



IIM

भारतीय प्रबंध संस्थान विशाखपट्टणम

Indian Institute of Management Visakhapatnam

TENDER

Indian Institute of Management Visakhapatnam (IIMV) invites bids thru e-procurement mode in two-part systems for providing round-the-clock security services in IIMV campus, student hostels and permanent campus site.

Tender No: **IIMV/Admin/Security/2023-24/04 Dated: February 15, 2024**

Indian Institute of Management Visakhapatnam
Gambheeram Village, Anandapuram (Mandal)
Visakhapatnam - 531163
Andhra Pradesh

Notice Inviting Tender

Indian Institute of Management Visakhapatnam (IIMV) invites tenders from interested parties, in two bids systems for the following services:

S.No	Item name	Description
1	Service Description	For providing round-the-clock security services at IIM Visakhapatnam Campus, Students' Hostels and permanent campus site.
2	Tender No and Date	IIMV/Admin/Security/2023-24/04 dt Feb 15, 2024
3	GEMARPTS No.	GEM/GARPTS/15022024/L4LBMENDVJO0
4	Tender Fee	NIL
5	Earnest Deposit Money (EMD)	Rs. 5,30,000 (Rupees Five lakh thirty thousand only) (DD/Pay Order to be drawn, on any nationalized bank in favor of "Indian Institute of Management Visakhapatnam" and payable at Visakhapatnam) EMD is exempted for MSME/NSIC registered agencies.
6	Contract Period	Two Years (May be extended by one based on satisfactory feedback from all stakeholders of the Institute, requirement at that point of time, at the discretion of the Competent Authority on mutually agreeable terms and conditions)
7	Date & Time of Online Publication/ Download of Tender	14 Feb 2024
8	Pre-bid meeting	11 AM on 20 Feb 2024 Location: Board Room, IIM Visakhapatnam Permanent Campus, Gambheeram Village, Anandapuram (Mandal) Visakhapatnam - 531163
9	Closing Date & Time for submission of bids in e-procurement portal (CPPP)	06 March 2024, by 03:00 pm
10	Opening of Technical Bids	06, March 2024, 04:00 pm
11o]	Contact person	Chief Administrative Officer (Administration) Offg. Indian Institute of Management Visakhapatnam Gambheeram Village, Anandapuram (Mandal) Visakhapatnam - 531163 Andhra Pradesh

Sdxx.
CAO (Administration) Offg.
IIM Visakhapatnam

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1. ABOUT IIM VISAKHAPATNAM

Indian Institute of Management Visakhapatnam (IIMV), is an Institute of National Importance under the Indian Institutes of Management Act, 2017. Currently, the campus of IIM Visakhapatnam is operating from two locations i.e. Transit Campus at Adhra University and Permanent Campus at Gambheeram, Anandapuram Mandal, Visakhapatnam.

2. SCOPE OF WORK:

1. To provide security services at **IIMV Transit campus and Permanent Campuses** round the clock on all days. Additionally, services, on temporary basis, may be required at other points depending on various activities/events/conferences etc organized by Institute.
2. The scope of work also includes deployment of trained security personnel in designated uniforms; constant monitoring of check points; surveillance & surprise checks; reviewing and reporting the security matters and issues to the officer concerned; handling all security requirements of the Institute independently & recommending measures to improve the safety and security arrangements.
3. To watch and ward all the entries of the designated premises of IIMV and check/prevent unauthorized person(s)/vehicles etc from entering the premises. Preventing entry of stray animals.
4. To record the details of the all vehicles, in the registers maintained for the purpose at each entry and exit and regulate their parking, in the premises. Custody of the vehicles parked inside the IIMV premises shall be the responsibility of the security agency.
5. To apprehend any miscreants/mobs/passers-by etc entering/trespassing the IIMV premises unauthorizedly.
6. To record the details of the visitors in the respective registers and escort them to the officer/room for whom they have come to meet.
7. To guard the premises to prevent tampering of doors, windows, locks of the gates and rooms/cabins/stores/offices etc. of the premises and to prevent/interfere if there is any attempt to damage/remove/ theft/pilferage of any property of the Institute.
8. To arrange for watch and inspection of all the areas in the at regular interval during day and night along the boundary wall from inside and check/prevent any unusual sign, movement, damage etc.
9. To make rounds inside the building at regular intervals during night hours to identify the possible threats due to electrical/water/Gas leakage etc or by any animals/birds/ insects etc. To switch off unused/unattended electrical appliances, taps etc.
10. To identify any signs of smoke/fire hazards and act immediately to alert office staff by calling/ using the alarms etc. Using fire extinguishers/water to arrest the spread of fire. For this purpose the Agency should arrange regular training in firefighting rescue operations and mock drills.
11. To follow the guidelines issued by the Institute to deal with the staff, students, visitors in cases of critical situations like fire and health emergencies etc.

