500 security personnel continuously on its payroll during each of the last three financial years. As supporting documentary evidence, the bidder shall submit one EPF challan or one ESIC challan for each of the said years, clearly indicating the number of personnel on its payroll.
- h. Turnover: The bidder shall have an average annual turnover of ₹50 Crore or more from security services during the financial years 2022–23, 2023–24 and 2024–25. As proof, the bidder shall submit audited financial statements or a turnover certificate issued by a Chartered Accountant for the said years. The PAN mentioned in the supporting documents shall correspond to that of the bidding entity.
- i. Solvency certificate of an amount not less than ₹5 Crores issued by a scheduled bank within the last six months as per Annexure 6.
- j. The information related to blacklisting / debarment / suspension by any Government organisation / Department, or any other organisation must be declared along with declaration of no case pending with the police against the Proprietor / Firm / Partner or the Company (Agency).
- k. The Bidder must submit copies of all relevant supporting documents required, duly self-attested, along with the technical bid of the tender.
- l. Each Agency/Service provider including their affiliates and subsidiaries shall submit only one Tender for the entire scope of work. Agency/Service provider who submits more than one tender or quotes partially will be treated as non- responsive & shall be rejected.

SECTION 3 – INSTRUCTIONS TO BIDDERS

1) SUBMISSION OF OFFER

- a) The bid **MUST BE ENCLOSED IN A SEALED COVER** envelope superscribed with Tender number & due date & should reach the undersigned, on or before the due date mentioned in the tender notice. If the bid cover is not sealed, it will be rejected.
- b) Tenders should be dropped in the tender box kept in the office of the concerned Department. No tender is to be handed over to a staff of IIT Bombay personally unless otherwise specified. All communications are to be addressed to the undersigned only
- c) The bid can be submitted in person or through post/ courier (IIT Bombay shall not be responsible for any postal delays or any other reason for not submitting the bid in the specified time and resulting in disqualification/ rejection of any bid) to reach on or before the due date and time.

2) COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Purchaser shall not be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

3) VALIDITY OF THE BID

The bid shall remain valid for a period of 180 days from the last date of submission of the bid. During this period, the bidder shall not be permitted to modify, withdraw or revoke the bid. IIT Bombay reserves the right to reject any bid having validity less than 180 days.

4) AMENDMENT OF BIDDING DOCUMENTS

- a) At any time prior to the deadline for submission of bids, IIT Bombay may, for any reason, whether on its own or in response to the clarification requested by a prospective BIDDER, may modify the bid document.
- b) All prospective BIDDERS, who have downloaded the bidding document, may visit the IIT Bombay website for amendments / modifications, which will be binding on them.

5) DEADLINE FOR SUBMISSION OF BIDS

Bids must be received by the IIT Bombay before the due date and time, at the address specified in the tender document. In the event of the specified date for submission of bids being declared as a holiday for IIT Bombay, the bid-closing deadline will stand extended to the next working day up to the same time.

6) BID OPENING PROCESS

- a) In case of two bid systems, the technical bid will be opened in the first instance in the presence of the concerned department / section staff, Technical Evaluation Committee (TEC), MMD, representatives of the bidders at IIT Bombay.
- b) Commercial bids of only those bidders will be opened, whose bids are found technically qualified.

- c) Commercial Bids will be opened in the presence of the Technical Evaluation Committee (TEC), MMD, and representatives of the bidders. Date and Time of commercial bid opening shall be intimated to technically qualified bidders only.
- d) One authorized representative of each of the bidders would be permitted to be present at the time of opening of the bids.
- e) The authorized representative of bidders, present at the time of opening of the bids, shall be required to sign an attendance register as proof of having attended the Technical/Commercial bid opening session.

7) LATE BIDS

- a) IIT Bombay will not be responsible for the following:
 - i. For delayed / late bids submitted/ sent by post/ courier etc.
 - ii. For submission/ delivery of bids at the wrong places other than that mentioned in the tender.
 - iii. Any bid inadvertently received by IIT Bombay after the deadline, i.e., due date & time for submission of bids, will not be accepted and returned.

8) SUPPLEMENTARY OFFER/ MODIFICATION OF ORIGINAL BID

- a) Bid submitted against the above-mentioned tender shall not be returned in case the tender opening date is extended/ postponed. Bidders desirous of modifying their offer/ terms may submit their revised / supplementary offer (s) within the extended Tender Opening Date (TOD) by clearly stating the extent of updating done to the original bid. IIT Bombay reserves the right to open the original offer along with the revised bid.
- b) In case any bidder is silent on any clause mentioned in this tender document, IIT Bombay shall construe that the bidder has accepted the clauses as per the invitation to tender. No further claim will be entertained.
- c) No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.

9) CONFIDENTIALITY

- a) Information relating to the evaluation of Bids, and recommendation of Contract award, shall not be disclosed to Bidders or any other person not officially concerned with such process until information on Contract award is communicated to all Bidders.
- b) Any attempt by a Bidder to influence IIT Bombay in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.
- c) Notwithstanding, anything contained in the document, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact IIT Bombay on any matter related to the bidding process, it shall do so in writing.

10) DEVIATION, RESERVATIONS AND OMISSIONS

- a) During the evaluation of bids, the following definitions apply:

- i. "Deviation" is a departure from the requirements specified in the Bidding Documents;
 - ii. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents;
- And
- iii. "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Documents.

11) CORRECTION OF ARITHMETICAL ERRORS

- a) Provided that the Bid is substantially responsive, IIT Bombay shall correct arithmetical errors on the following basis:
 - i. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of IIT Bombay there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected.
 - ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
 - iv. Bidders shall be requested to accept the correction of arithmetical errors. Failure to accept the correction in accordance with the same shall result in the rejection of the Bid.

12) COMMERCIAL BID

- a) The price quoted should be in Indian Rupees.
- b) Commercial Bid must be submitted in the Commercial Bid Format.
- c) If the price is not quoted in the Commercial Bid Format, IIT Bombay reserves the right to reject the bid.
- d) The price quoted must be inclusive of all taxes and charges.
- e) The bidder shall pay and bear all other liabilities, taxes, and duties not specifically agreed by the Institute in the contract.

13)SELECTION PROCEDURE:

The evaluation criteria for Technical bids are as follows:

Sl. No.	Evaluation Criteria	Scoring	Max Score	Documents Requirement
Stage - I				
1	Existence of bidder in security services	10 years to 12 years : 05 marks - Above 12 and up to 15 years : 10 marks - More than 15 years : 15 marks	15	Attach copy of relevant certificates, Registration details, etc
2	Experience in providing security services	10 years to 12 years : 05 marks - Above 12 and up to 15 years : 10 marks - More than 15 years : 15 marks	15	Attach copies of the agreements / work orders
3	Manpower deployment as part of security services to education Institutions like IITs, NITs, IISc, IISERs, IIMs, Central Universities, Central/State Government Departments, PSUs and other listed corporate entities in the last 3 financial years. (Average manpower)	500 to 700 : 05 marks - Above 700 and up to 1000 : 10 marks - More than 1000 : 15 marks	15	Attach copies of the Award of Contract, EPF & ESIC challans
4	Experience in providing security personnel services including managing CCTV operation of large campus/premises like IITs, NITs, IISc, IISERs, IIMs, Central Universities, Central/State Government Departments, PSUs and other listed corporate entities.	1 Work Order : 03 marks 2 Work Orders : 07 marks 3 Work Orders : 10 marks	10	Attach copies of the agreements / work orders
5	Average Annual turnover during the financial years -2022-23, 2023-24 & 2024-25. (In Crores)	In Crores ₹50 to ₹80 : 15 marks - Above ₹80 and up to ₹120 : 20 marks - More than ₹120 : 25 marks	15	Attach a copy of turnover certificate certified by CA/ Audited Annual Account Statements
Total – A			70	
Stage - II				
1	Presentation*		30	
Total – B			30	
Total Technical Score (A + B)			100	

NOTE - Only bidders who achieve a minimum score of 70% in stage - I evaluation criteria shall qualify for stage - II.

***Presentation:**

The presentation will be of total 30 marks. The presentation should cover major aspects included in the Scope of Work detailed in Section 4 of this RFP and should mandatorily cover the following:

- a) Brief introduction of the company and its organizational structure.
- b) Proposed deployment plan, experience and qualifications of dedicated personnel to be assigned to IIT Bombay and Composition of Supervisory Team.
- c) The details of training facilities/affiliations.
- d) Experience in handling security services for large campuses/offices/events across various domains. Capability in managing emergency response operations.
- e) Ability to manage the CCTV operations, assistance in firefighting tasks and water body rescue operations.
- f) Past experience with Govt. Org./Educational Institutes/Listed Corporate/PSU clients.
- g) Unique strengths that demonstrate superior capability to meet the Scope of Work.
- h) Experience in the usage and implementation of security technology solutions, including handling of Command and Control Centres, CCTV analytics, and other security automation solutions.
- i) Experience in managing large-scale events such as concerts, conferences, and other major events with high footfall

Note: Time limit for presentation will be 20 minutes with 10 minutes for Q&A.

- a) Bidders obtaining 60% or more marks in Stage-II shall be considered eligible for further techno-commercial evaluation.
- b) Only the commercial bids of the top five bidders, ranked based on the Total Technical Score (A+B), shall be opened.
- c) The final decision shall be based on the QCBS method of evaluation, with technical parameters (including the presentation) and financial bids carrying weightages of 30% and 70%, respectively.
- d) Calculation of Final QCBS Scores: The total score, both technical and financial, will be calculated for each qualified Bid using the following formula:

$$(30 \times \text{TTS}/\text{HTS}) + (70 \times \text{LCB}/\text{CB})$$

TTS - Individual total technical score

HTS - Highest technical score achieved in Technical evaluation among all the qualified bidders

LCB - Lowest commercial bid value among all the qualified bidders

CB - Individual commercial bid value

14) CORRUPT & FRAUDULENT PRACTICES:

- a) IIT Bombay requires that bidders, suppliers, vendors, and consultants observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,

b) The terms set forth below are defined as follows:

- i. "Corrupt practice "means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the procurement process or in contract execution;
- ii. "Fraudulent practice "means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- iii. "Collusive practice "means a scheme of arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive levels; and
- iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- v. IIT Bombay will reject a proposal for an award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

15) TRANSFER AND SUBLETTING

The Bidder shall not sublet, transfer, assign or otherwise part with the acceptance of the tender or any part thereof, either directly or indirectly, without the prior written permission of IIT Bombay.

16) CANCELLATION OF TENDER/BID

- a) Notwithstanding anything specified in this tender document, IIT Bombay in his sole discretion, unconditionally and without assigning any reasons, reserves the rights:
 - i. To accept OR reject lowest tender or any other tender or all the tenders.
 - ii. To accept any tender in full or in part.
 - iii. To reject the tender offer not conforming to the tender's terms.
 - iv. To reject the bid, if the prices received are abnormally low or unreasonably high.
 - v. To give purchase preference to Public Sector undertakings when applicable as per Govt. Policy/ Guidelines.
- b) Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - i. Non-submission of complete offers.
 - ii. Receipt of offers after due date and time and or by email / fax (unless specified otherwise).
 - iii. Offers received in open condition and conditional as well as unsigned bids will be rejected.

SECTION 4 – SCOPE OF WORK

1) ABOUT THE INSTITUTE

Indian Institute of Technology Bombay, Powai, Mumbai (hereinafter referred to as the “Institute” or “IIT Bombay” or “IITB”) was established by an Act of Parliament to integrate and promote interdisciplinary science education and research. It is an Institute of National Importance that comes under the direct administrative control of the Ministry of Education, Government of India.

2) OBJECTIVE

The prime objective of Security services is to secure the entire premises and regulate the entry to authorized persons/vehicles only. The service provider shall have to provide round-the-clock security services at IIT Bombay Campus as mentioned in this tender document. The agency shall ensure protection of the personnel & property of IIT Bombay, its section 8 companies and other offices/ shops and schools inside the campus, prevent trespass with/without arms, perform security functions including night patrol on the various points, prevent the entry of stray dogs, cattle, anti-social elements, unauthorized persons and their vehicle inside the IIT Bombay Campus. In case of any incident such as theft, robbery, fight, accident inside IIT Bombay campus premises, the security agency shall be responsible for coordinating with the regulatory and other authorities for lodging a FIR and handling related legal proceedings.

3) RESPONSIBILITIES

In addition to objective indicated above following shall also be part of responsibilities of security Personnel service:

- a) To Provide Security services for protection of life, Security against theft, pilferage, fire etc. for person and material in the premises.
- b) Physical guarding of entry/exit points, Responsible for frisking/checking of the visitors during and after office hours, Baggage Screening /Directing of visitors. Visitor management in day-to-day routine and during special occasions.
- c) Guiding visitors to the concerned officials/occupants and regulating entry. Control the access of persons/vehicles into and out of the campus, regulating entry of unwanted visitors/sales persons and maintenance of visitor register. Regulating traffic in Campus including during VVIP visits and managing orderly parking at all locations in Campus.
- d) Checking of gate passes, allowing the entry and exit of material and regulating the entry and exit of vehicles accordingly. Ensure end to end monitoring of loading, transit and exit of scrap vehicles after thorough check of vehicle for its contents as per valid documents. Records of the inwards and outwards movement of persons and material's, vehicles etc. to be maintained with proper checking as per instructions given from time to time by the Institute.
- e) Patrolling and guarding various common areas and surroundings to ensure adequate

safety and security. Preventing entry of stray animals like cows, dogs etc. into restricted areas as directed from time to time. Round the clock patrolling of sites. Ensuring that boom barriers and access control systems are monitored and are in operational condition. Maintenance, servicing and operation of all security equipment used by the service provider as part of Security Service throughout the contract period.

- f) Assisting occupants during emergency evacuation of the building, actively participating in crisis management situations such as accidents, bomb threats, and natural disasters. Engaging in regular drills to ensure preparedness for emergencies, and effectively handling disaster management during such events.
- g) Rescue operation of passengers if stranded in lifts, Help occupants in any accidents or medical emergencies. Handling situations in case of fire. Attending to students admitted in Hospital within and outside the Campus during the period of stay in Hospital. Escort students to Hospitals outside campus for MLC and follow up with the Police till all inquiry processes are completed. Provide active support in Police investigation from Campus side.
- h) Maintaining effective liaison with appropriate agencies during disasters and emergencies, and ensuring strong coordination and communication with all such organizations. In coordination with the designated authorities/fire brigade scheduling periodic mock drills on campus and ensuring large-scale participation from all personnel designated for fire-related emergency response.
- i) Lodging of Complaints/FIR in case of any crime or violence and assisting the police and other security agencies in their investigation in any related matter.
- j) Any other responsibility in connection with performance of the roles specified though not specifically covered above shall also be considered as part of the responsibilities of the security Personnel service.

4) IIT BOMBAY'S OBLIGATIONS

- a) The Institute will give basic training/familiarization of the Security Services to the personnel to be deployed by the Service Provider under the contract to give them an understanding of the security related aspects of the institute. This basic training may be for a period of 2-3 days and shall be conducted before the commencement of contract period. The training period will not be counted as shifts manned by Service Provider's personnel for the purpose of payment under the contract.
- b) The Institute shall provide the necessary infrastructure and equipment, such as X-ray baggage screening systems (where required), furniture, and other essential facilities for security personnel to perform their duties. However, uniforms, torches, lathis, arms, and badges shall be provided by the service provider. For specific high-profile events, any short-term requirements for additional equipment—such as baggage scanners, HHMDs, DFMDs, speed cameras, breath analyzers, frisking devices, portable under-belly vehicle scanners, patrolling motorcycles, or vans for the movement of security personnel—shall be arranged by the service provider as and when instructed by the Institute. In addition to the above any other items which are incidental and consequential for providing security services as per the scope of work.

- c) Deployment of security Personnel shall be carried out with the concurrence of the nominated official of the Institute. The nominated official shall be responsible for close coordination with the service provider, monitoring the activities performed by the service provider's personnel, and ensuring their optimum utilization.

5) OBLIGATIONS OF SERVICE PROVIDER

a) Employment of Personnel by service provider:

- i. Service provider providing the security services shall not employ or engage any person unless he or she is a citizen of India or a citizen of such other country as permitted to be employed in terms of Government rules and regulations in force.
- ii. Service provider shall employ only Personnel who is in within the range of minimum 25 and maximum 40 years of age (maximum 45 years of age for highly skilled). Security agencies shall only employ Personnel whose character and antecedents have been duly verified and have a clean record in Police records. It is mandatory for all the Personnel to complete the prescribed security training before consideration for appointment. Service provider shall only engage Personnel fulfilling such physical standards as may be prescribed under section 4, clause 5(k). Further Personnel shall satisfy any other eligibility conditions as may be prescribed in relevant rules and specified by the Institute.
- iii. No person who has been convicted by a competent court or who has been dismissed or removed on grounds of misconduct, or moral turpitude while serving in any of the armed forces of the Union, State Police Organization, Central or State Governments or in any private security agency shall be employed or engaged by the service provider.
- iv. Service provider, while employing a person shall give preference to a person who has served as a member in Army, Navy and Air force or other central paramilitary forces, Central Police forces, even for posts which are not specifically indicated as that of ex-service man in the roles and responsibilities. Age related relaxation in such cases will be allowed if accepted by the Institute as per requirement.
- v. The antecedents of security staff deployed shall be verified by the service provider from local police authority and an undertaking in this regard is to be submitted to the Institute. IIT Bombay reserves the right to verify the relevant records with the service provider to ensure compliance with this provision.
- vi. The service provider shall deploy their personnel only after obtaining the Institute's approval upon duly submitting the Curriculum Vitae (CV) and police verification details of personnel. In case of any replacements the service provider shall inform the institute at least one week in advance and obtain the institute's approval for all such changes before deployment.
- vii. The Institute shall have the right, on reasonable grounds, to have any personnel removed who is considered to be undesirable or otherwise. Similarly, the Service Provider reserves the right to remove any personnel with prior intimation to the Institute, except emergencies. The service

provider must always have sufficient reserve force at their disposal who meet the criterion specified by the Institute to replace personnel being removed. Personnel so removed shall be replaced within a maximum period of 7 working days.

- viii. The Service Provider shall assume the responsibility of Principal Employer in respect of the personnel deployed and shall ensure timely issuance of pay slips to the deployed personnel in accordance with the Code on Wages, 2019 (Labour Codes) and rules notified thereunder. The pay slip shall clearly disclose the components of wages, including basic pay and dearness allowance (and retaining allowance, if any), and shall also separately indicate amounts paid or payable towards statutory social security contributions such as Employees' Provident Fund (EPF), Gratuity, Employees' State Insurance (ESI) and bonuses wherever applicable, and all other statutory or permitted deductions and employer contributions. The Service Provider confirms that all personnel deployed shall remain its employees at all times and shall not be deemed to be employees of IIT Bombay for any purpose. The Service Provider shall indemnify IIT Bombay against any claims, proceedings or liabilities arising from engagement of such personnel or any alleged violation/violation of applicable labour or other relevant laws.
- ix. The Service provider would be responsible to settle grievances of its employees/the personnel deployed at IITB. The Service provider will ensure that grievances of workers are being redressed properly at his level.
- x. Additional personnel wherever required under the approval of the competent authority has to be provided on the wages as per the applicable minimum wages act. The administrative charges of the service provider as mentioned in the quotation will be applicable.
- xi. The Service Provider shall be solely responsible for compliance with all applicable labour laws and statutory obligations in respect of its personnel, including wages, EPF, ESI, gratuity, bonus, and other benefits. IITB shall have no liability whatsoever in this regard, and the Service Provider shall indemnify IITB against any claims arising from non-compliance.
- xii. Leave entitlements of security personnel shall be governed by the provisions of the Maharashtra Private Security Guards (Regulation of Employment and Welfare) Act, 1981, the relevant Scheme framed thereunder, and all other applicable labour laws.

b) Registers to be maintained by Service provider

- i. Service Provider shall maintain a register containing name and addresses of the persons engaged by them including photographs. The service provider shall also maintain data related to payment of salaries of the security personnel and supervisors under its control and such other particulars as may be prescribed under Private Security Agencies (Regulation) Act.
- ii. The service provider shall maintain a register recording the day-to-day deployment of personnel at the Institute, which shall be countersigned by the authorized official of the Institute. While raising bills, the service provider shall submit detailed deployment particulars of the personnel engaged during the

month, on a shift-wise basis, to the Institute. The Institute may call for any additional information from the service provider as it deems necessary.

- iii. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Institute or any other authority under Law.
- iv. The service provider shall, on demand by IIT Bombay, produce all such records / documents / returns for inspection as IIT Bombay deems fit for ensuring proper compliance towards the provisions of applicable Acts / Rules / Laws is being done by the service provider.

c) Issue of photo identity card

- i. For the purpose of proper identification of the personnel deployed by the service provider at various places, the service provider shall issue them identity cards at his own cost and after due verification by the security section of IIT Bombay. ID cards should not bear the name of the Institute or its logo.
- ii. The photo identity card shall be issued in such form as may be prescribed by the institute and complying with Private Security Agencies (Regulation) Act and rules.
- iii. It will be mandatory for all the personnel deployed on security services in each shift to display the identity cards during duty hours. Every security personnel shall carry on person the photo identity card and shall produce it on demand for inspection by the institute or any other officials authorised by the institute.
- iv. The antecedents of the person to be provided by the Service provider will be verified from the appropriate authority by the service provider at his own cost.

d) Requirements of Licenses

- i. Service provider shall be holding a valid license under the provision of Private Security Agencies (Regulation) Act providing for operation in the State of Maharashtra. Service provider shall ensure that all the relevant licenses/registrations/permissions which may be required for providing the services are valid during the entire period of the contract. The documents relevant in this regard shall be verified by the institute at frequent intervals during the contract period and the same shall be produced by the service provider to the Institute on demand.
- ii. The service provider shall comply with all the legal requirements for obtaining license under the Occupational Safety, Health and Working Conditions Code, 2020 at their own part and cost, if applicable.
- iii. The service provider shall maintain all statutory registers required to be maintained as per license provisions under the law and shall produce the same on demand to the Institute or any other authority under the law.

e) Training

The Service Provider shall have his own Establishment/set up/mechanism /Training institute recognized under Private Security Agencies (Regulation) Act 2005 or have tie up with institutions recognized in terms of Private Security Agencies (Regulation)

Act 2005 to provide training for security Personnel with them to ensure correct and satisfactory performance of his/her liabilities and responsibilities. Only such personnel who have undergone training and holding certificates should be deployed under the contract, the training shall be for a minimum period as specified in the Private Security Agencies (Regulation) Act and in terms of the detailed training syllabus as prescribed in the act. A copy of the agreement or MoU is to be provided with the proposal for scrutiny by the Institute. The ex-servicemen and former police personnel shall however be required to attend a condensed course only as per provisions in the Private Security Agencies (Regulation) Act. A copy of the training curriculum should be provided to the Institute for reference. The institute reserves the right to inspect the training facilities of the bidder or the training facilities of the agencies having tie up with the bidder.

f) Reports

- i. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the institute.
- ii. The Service provider has to display all the relevant information (wages/ESI/EPF/Dispensary/Hospital etc.) for workers deployed in the Institute as required under the Law on important places as decided by the Institute.

g) Conduct of the security Personnel deployed

- i. The security personnel shall not accept any gratitude or reward in any form.
- ii. Under the terms of their employment agreement with the Service Provider the Security staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Service Provider.
- iii. The personnel engaged by service provider have to be extremely courteous with very pleasant mannerism in dealing with the Institute Staff and should project an image of utmost discipline. Institute shall have the right to have any person removed in case of its staff complaints or as decided by a representative of the Institute if the person is not performing the job satisfactorily or otherwise. The Service Provider shall have to arrange suitable replacement in all such cases within a period of 7 working days.
- iv. Security personnel engaged by the Service Provider shall not take part in any activities of staff union and other associations. They shall also not indulge in any canvassing or active participation in the activities of the student bodies or other voluntary organisations of the institute. Any such instance shall be a breach of contract and liable for appropriate legal action as per applicable provisions under law.
- v. The personnel deployed shall, in the course of their duties, have access to certain confidential documents and information, which they shall not disclose to any third party. Any breach of this condition shall render both the service provider and the concerned personnel liable for penal action under applicable laws, in addition to action for breach of contract. Any contact with media agencies, or the capturing, storing and or sharing of Institute information in video, audio, or any other digital form across any media, is

strictly prohibited and shall be treated as a breach of contract. Appropriate legal action shall also be initiated against such personnel found to be indulging in such activities.

- vi. IIT Bombay will carry out assessment of suitability of each deployed person within three months and those found unsuitable will have to be replaced immediately by the Service Provider.
- vii. In case, the integrity, character and behavior of any of the service provider's workers is found doubtful, he/she should be replaced immediately by the service provider on receiving instructions from the Chief Security Officer or any authorized Officer of IIT Bombay.
- viii. The selected service provider should ensure proper conduct of its personnel at IIT Bombay campus, and shall also ensure that none of the employees will engage in consumption of alcohol/smoking/chewing of tobacco before joining duty or while on duty. The service provider shall also ensure that its personnel are not engaged in movement/supply of prohibited items on IITB campus. The personnel deployed by service provider are required to leave the institute premises after their specified hours of shift and shall not remain on campus thereafter or use campus facilities for any reason.
- ix. The personnel deployed by the Service Provider shall at all times remain employees of the Service Provider alone. No personnel deployed under this Tender shall have any claim for employment, absorption, regularisation, continuity, or any service benefits against IIT Bombay under any law whatsoever.

h) Uniform and Badges

- i. Service provider shall ensure that all security personnel shall put on badges distinctly showing the name of the agency being represented by them. They shall wear a shoulder or chest badge to indicate his role or function. Distinct colour jackets with identifying labels must be provided to the guards as per their deployment in campus. Personnel employed as Security Guards shall have whistle attached to the whistle cord and to be kept in the left pocket, Shoes with eyelet and laces, headgear which may also carry the mark of the service provider.
- ii. The clothes worn by the security personnel while on active duty shall be such that they do not hamper his/her efficient performance. In particular they will neither be too tight nor too loose as to obstruct movement or bending of limbs.
- iii. Every Personnel functioning as security guard will carry a notebook and writing instrument with them.
- iv. Every security person shall be provided one good quality torch and one baton. For wet weather days, each guard must be in possession of Rain Wear and Gum Boots.
- v. Every personnel functioning as security guard while on active security duty will wear and display a photo- identity card issued on the outermost garment above waist level on his person in a conspicuous manner.

- vi. Parameters of the uniform shall conform to provisions of Private Security Agencies (Regulation) Act.
- vii. Wearing of uniforms and name plates by the employee of the Service provider deployed during duty hours is compulsory. Summer and winter uniform to be provided to Security Personnel. Raincoats to be provided for the rainy season to all security personnel.

i) Monitoring and Supervision by the service provider

- i. Service provider shall ensure that adequate supervision will be provided to ensure correct performance of the personnel deployed in accordance with the prevailing assignment instructions agreed upon between the service provider and IIT Bombay. Even if a security supervisor is not availed by the Institute, service provider should keep track of performance of the staff deployed and give necessary support to ensure good performance. The service provider may depute additional clerical staff under its own arrangement to manage its record keeping and attendance etc. as deemed necessary, which will not be taken out from the guards deployed in the Institute and will not be paid for under the contract.
- ii. The Service Provider will deploy supervisors as per the need given by the Institute. The supervisor shall be required to work as per the instructions of the Institute.
- iii. The Service Provider shall do and perform all such security services, acts, matters and things connected with the administration, supervision and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Institute may issue from time to time.
- iv. The Service Provider shall be responsible to maintain all property and equipment of the Institute entrusted to it.
- v. The Service Provider shall nominate a Center In-charge and one Deputy center In-charge who shall be responsible for regular interaction with the Institute so that optimal services of the persons deployed could be availed without any disruption.

j) Working hours and Reporting Time

The below shift times requirements are indicative only. The actual deployment schedule and security personnel requirements may vary depending upon the requirements of the Institute:

Sl. No.	Tentative Shift Time
1.	1 st Shift – 06:00 AM to 02:00 PM
2.	2 nd Shift – 02:00 PM to 10:00 PM
3.	3 rd Shift – 10:00 PM to 06:00 AM

*Each shift must include personnel such that at least 1% of the total Personnel on that shift have experience in swimming or waterbody rescue.

- i. The personnel will have to report to the Institute's security office at least 30 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by the Institute.
- ii. The working hours and days of the outsourced employees will be as per the existing applicable rules of the Institute. However, they have to work on holidays, if necessary and based on demand. The service provider has to take up advance personnel planning for periods such as local festivals in order to ensure that there is no shortage of Personnel during such periods leading to vacant security posts on Campus.
- iii. In the event of leave availed by personnel deployed for duty and suitable substitute(s) shall be provided by service provider as per mutual understanding with the Institute.
- iv. Consequent to poor performance of deployed personnel, service provider shall immediately replace the deployed personnel thereby maintaining service levels.
- v. The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Institute. The biometric attendance system shall be made available by the Institute and the personnel deployed for the security service shall be enrolled through the access provided to the service provider by the institute.
- vi. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- vii. The number of Personnel may be increased or decreased by up to 25% at any time, based on the requirements of the Institute.
- viii. In addition to the deployment of outsourced security guards as per the tender document, the bidder will also quote for 30 Walkie-Talkie Radio sets - capacity of 3km range (end to end) with two independent channels, two electric two- wheelers to be used for campus patrolling by security personnel and one Van (12-seater) for movement of personnel to various posts within the Campus and for Patrolling Duties. The running and maintenance cost of such patrolling vehicles including fuel, shall be borne by the service provider.
- ix. Security Personnel for Patrolling Vehicle: The bidder will also deploy sufficient numbers of security personnel for round the clock driving duties in three shifts, who will have valid driving licenses for driving the vehicles. As the institute does not have separate provision for deployment of drivers for patrolling vehicles. The cost of providing security personnel should be clearly distinguished in the quote.

k) Qualitative Requirements

The security personnel have to secure the entire IIT Bombay Campus and regulate movement of vehicles and persons at the entry/exit gates. The places where the

Security personnel are to be deployed shall be decided by IIT Bombay. The places of deployment may include but not be limited to Hostels, parking areas, traffic duties, Academic Departments, Access points, Security Kiosk, Encroached land within IIT Campus, patrolling duties, crowd control such as handling events, unions or Dharnas, security support/ arrangement in/ during VIP/VVIP visits, Movement of security equipment as and when required for security operations and others as decided by the Institute. The total requirement is as below:

Sl. No.	Personnel	On Duty Per Day	Reliver
1	Centre In-charge	1	NA
2	Dy. Centre In-charge	1	NA
3	Male Supervisors	6	2
4	Female Supervisors	3	1
5	Male Security Guards	279	47
6	Female Security Guards	48	8
7	Technical Operators for Command Centre (CCTV Monitoring)	6	1
Total		344	59
*The above personnel is not inclusive of driver for patrolling vehicle, bidder to provide vehicle with driver in each shift.			

Note: The Centre In-charge and Deputy Centre In-charge should schedule their duty time, weekly off and leave requirements in consultation with security section of IITB in such a way that at least one of them is always present on campus to oversee and manage security operations at the Institute.

1. For Semi-Skilled Personnel – (For Security Guards)

- Minimum Higher Secondary School (10+2)
- Minimum Age 25 Years & Maximum Age 40 Years
- Minimum Height- 5.6" (167 cm) for Male and 5.2" (157) for Female
- Minimum Weight-60 Kg & Maximum Weight- 80 Kg (40 - 60 Kg for Female)
- Able to walk and patrol 8 hours a day
- 6/6 vision (or corrected to 6/9 with glasses).
- Physically fit and healthy
- Knowledge of Hindi, English, and Marathi is a Must. Able to read and write in Hindi, English, and Marathi.
- Security related experience of at least 3 years

2. For Skilled Personnel

Under this category, the Service Provider has to provide a pool of personnel out of which the institute will shortlist the suitable candidates having relevant skills/ experience before induction:

I. For Supervisors'

- Minimum Graduate or equivalent
- Minimum Age 25 Years & Maximum Age 45 Years
- Minimum Height- 5.3" (162 cm) for male and 5.2" (157) for Female
- Minimum Weight-60 Kg & Maximum Weight-80 Kg (40 - 60 Kg for Female)

- v. Physically fit and healthy.
- vi. Good Communication skills.
- vii. Knowledge of Hindi, English and Marathi is a Must. Able to read and write in Hindi, English & Marathi & working knowledge of MS Office.
- viii. Security related experience of at least 5 years.

II. For Technical Operator for Command Centre

- i. Educational Qualification: UG Degree / Diploma with minimum 60% marks.
- ii. Experience: Minimum 1 year of experience in a relevant field (CCTV operations / surveillance systems / security systems / data analytics / command centre operations).
- iii. Minimum Age 25 Years & Maximum Age 45 Years.
- iv. Physically fit and healthy.
- v. Good Communication skills.
- vi. Knowledge of Hindi, English and Marathi is a Must. Able to read and write in Hindi, English & Marathi and working knowledge of MS Office.

3. For Highly Skilled – (For Centre In-charge / Deputy Centre In-charge)

Under this category, the Service Provider has to provide a pool of personnel out of which the institute will shortlist the suitable candidates having relevant skills/ experience before induction:

- i. Candidates must possess a minimum of a graduate degree or equivalent qualification. Preference shall be given to highly qualified candidates.
- ii. Minimum Age 30 Years & Maximum Age 45 Years
- iii. Minimum Height- 5.3" (162 cm) for male and 5.2" (157) for Female
- iv. Minimum Weight-60 Kg & Maximum Weight-80 Kg (40 - 60 Kg for Female)
- v. Physically fit and healthy.
- vi. Good Communication skills.
- vii. Knowledge of Hindi, English and Marathi is a Must. Able to read and write in Hindi, English & Marathi & working knowledge of MS Office.
- viii. More than 10 years of experience in the security domain, including 5 years in supervisory/managerial positions.
- ix. Ex-service men will be preferred.

I) Physical standards and Medical check up

- i. The Service Provider shall ensure that all deployed Personnel meets the physical fitness standards specified under Section 4, Clause 5(j).
- ii. The Service provider should invariably get medical check-up of all the personnel at the time of their induction in the rolls of the agency to ensure their fitness for the job assigned and annual medical check-ups to be done as prescribed under Private Security Agencies (Regulation) Act. A record of the same shall be maintained in the personal file of the security personnel. In case Institute demands for a copy of medical fitness certificate at time of deployment to their organization same shall be given. IIT Bombay has the right to conduct fitness tests of deployed personnel as and when deemed necessary. Those found unfit will be turned back for immediate replacement.

- iii. The security personnel deployed should be free from evidence of any contagious or infectious disease. He/she should not be suffering from any which is likely to be aggravated by service or is likely to render him/her unfit for service or endanger the health of the public.
- iv. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by IIT Bombay.
- v. The Service provider shall ensure that his personnel have insurance coverage for personal accident and / or death while performing the duty.
- vi. The service provider shall provide a medical fitness certificate for all his workers working under his contract from the Government authorized registered doctor. All documents relating to compliance with Statutory and other provisions shall be available with the service provider at all times at the place of work for any inspection.

SECTION 5: GENERAL TERMS AND CONDITIONS OF CONTRACT

1) SCOPE OF WORK

Contract for providing outsourced security and Personnel services (under categories of Semi-Skilled, Skilled and Highly Skilled) for IIT Bombay.

2) AWARD OF CONTRACT AND EMPANELMENT

The top three firms obtaining the highest total score under the QCBS evaluation shall be selected and empanelled for a period of three (3) years, subject to the conditions specified below:

- The bidder securing the highest total score shall be awarded the contract initially for three (3) years at the quoted rates, subject to annual performance review by the competent authority of IIT Bombay.
- The remaining two (2) bidders shall also be empanelled for three (3) years and may be considered for deployment in case of additional requirements or exigencies.
- The rates quoted by the highest-scoring bidder shall remain valid for three (3) years, except statutory wage components, which shall be paid in accordance with applicable minimum wage rates as revised from time to time.
- Revision of vehicle deployment charges may be considered in case of a significant increase in fuel costs, subject to submission of justification and shall be at sole discretion of IIT Bombay.

3) PERIOD OF CONTRACT

The contract shall initially be valid for a period of three (3) years from the date of award, subject to satisfactory performance, which shall be reviewed annually.

However, the contract may be extended for an additional period of two (2) years, subject to receipt of satisfactory performance reports from all concerned officials of IIT Bombay. The decision of the Competent Authority of IIT Bombay, Mumbai, regarding such extension shall be final and binding. Accordingly, the performance security shall be retained for the duration of the extended period. Revised commercial bids for the fourth and fifth year shall be invited only from the empanelled bidders.

In the event of a breach of contract or failure to fulfill the minimum/statutory requirements, IIT Bombay shall have the right to terminate the contract forthwith, in addition to forfeiting the performance security deposit submitted by the service provider and initiating administrative action, including debarment, at the sole discretion of the competent authority of the Institute.

The Competent Authority may allot the contract in full or a part of such contract to the next firm out of the panel available with it at any time in the event of non-compliance or breach of any terms and conditions of this contract by the working service provider or otherwise if it is deemed fit to do so in the interest of the institute or in case of furnishing any wrong information/documents or concealing any material or vital facts, beside terminating the contract. IIT Bombay reserves its right to take appropriate legal course of action against defaulter, in order to ensure effective supply/supervision of these services by the service provider.

4) PENALTIES AND TERMINATION

The Service Provider shall be responsible for faithful compliance of the terms and conditions of this agreement. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA and in case of three Consecutive defaults against the same events, the contract will be liable to be cancelled. However non-delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and the contract will be cancelled immediately without giving any further notice. Removal or disengagement of personnel or termination of services pursuant to statutory or regulatory requirements shall not give rise to any claim for damages, continuation or reinstatement.

Notwithstanding anything contained herein, IIT Bombay shall have the right to terminate this Agreement, in whole or in part, at its convenience and without assigning any reason, by providing the Service Provider with not less than three (3) months' prior written notice. Upon expiry of such notice period, the Agreement shall stand terminated without any further act or deed. In such event, the Service Provider shall not be entitled to any compensation, damages, loss of profit, or any other claim arising out of or in connection with such termination, except for payment of undisputed dues for services satisfactorily rendered up to the effective date of termination.

Sl. No.	Service Level Agreement	Baseline	Penalties for Breach		
			1 st Instance	2 nd Instance	3 rd Instance
1	Delay in deployment of security personnel by the service provider	Deployment to start Within 2 weeks of the placement of Service Contract	In case deployment is made after 2 weeks of placement of Service Contract and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However, buyer shall be at liberty to cancel the order without any further reference to service provider in case so desire	In case of deployment is made after 3 weeks of placement of Service Contract and delay is due to service provider 2% of the value of the contract shall be levied as penalty. However, buyer shall be at	In case deployment not made 4 weeks after placement of Service Contract, the contract shall be terminated without any reference

				liberty to cancel the order without any further reference in case so desire	
2	Inability to maintain the required strength of personnel for duties assigned.	An average shortfall of 5% or more in manpower deployment during a week shall be treated as SLA violation. In the event of any shortfall in deployment, payment to the service provider shall be made on the basis of actual attendance only.	An amount equivalent to 1% of the total billing amount for the particular month shall be deducted as penalty	An amount equivalent to 3% of the total billing amount for the particular month shall be deducted as penalty	An amount equivalent to 5% of the total billing amount for the particular month shall be deducted as penalty. Additionally, the Insitute reserves the right to: Withhold payments, terminate the contract partially or fully, and/or forfeit the Performance Security Deposit

					, as deemed appropriate.
3	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behavior etc. with public or employees of Institute or other employees of service provider	No instance	Replacement of security personnel and ₹1000 fine on the service provider	Replacement of security personnel and ₹5000 fine on the service provider	Replacement of security personnel and ₹10000 fine on the service provider
4	Security personnel not found displaying photo id or not in proper uniform	No instance	₹1000 penalty on service provider	₹3000 penalty on service provider	₹5000 Penalty on service provider
5	Security personnel indulging in drinking/sleeping/ watching mobile videos/ missing from place of duty/ leaving post without proper handing over to next person on duty	Zero instance	Immediate removal of the security personnel apart from and penalty of ₹1000 on the service provider	Immediate removal of the security personnel apart from and penalty of ₹3000 on the service provider	Immediate removal of the security personnel apart from and penalty of ₹5000 on the service provider
6	If the resource is	No instance	Deduction of wages for the day(s) of absence shall be made as per the applicable rates prevailing on the date		

	absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute	e	of absenteeism, in accordance with the Code on Wages, 2019.		
7	In the event of breakdown/ non-availability of the deployed vehicle during the contract period.	The deployed vehicle shall maintain minimum 95% monthly availability and remain roadworthy throughout the contract period. Vehicle replacement time within the same day.	A 1% penalty on the vehicle's monthly bill shall be imposed.	A 3% penalty on the vehicle's monthly bill shall be imposed. replace the vehicle permanently if found repeatedly unserviceable	A 5% penalty on the vehicle's monthly bill shall be imposed. Additionally, the Institute reserves the right to: demand immediate replacement of the vehicle, withhold payments, terminate the contract partially or fully, and/or forfeit the Performance Security Deposit

					, as deemed appropriate.
8	In the event of malfunctioning, non-functioning, or non-availability of walkie-talkie sets deployed under the contract	The deployed walkie-talkie sets shall maintain minimum 95% operational availability throughout the contract period. Walkie-talkie replacement time within 4 hours from the time of problem reporting.	A 1% penalty on the walkie-talkie's monthly bill shall be imposed.	A 3% penalty on the walkie-talkie's monthly bill shall be imposed. The service provider may also be directed to replace the defective equipment permanently.	A 3% penalty on the walkie-talkie's monthly bill shall be imposed. The Institute reserves the right to: i) order immediate replacement of all defective equipment, ii) withhold payments, iii) invoke penalty provisions under the contract, and/or iv) terminate the contract for persistent non-performance.

9	In case of expiry of any of the licenses required for performing the services such as Private Security Agencies (Regulation) Act, etc.	Termination of the contract by the Institute.			
10	Delay in payments of take-home remuneration by the Service Provider to resources employed, Delay in deposit of EPF and ESI (both employee and employer share)	₹100000 for each default can be imposed by the Institute on the service provider.			
11	In case of violation of labour laws as applicable from time to time applicable for the services	Penalty of ₹50000 for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of service provider			
12	Cumulative penalty	Cumulative penalty shall not exceed 10% of the total contract value and in case exceeds contract is liable to be cancelled			

In the event of breach of any of the terms and conditions of the contract, or if the Service Provider neglects, delays, or fails to perform the contract, IIT Bombay shall be entitled to levy and recover a penalty of up to a maximum of 10% of the contract value. IIT Bombay also reserves the right to forfeit the performance security deposit, in whole or in part, as deemed appropriate.

5) OTHER TERMS AND CONDITIONS

- a) The successful tenderer shall be required to execute an Agreement Deed on the format approved by this Institute on stamp papers of appropriate value. In addition to the deployment of personnel as per the tender document, the bidder will also quote for 30 Walkie-Talkie Sets capacity of 3km range (end to end) with two independent channels, Two Electric Two Wheelers and One 12-seater Van is to be used for campus patrolling of security personnel.
- b) Patrolling Electric Two-Wheelers: Two electric two-wheelers provided by the Service provider at the IIT Bombay campus shall mandatorily be in good working condition and of a reasonably recent model (preferably 2024–2025 production) to ensure efficient service. The vehicles shall comply with all applicable safety standards. The Service provider shall ensure that the electric two-wheelers deployed for patrolling duty are capable of covering a minimum of 40 km per day within and around the Institute campus. Any electric two-wheeler remaining out of order for more than one day in a month, without providing a suitable replacement, shall attract penalty points, to be mutually agreed upon at the time of signing the agreement.
- c) Personnel Carrier Van: The Van (12-seater) along with driver provided by the Service provider at the IIT Bombay campus shall mandatorily be in good working condition and of a reasonably recent model (preferably 2024–2025 production), to ensure efficient service. The vehicle shall comply with all applicable safety standards. The Service provider shall ensure that the four-wheeler deployed as a personnel carrier is also suitable for patrolling duties and is capable of covering a minimum of 40 km per day within and around the Institute campus. Any four-wheeler remaining out of order for more than one day in a month without providing a suitable replacement shall attract penalty points, to be mutually agreed upon at the time of signing the agreement.

6) DRESS, PROTECTIVE AND SAFETY GEAR AND HARDSHIP, DEPARTMENT AND DISCIPLINE OF SECURITY PERSONNEL

- a) The Service Provider shall provide a properly designed uniform. The Institute reserves the right to suggest modifications to the uniform as it may deem fit for the proper appearance and turnout of the security guards. The Service provider shall ensure that all deployed staff at IIT Bombay wear smart, neat, clean, and well-ironed uniforms, fully funded by the Service provider. The uniform shall be worn at all times during deployment and shall be maintained in good condition. The pattern and appearance of the uniform shall be uniform and identical for all personnel. The Service provider shall also provide all necessary accessories along with the uniform to the deployed security personnel at its own cost. The details of uniform to be provided per annum per security personnel is as follows: -
 - i. Two shirts and two pairs of trousers for male personnel.
 - ii. Two pairs of appropriate uniforms for female personnel.
 - iii. One pair of boot ankle (DMS) shoes/Gumboots and two pairs of socks.
 - iv. Two Name Plates.
 - v. Two Caps, one Belt with buckle
 - vi. Ceremonial uniform for special occasions.
 - vii. One Raincoat.
 - viii. Torch, Baton, Line yard with whistle one each.

- ix. Two pairs of title shoulders.
- x. Winter uniform will include a Jersey (Uniform color)
- xi. Protective material against insects/ snakes and other wild animals.
- xii. Carabinieri rope, whistle and individual first aid box.
- xiii. Two gum boots.
- xiv. Rain protective trousers.
- xv. Security Jackets as per duty assigned

(In addition to the above, the vendor may provide any additional uniforms, liveries, or related items at its own expense. IIT Bombay has no objection to the same.)

b) Cost of Uniform

The service provider shall provide proper uniforms as specified under S. No. 6, 'Dress, Deportment and Discipline of Security Personnel,' entirely at its own cost and expense to every personnel deployed within the Institute campus. Under no circumstances shall any deduction or charge be made from the personnel employed towards the cost of uniforms or related items. In the event of any violation of this provision coming to the notice of the Institute, the Service provider shall be liable for appropriate penal action, including imposition of penalty points.

The aforesaid items shall be procured from reputed branded companies. One jersey (in uniform colour) shall be issued annually for winter use. The jersey shall be from reputed brands such as Oswal, OCM, or equivalent.

The service provider shall supply standard uniforms with name-plates/name-tags to the persons engaged on duty. The Institute shall not allow any employee of the Service provider to work inside the Institute without the proper uniform. If the uniforms are worn out during the period of contract, it shall be the responsibility of the Service provider to supply another set of uniform free of cost to the persons. Further, the Service provider shall ensure that the deployed persons wear only proper uniform while on duty in the Institute. The Service provider shall get the identity card of each employee attested from the Security Officer of the Institute. The Institute shall not provide any kind of weapons, batons, torch etc. nor incur any expenses in this regard. It would entirely be the responsibility of the Service provider to supply such minor equipment necessary for discharge of duty.

7) TERMINATION

- a) This service provider may be terminated forthwith by either party by giving written notice three months to the other party if:
 - i. The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or
 - ii. In case of breach of any of terms and conditions of the Contract by the service provider including violation of any statutory or regulatory requirements, the Competent Authority of the Institute shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by the Institute and in that event and the security deposit in the form of performance Bank Guarantee shall be forfeited and encashed.
 - iii. If the service provider does not provide personnel services satisfactorily as

per the requirements of the Institute or / and as per the Scope of Work.

- iv. The service provider goes bankrupt and becomes insolvent.
- v. The termination of the contract on the death of the service provider.
- vi. Without prejudice to any of the rights or remedies under this contract, if the service provider dies or the firm is dissolved or the company is liquidated, IIT Bombay shall have the option of terminating the contract without compensation to the service provider.

b) Clause of Special Termination Rights

- i. IIT Bombay reserves the right to terminate the contract, in whole or in part, at any time subsequent to its award. This may occur if IIT Bombay determines that it no longer requires the services or work stipulated in the contract. In such an event, IIT Bombay will provide written notice of termination to the service provider. Following this termination, the service provider shall not be entitled to any compensation or claims. This includes any potential profits or advantages that the service provider might have gained from the full execution of the work, but did not due to the premature termination of the contract.
- ii. On the expiry of the contract period, without any notice; OR
- iii. On giving three months' notice at any time during the period of services, in case the services rendered by the Service provider are not found satisfactory and in conformity with the general norms and the standard prescribed for the services; OR
- iv. On unsatisfactory performance during the first three months. OR
- v. On assigning of the contract or any part thereof or any benefit or interest therein or there under by the Service provider to any third person for sub-letting the whole or a part of the contract to any third person, without any notice;
- vi. On service provider being declared insolvent by the competent Court of law without any notice.

8) RIGHTS OF IIT BOMBAY

- a) The Registrar, IIT Bombay shall have absolute right and authority to forfeit the said security/bank guarantee in case of breach of any clause of the Agreement by giving prior notice.
- b) The decision of the Institute regarding the determination of the quality of work/services rendered by the service provider or their employees shall be final and binding on the service provider. The service provider shall thereafter rectify the defects so pointed out without any additional payment. The Institute reserves the right to have the rejected services executed or replaced at its own level, at the risk and cost of the service provider, after issuing a written notice to the service provider. The expenditure incurred in this regard shall be recovered from the service provider's outstanding dues or by invoking the security deposit/bank guarantee, as the Institute may deem

appropriate.

- c) Canvassing in connection with the tender is strictly prohibited and the tender submitted by the service provider who resorts to canvassing will be liable for rejection.
- d) The Chief Security Officer, IIT Bombay, or any other officer(s) authorized by him/her, shall be at liberty to carry out surprise checks on the personnel deployed by the service provider to ensure that the required number of persons are deployed and that they are performing their duties satisfactorily.

9) EMPLOYMENT RESPONSIBILITY

- a) The persons deployed by the service provider for the execution of the contract shall be the employees of the service provider for all intents and purposes and in no case, there shall be any relationship of employee and employer between the said persons and the Institute either implicitly or explicitly.
- b) The persons so deployed shall be under the overall control and supervision of the service provider and the service provider shall be liable for payment of their wages and all other dues within the stipulated time which the service provider is liable to pay under the various Labour Regulations and other statutory provisions. The Service Provider shall keep IIT Bombay fully indemnified and harmless from and against any liability, claim, loss, damage, cost or expense arising in connection with the performance of the Services, and IIT Bombay shall bear no liability in respect thereof.
- c) The service provider is duty bound to explain to all their workmen clearly, that they shall remain employees of the service provider and shall have no relationship with the Institute whatsoever. The service provider shall also explain to the workmen that they are being engaged on the condition that they shall not seek any benefits/claims from the Institute. The service provider shall also secure written undertakings from all the employees to this effect.

10) LEGAL COMPLIANCE

- a) It shall be the sole responsibility of the service provider to comply with the provisions of all applicable Acts in respect of the personnel engaged by them for the performance of this contract. The Service Provider shall specifically ensure compliance with all applicable Labour Laws/Acts and any re-enactments, amendments, or modifications thereof, as updated from time to time, if any.
- b) The service provider shall conform to the provisions of all applicable Central and State Acts and Regulations on the subject, as well as the terms and conditions of the contract. The service provider shall be liable for deduction of TDS on the total bill as per the provisions of the Income Tax Act, at the rates applicable from time to time, and shall submit a copy of the relevant receipt to the office of the Chief Security Officer, IIT Bombay.
- c) Any obligations and/or formalities required to be fulfilled under the Contract Labour (Regulation and Abolition) Act, 1970, as amended from time to time, or under any other applicable Act, for the purpose of entering into and/or executing this contract, shall be carried out by the Service provider at their own expense. The service provider shall report such compliance to the Institute. The service provider shall be solely liable for any violation of the provisions of the said Act or any other applicable Act.

11) WAGES, PAYMENT & RECORDS

- a) All documents, including details of payments made by the service provider to the workers deployed by them, shall be open to inspection by the Chief Security Officer, IIT Bombay, or any person authorized by him/her. Payments to the workers deployed by the service provider shall be made directly into the bank accounts of the contract personnel.
- b) The service provider shall provide salary slips to employees with full information in respect of the wages paid by them to their employees so deployed in conformity with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and Rules, made thereunder.
- c) The service provider shall ensure payment of wages to their workmen on or before the 7th day of each succeeding month. Thereafter, the Service provider shall furnish details of salary disbursement to the Chief Security Officer, IIT Bombay, within 15 days, along with proof of deposit of ESI and EPF contributions for the Personnel engaged by them for the said month. This obligation is imposed on the Service provider to ensure compliance with their commitments towards the employees deployed under various Labour Laws.
- d) The service provider shall comply with, or cause to be complied with, the Service provider's Labour Regulations issued by the Institute from time to time with regard to payment of wages, wage periods, deductions from wages, and recovery of unpaid wages or unauthorized deductions. The Service provider shall maintain all requisite records, including attendance registers, individual ledgers/wage books, wage slips, and publications of wage rates and terms of employment.
- e) The wages shall be paid to workmen without any deduction except those under the payment of Wages Act and Minimum wages Act.
- f) Separate EPF and ESI Challan indicating Personnel deployed in the Institute required to be submitted with the monthly wage bill containing name of person/EPF Number/ESI Number/Contribution from Person/Contribution from service provider has to be indicated separately.

12) SECURITY & CONDUCT

- a) The service provider & their staff shall follow the rules & regulations of IIT Bombay in force and instructions issued from time-to-time. IIT Bombay will be free to take action against the service provider for violating the same.
- b) The Service provider shall take all reasonable precautions to prevent any unlawful act or disorderly conduct of their employees so deployed for the preservation of peace and protection of persons and property of the Institute.
- c) Inspection of outsourced personnel to be carried out by service provider or authorized person from the service provider.

13) WORKFORCE MANAGEMENT

- a) In case any of the persons so deployed by the service provider does not come up to the mark or does not perform his duties satisfactorily or reports late for duty or indulges in any unlawful act or misconduct, the service provider shall take suitable action against such employee on the direction of the Chief Security Officer, IIT

Bombay or any other officer so authorized by him in this regard.

- b) In case of any complaint/defect pointed out by the Institute authorities, the Service provider shall immediately replace the person so deployed.
- c) If any outsourced personnel goes on long leave/absent without information for 3 or more days, suitable replacement within a week with prior approval from the Institute has to be provided by the service provider.
- d) The Service provider shall ensure an immediate response to any Bandh, gherao, strike, or crisis caused by the Personnel provided under this contract. The principle of “no work, no pay” shall apply to any Personnel involved in such strike, bandh, or gherao. The Service provider shall take prompt disciplinary action against the erring personnel and shall provide immediate replacement of any Personnel involved in unauthorized assembly, strike, bandh, or gherao.

14) LEAVE & WELFARE

- a) Leave/Weekly off: The Service provider shall add all charges towards Holiday/Leave applicable as per rules in the bid. Leave has to be approved by the service provider/service provider authorized person.
- b) The Service provider will ensure that his workmen are granted Holidays/Leave with wages as per applicable Act/Rules.
- c) The service provider shall see that appropriate arrangements are made for deployed personnel for their meals while on duty. Personnel will not be allowed to leave the post for meals.

15) LOGISTICS & DEPLOYMENT

- a) The service provider shall deploy personnel which preferably is residing within 20-25 Kms from the Institute. In case of delay in reporting on duty, arrangements may be made to pick up personnel from the nearest railway station to prevent late reporting on duty.
- b) Security supervisors to be deployed with two electric two wheelers and One 12-seater Van for carrying personnel and for patrolling.

16) DOCUMENTATION & FORMALITIES

- a) All documents including details of payment made by the service provider to the workers deployed by them shall be open for inspection by the Chief Security Officer, IIT Bombay or any person authorized by him. Payments to workers deployed by the service provider shall be made directly into the bank account of the contract labourers.
- b) A verification report in respect of all the personnel of service provider from the concerned police station of concerned residential areas should be submitted before deployment and also a list of employees with bio-data of each employee posted to the Institute along with photo and signature/thumb impression should be handed over to Administration of IIT Bombay. Any changes should be informed immediately.
- c) Integrity pact has to be signed by the service provider as per rules within 30 days from the award of contract.

17) LIABILITY & INDEMNITY

- a) The Service provider shall be fully responsible for any accident or mishap involving the workers engaged by the Service provider, and shall be liable to pay compensation/claims to such workers or their dependents in accordance with applicable laws. The Service provider shall indemnify IIT Bombay against any claims arising out of accidents, disability of any nature, death, or any other liability under applicable laws in respect of all workers engaged by the Service provider. The Service provider shall fully indemnify IIT Bombay against all such claims and liabilities.
- b) It shall be the sole responsibility of the service provider to ensure security and safety of all the property and assets movable and immovable of the Institute and affiliated bodies/companies etc. located within IIT Bombay Campus while working in the office premises and if there is any loss to the Institute on account of dishonesty, connivance, negligence on the part of its workers and/or due to any cause, the service provider shall make good on demand the loss to the Institute. The service provider shall report promptly to the Institute any theft or pilferage that takes place or where any attempt is made to that effect and loss, if any, shall be recovered from the service provider.
- c) The Service Provider shall defend, indemnify and hold harmless IIT Bombay, its officers, employees, representatives and affiliates from and against any and all losses, damages, liabilities, claims, demands, actions, proceedings, costs and expenses (including reasonable legal fees and expenses) arising out of or in connection with: (i) any breach by the Service Provider of its obligations, representations, warranties or undertakings under this Agreement; (ii) any act, omission, negligence, misconduct or default of the Service Provider, its personnel, agents or representatives; (iii) any violation of applicable laws, rules or regulations by the Service Provider or its personnel; and (iv) any third-party claims arising from or relating to the performance or non-performance of the Services. The obligations under this clause shall survive the expiry or termination of this Agreement.

18) PERFORMANCE SECURITY / GUARANTEE

- a) Performance Guarantee is mandatory. The Performance Guarantee should be established in favour of "The Registrar, IIT Bombay". Performance Guarantee is to be established through any of the Nationalized/ Scheduled Commercial Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai.
- b) The Security Firm awarded the contract shall submit a performance guarantee, as prescribed above, to the Institute within 15 days of receipt of the contract. The guarantee shall be in the form of a bank guarantee, in the format provided in Section 8, for an amount of ₹20 lakhs.
- c) Performance Bank Guarantee shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and IIT Bombay, under the terms & conditions of acceptance to the tender.
- d) The successful tenderer is entirely responsible for the due performance of the contract in letter and spirit and all other documents referred to in the acceptance of tenders.

- e) Performance guarantee shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider, commencing from the date of contract.
- f) If the successful bidder fails to submit the Performance Bank Guarantee (PBG) then the contract will be cancelled.
- g) No interest shall be payable by the buyer to the Bidder on PBG.

19) FORCE MAJEURE

The Parties acknowledge that in the event of force majeure event, including but not limited to natural disasters, acts of God, war, civil commotion or unrest, epidemics, governmental actions or other events beyond the reasonable control of either Party, the requirement for security services may increase or become more critical. The Service Provider expressly agrees and undertakes that notwithstanding the occurrence of any such force majeure event, it shall make its best efforts to continue to perform and discharge its obligations under this Agreement to the maximum extent possible. The prevailing law relating to force majeure shall apply in case there is a dispute relating to the performance of duties by Service Provider during force majeure event.

20) LEGAL MATTER

- a) All disputes arising out of or in connection with this tender or any subsequent contract shall be subject to the exclusive jurisdiction of the courts in Mumbai, India. Such disputes shall be governed and adjudicated in accordance with the laws of India.
- b) IIT Bombay may enter into a parallel similar contract subject to its requirement, simultaneously with any other service provider as may be deemed necessary at any point during the period of the contract in the interest of IIT Bombay.
- c) In case of breach of any of the terms and conditions of the contract IIT Bombay will entrust the work to any other service provider at the risk and cost of the service provider and the service provider shall be liable to pay any extra expenditure, damages, loss suffered on account of the cancellation of the contract. All amounts including the loss/damage/penalties/compensation and extra charges for non-compliance terms of the contract, payable by the service provider to IIT Bombay under the terms of the contract will be recovered from the outstanding payments to the service provider either under the contract or any other contract or from security deposit. In case this amount is insufficient for such recoveries, the service provider shall make the balance amount by actual payment. In addition, IIT Bombay has the right to recover the said amount from the service provider.

21) FURNISHING FRAUDULENT INFORMATION/ DOCUMENT

If it is found that a bidder has furnished fraudulent document/information, the bid security/performance security (wherever applicable) shall be forfeited and the service provider will be debarred for a period of up to 2 (two) years from the date of detection of such fraudulent activity, besides the legal action. In case of major and serious fraud, the period of debarment may be enhanced.

SECTION 6: COMMERCIAL BID

Tender No. MMD/SMS/SC/2026-27

Due date: 01st July, 2026

A) Personnel

Sl. No.	Component	Unit	Semi-Skilled	Skilled	Highly Skilled
1	Minimum Wages (as per Govt. notification)	Per Person / Month			
2	EPF Contribution (Employer Share)	% of wages			
3	ESI Contribution (Employer Share)	% of wages			
4	Service Charge*	%			
5	GST	%			
Total Cost Per Personnel for 26 days					

***The minimum service charge for Personnel outsourcing services is 3.85%. Bids offering service charges below this rate are typically considered unresponsive and rejected.**

B) Add-on items

Sl. No.	Particulars	Electric Two-Wheeler (2 Nos)	Van – 12-Seater including driver (1 No.)	Walkie-Talkie Radio sets - capacity of 3km range (end to end) with two independent channels (30 Nos)
1	Charges per month*			
2	*Rate per extra KM (If distance exceeds 40 KM in a day)			NA

***A maximum running limit of 40 km per day shall apply to two-wheelers and vans. Charges for usage beyond the prescribed limit shall not be considered for the purpose of commercial evaluation of bids.**

Important Notes:

- The number of requirements of personnel and add-on items may be increased or decreased by up to 25% at any time, based on the requirements of the Institute.
- Commercially L1 shall be the bidder whose evaluated bid is the lowest, based on the combined assessment of the Service Charge for Personnel and the Total Gross Amount of Add-on Items. The contract shall be awarded based on QCBS evaluation method, with 30% weightage assigned to technical parameters (including presentation) and 70% weightage assigned to the financial bid.

- c) The wages shall not be less than the minimum daily wages approved by the Central Govt. violating this at any stage will lead to rejection of Tender or termination of service.
- d) In case two or more agencies/companies quote identical service charges, preference shall be given to the bidder/company with the highest average annual turnover for the preceding three financial years (2022–23, 2023–24, and 2024–25).

(Name & Signature of Tenderer/Bidder with seal)

Office Address:

Phone No (O):

Place:

Date:

SECTION 7 – ANNEXURES

ANNEXURE 1 – BIDDER'S INFORMATION (To be submitted on Service Provider/ Company's Letterhead)

1.	Name of the Organization	
2.	Registered Address with Pin code	
3.	Name of the Director/ Partner(s)	
4.	Date of Establishment registration	
5.	Legal Status of the Organization (tick on appropriate option)	a. Sole Proprietor b. Partnership c. Private or Government Agency d. Limited Company e. Private Limited Company registered under the Companies Act, 2013 or f. Limited Liability Partnership (LLP) under the Limited Liability Partnership Act, 2008 g. Public Limited h. Any Other (Specify)
6.	Labour License No. & Registration Date	
7.	PSARA License No.	Contact Person Name, Email Id & Mobile No.
8.	EPF Registration No.	
9.	ESI Registration No.	
10.	Professional Tax Registration No.	
11.	GST Registration No. of the Organization	
12.	PAN No. of the Organization/ Individual	

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:

Company Seal

ANNEXURE 2 - DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS

(On Company / firm's Letterhead)

Date:

To,
Dy. Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076.

Ref: Tender No. **MMD/SMS/SC/2026-27 dated 11th June, 2026** for **“REQUEST FOR PROPOSAL FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY**

Dear Sir,

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I/we declare that all the provisions of this tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the bidder)

Name & Designation

Seal

Date:

Business Address:

ANNEXURE 3 – DECLARATION REGARDING CLEAN TRACK

(On Company / firm's Letterhead)

To
Dy. Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076.

Date:

Ref: Tender No **MMD/SMS/SC/2026-27** dated **11th June, 2026** for “**REQUEST FOR PROPOSAL FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY**”

Dear Sir,

I/We, _____, authorized representative of M/s _____, hereby solemnly declare that:

1. Our firm/company/agency has **not been blacklisted, debarred, suspended, or banned** by any Central Government Department, State Government Department, PSU, Autonomous Body, Educational Institution, or any other Government organization as on the date of submission of this bid.
2. No criminal case is pending with the police or any court of law against the Proprietor/Firm/Partners/Directors/Company of the agency.
3. In case any information furnished above is found to be false, incorrect, or misleading at any stage, the Institute shall have the right to reject/cancel our bid/contract forthwith without any notice and take appropriate action as deemed fit.
4. We further undertake to inform the Institute immediately if any such action related to blacklisting, suspension, debarment, or criminal proceedings is initiated against us during the currency of the contract.

Or

I/we declare the following:

Sl. No.	State in which the company is debarred/ blacklisted/ case is pending	Black listed / debarred by Government /Semi Government Organizations/Institutions	Reason	Since when and for how long

(NOTE: In case the company / firm was blacklisted previously, please provide the details regarding Period for which the company / firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 4 - DECLARATION OF ANNUAL TURNOVER
(On Company / firm's Letterhead)

Date:

To
Dy. Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076.

Ref: Tender No **MMD/SMS/SC/2026-27** dated 11th June, 2026 for “**REQUEST FOR PROPOSAL
FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY**”

Dear Sir,

I/We hereby declare that the annual turnover of our firm is as detailed below. Audited Accounts/Financial Statements for the respective financial years are enclosed herewith for reference and verification:

F.Y. 2022-23	F.Y. 2023-24	F.Y. 2024-25

And,

I/We hereby declare that our firm has filed Income Tax Returns for the last three financial years, i.e., F.Y. 2022–23, 2023–24, and 2024–25. Copies of the Income Tax Returns (ITRs) for the aforesaid financial years are enclosed in support of this declaration.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 5 - EXPERIENCE IN SECURITY PERSONNEL WORK

(On Company/Firm Letterhead)

To
Dy. Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076.

Date:

Ref: Tender No **MMD/SMS/SC/2026-27** dated **11th June, 2026** for **“REQUEST FOR PROPOSAL
FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY**

Dear Sir,

Brief particulars of similar works carried out in Government Organizations, Educational Institutions, Public Sector Undertakings (PSUs), or other reputed listed organizations are to be furnished in the format given below. Separate sheets may be used, if required, without altering the prescribed format. Copies of client certificates/work orders indicating the period of contract, along with performance certificates, must be enclosed.

Sl. no	Name of the organization with complete postal Address	Period for which the contract is/was awarded	No. of Security personnel deployed by your firm on site	Details of contact person (Name, Address, contact no. and email)

Yours faithfully,
(Signature of the service provider)

Printed Name Designation

Seal

Date:

Business Address:

ANNEXURE 6 – SOLVENCY CERTIFICATE

(To be issued by scheduled Banks as mentioned below (for instance) not later than 6 months)

Date:

To
Dy. Registrar,
Materials Management Division,
Ground floor, Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai 400 076.

Ref: Tender No **MMD/SMS/SC/2026-27** dated **11th June, 2026** for **“REQUEST FOR PROPOSAL
FOR PROVIDING SECURITY SERVICES AT IIT BOMBAY**

This is to certify that M/s. _____ having their Registered Office at _____ is solvent to the extent of ₹ 50,00,000/- (Fifty Lakh Rupees Only) as disclosed by the information and record which are available with the bank.

This certificate is issued at the request of M/s. _____ for a Tender Purpose.

This certificate is issued without any risk/liability or responsibility whatsoever on the part of the Bank or any of its officers.

For Bank _____

Name of Signatory

SECTION 8 – FORMAT OF PERFORMANCE BANK GUARANTEE

[To be executed on Non-Judicial Stamp Paper of ₹100/- (Rupees One Hundred only) and issued by any Nationalized Bank or Scheduled Bank, whether situated in Mumbai or outside Mumbai, with a provision for enforcement through its local branch at Mumbai; alternatively, by any Scheduled Bank situated in Mumbai.]

To,
The Registrar,
Indian Institute of Technology Bombay,
Powai, Mumbai – 400 076

LETTER OF GUARANTEE

Whereas Indian Institute of Technology Bombay (Buyer) has invited Tenders vide Tender/Contract No..... Dt. for providing Legal Services AND Whereas the said tender document requires that any eligible successful tenderer (service provider) intending to offer Legal Services in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of “**The Registrar, Indian Institute of Technology Bombay**” in the form of Bank Guarantee for Rs _____/- (Rupees _____ Only) and valid till **year or till fulfilment of all the contractual obligations with an additional claim period of 60 days** from the date of agreement. Performance Bank Guarantee may be submitted within 15 (Fifteen) days from the date of award of Contract.

Now this Bank hereby guarantees that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / Contract order / performance for providing Legal Services, this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur Rs _____/- (Rupees _____ Only).

This Bank further agrees that the decision of the Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / Contract order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the tenderer (Seller) and/ or Indian Institute of Technology Bombay (Buyer).

Notwithstanding anything contained herein:

- 1) Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees only).
- 2) This Bank Guarantee shall be valid up to(date) and
- 3) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon us a written claim or demand on or before(date).

This Bank further agrees that the claims, if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

SECTION 9 – INTEGRITY PACT

**(Applicable only for cost above 1 crore)
(To be printed on service provider's letterhead)**

This pre-bid pre-contract Agreement hereinafter called the Integrity Pact is made on day of the month of, between, on one hand, the Director of IIT Bombay acting through Deputy Registrar, Materials Management Division of Indian Institute of Technology Bombay hereinafter called the "BUYER" of the First Part and M/s..... represented by Shri/Ms., Director /Chief Executive Officer/ General Manager hereinafter called the "BIDDER/Seller" of the Second Part.

WHEREAS the BUYER proposes to procure..... (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is an Autonomous Body/Department of the Government of India performing its functions on behalf of the President of India.

NOW, THEREFORE, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-Enabling the BUYER to obtain the desired said stores / equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the Buyer will report to the appropriate authority of the Institute for any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official (s) is reported by the BIDDER to the BUYER, with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS:

3.The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, consideration, gift, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done

any act in relation to the obtaining or execution of the Contract or any other Contract with the Government for showing or for bearing to show favour or disfavour to any person in relation to the Contract or any other Contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents / brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/ authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER, or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term relative for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India, that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such a reason.

5. SECURITY DEPOSIT /PERFORMANCE GUARANTEE: 5.1 Performance Guarantee Bond is mandatory.

5.2 Successful tenderer/ bidder should submit performance guarantee as prescribed above to be sent to Deputy Registrar, Materials management Division, IIT Bombay on or before 15 days from the due date of issue of order acknowledgement. The PBG to be furnished in the form of bank guarantee as per proforma or annexure of the tender documents, for an amount covering 3 % of the purchase order value.

5.3 The Performance Guarantee should be established in favour of "The Registrar, IIT Bombay".

5.4 PBG to be established through any of the National Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai or any scheduled bank (other than national bank) situated at Mumbai. Bonds issued by cooperative banks will not be accepted.

5.5 Performance Guarantee Bond shall be for the due and faithfully performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and the purchaser under the terms & conditions of acceptance to the tender.

5.6 The successful tenderer is entirely responsible for due performance of the contract in letter and spirit and all other documents referred to in the acceptance of tenders.

5.7 The PBG shall be kept valid during the period of contract and shall continue to be enforceable for a period of Two years or up to warranty period whichever is later from the date of order acknowledged. In case PBG needs extensions up to extension period then supplier shall initiate extensions to PBG one month prior to expiry of PBG.

5.8 For successful suppliers, if PBG is not submitted within 15 days from the date of Order Acknowledgement, then the Purchase Order will be cancelled with forfeiting of EMD.

5.9 No interest shall be payable by the buyer to the Bidder on PBG.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- iii. To immediately cancel the contract, if already signed without giving any compensation to the BIDDER.
- iv. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- vi. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii. To debar the BIDDER from participating in future bidding processes of the Institute for a minimum period of two years, which may be further extended at the discretion of the BUYER.
- viii. To recover all sums paid in violation of this pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- x. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 7.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the CVO, IIT Bombay appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/system or sub-system was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent monitors

8.1 The BUYER has designated the CVO of IIT Bombay as the authority to monitor all the procurement processes independently and objectively.

9. Facilitation of Investigation In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information & documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction This Pact is subject to Indian Law. The place of performance and Jurisdiction is the Seat of the BUYER.

11. Other Legal Actions The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/ Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions. The Parties hereby sign this Integrity Pact.

Buyer

Service Provider

Dy. Registrar (MM), IIT Bombay

Signature with Seal

Date & Place:

Date & Place:

Witness

Witness

1. _____ (Indentor)

1. _____

2. _____

2. _____

SECTION 10 - CHECKLIST

The following items must be checked before the Bid is submitted:

a) ENVELOPE “1”

Sl. No.	Particular	Page No.	Document Attached (Yes/No)	Remarks (If any)
1	Name of the firm on the official Letter head of the firm/company with address & contact details i.e. Tel / e-mail/Fax Nos. etc.			
2	Name of the authorized person submitting the Bid			
3	Designation of the authorized person submitting the Bid			
4	Mobile number & e-mail address of the authorized person submitting the Bid			
5	Website address, if available			
6	A copy of Registration & Incorporation particulars of the firm as proof of existence of firm: a. Sole Proprietor b. Partnership c. Private or Government Agency d. Limited Company e. Private Limited Company registered under the Companies Act, 2013 or f. Limited Liability Partnership (LLP) under the Limited Liability Partnership Act, 2008 g. Public Limited			
7	Name, mobile number and email addresses of Director (s)			
8	Bank details of the bidder (cancelled cheque copy)			
9	Attested copy of PAN Number			
10	Attested copy of GST No.			
11	Attested copy of EPF Registration Number			
12	Attested copy of ESIC Registration No.			
13	Attested Copy of the Registration of office within Mumbai Metropolitan Region			
15	ANNEXURE 1 – BIDDER’S INFORMATION			
16	ANNEXURE 2 - DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS			
17	ANNEXURE 3 – DECLARATION REGARDING CLEAN TRACK			
18	ANNEXURE 4 - DECLARATION OF ANNUAL TURNOVER			
19	ANNEXURE - 5 EXPERIENCE IN SECURITY PERSONNEL WORK			
20	Demand Draft /FDR as Security Deposit			

21	Registration certificate of jurisdictional Labor Commissioner under provisions of contract labor Act and its validity date			
22	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable".			
23	A copy of certificate in support of past experience of deployment of minimum 500 or more security personnel in a single contract in Educational Institutions like IITs, NITs, IISc, IISERs, IIMs, Central Universities or Central/State Government Departments/ PSUs or other listed corporate entities during the last three financial years.			
24	Copy of certificate(s) issued by such organization(s) where such work was executed during the last three years as above certifying that the applicant firm has executed the contract satisfactorily.			
25	A valid ISO 9001:2015 certification issued by a certification body accredited by NABCB			
26	Latest copy of Income Tax Return for the last 03 financial years. (2022-23, 2023-24 & 2024-25)			
27	Copy of Audited Balance Sheets or Turnover Certificate issued by CA for the last 03 financial years (2022-23, 2023-24 & 2024-25).			
28	Solvency certificate of an amount not less than ₹50 lakhs issued by a scheduled bank within the last six months.			
29	Do you unconditionally agree with all Terms and Conditions stipulated in the Tender Document? Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.			
30	A valid PSARA Registration certificate.			
31	Integrity Pact			

b) ENVELOPE "2"

Commercial Bid

Your bid must be submitted in two separate sealed envelopes:

Envelope 1: Technical Bid

Envelope 2: Commercial Bid

Both envelopes must be clearly superscribed with the Tender Number and Due Date. These two sealed envelopes shall then be placed together in a larger outer cover, which must also be sealed and duly superscribed with the Tender Number and Due Date.

The outer cover should be addressed to the concerned authority as specified in the tender document.

Note: Submission of all documents, declarations and supporting information mentioned in the tender is mandatory. Non-submission of any required document or information may render the bid liable for rejection.