12. To organize the parades on the days of National celebrations like Independence Day, Republic Day etc.
13. The respective and designated authorities of the agency to conduct surprise checks at all the points and submit reports accordingly.
14. Attending telephone calls at the reception/front office desk and keep record of telephonic message/communication. Making entries of dak received thru post/courier/parcel/vendors and delivering to the concerned staff/department under an acknowledgement. Handing over the dak to the post/courier/parcel etc.
15. Monitoring the footages of all CC TV cameras installed and reporting trespass/mis happenings if any, to the officer concerned immediately. Reporting the malfunctioning of these cameras immediately to the concerned officer.
16. To issue/check/record the entry passes for entry of vehicles/material and issue gate passes for exit of the same.
17. Hosting and Lowering the Indian flag on daily basis, on the designated flag post, duly meeting the Indian Flag Code and instructions from the Institute in this regard.
18. Locking and Unlocking of offices, gates, doors, windows etc and keeping safe custody of keys, key management and handling of keys. The guard on duty shall be relieved only after the guard of next shift assumes the duty. The outgoing guard shall pass on any instructions given to him to the guard on next shift.
19. Other activities related to the safety and security of the Institute and any other special requirements, as required by the Institute from time to time.

Tentative Requirement of security personnel for transit campus, hostels and permanent campus site:

S. No	IIMV Site	Security Supervisors in A, B, C Shifts *	Security Guards in each shift			Security Guards Total
			A	B	C	
Transit Campus						
1	Transit Campus	1 (General Shift)	2	2	2	6
Permanent campus						
2	Main Gate	3	2	2	2	6
3	Gate- 2		1	1	1	3
4	Gate - 3		1	1	1	3
5	PMO		1	1	1	3
6	Sports Complex		1	1	1	3
7	Incubation Centre		1	1	1	3
8	MRS		1	1	1	3
9	Main Building		1	1	1	3
10	Academic Block - A		1	1	1	3
11	Academic Block - B		1	1	1	3
12	Academic Block - C		1	1	1	3
13	Dining Block		1	1	1	3
14	LRC		1	1	1	3
15	Hostel - 1		1	1	1	3
16	Hostel - 2		1	1	1	3
17	Hostel - 3		1	1	1	3
18	Hostel - 3 (TF)		1	1	1	3
19	Hostel - 4		1	1	1	3
20	Hostel - 5		1	1	1	3
21	Hostel - 6		1	1	1	3
22	Hostel - 7		1	1	1	3
23	Hostel - 7 (TF)		1	1	1	3
24	Hostel - 8		1	1	1	3
25	Hostel - 9		1	1	1	3
26	Hostel - 10		1	1	1	3
27	Married Studio Apartment - 01		1	1	1	3
28	Married Studio Apartment - 02		1	1	1	3
	TOTAL	4				90

- Note : 1. General Shift from 09:00 am to 05:30 pm on all days.
2. Each shift (A,B,C) shall be of minimum 8 hours, 3 such shifts shall cover 24 hours of a day.

3. ELIGIBILITY CRITERIA:

1. The bidder should be a firm/company/proprietary registered under a suitable Act with its Registered/Branch office in Visakhapatnam, Andhra Pradesh, or shall open such office within 15 days of award of contract.
2. The bidder shall have all necessary licenses/registrations under PSARA Act, 2005 and other relevant Acts for operations as a Private Security Agency.
3. The bidder should have registered for GST & Income Tax.
4. The bidder shall have a minimum 5 years of experience, by 31-12-2023, in providing security services to reputed organizations.
5. The bidder should have a minimum of 02 years of experience in providing security services to an educational institution in the last 5 years.
6. The bidder should have a minimum average annual turnover of Rs. 1 crore during the last 3 Financial Years, for the business related to security services.
7. Agency should have supplied a minimum 100+ Security Guards each year in Andhra Pradesh Region since last 03 years. List of client details with Manpower head count with work order / agreement / latest Invoice (or) Bill confirming the same, to be furnished.
8. Agency should have been associated with minimum 1 Central Govt Educational Institutions/ Universities in Andhra Pradesh for a period of minimum last 2 years. Work Order / Agreement to be furnished.
9. The agency shall have valid registrations with ESIC, EPFO, CL (R&A) and other Acts as applicable.
10. The agency should not have involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
11. The Agency should not have been blacklisted by any Central/State Governments/Organization.

Documentary proof of all the above criteria shall be enclosed in the Technical Bid as mentioned thereon.

4. Obligations of the Security Agency:

1. The Agency shall have valid registrations under applicable and relevant Acts and maintain all such registers for reporting and inspection by the respective enforcing authorities.
2. The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The biodata/ resume, qualification and experience of the said manpower should be verified/certified by the Service Provider. In case any of such document is found to be false at any stage, it would be deemed to be a breach of terms of contract making the Service Provider liable for legal action.

3. The Service Provider shall be responsible for police verification, character, and antecedents' verification of the manpower. The same may be verified by the Buyer at the time of joining of the manpower, if he/she so desires.
4. The manpower provided by the Service Provider shall not be deemed employees of the Buyer department hence the compliance of the applicable acts/ laws will be the sole responsibility of the Service Provider
5. The Service Provider shall furnish the following documents in respect of the manpower deployed by them to Buyer's premise/ designated premise in the given time limit:
 - I. List of persons deployed (monthly)
 - II. Biodata/ resume with antecedents' details (at the time of deployment)
 - III. Copy of Aadhaar Card of the candidates (at the time of deployment)
 - IV. Identity Cards issued by Service Provider bearing photograph (within 8 days of joining)
 - V. Identity proof and residential proof (at the time of deployment)
 - VI. Copy of police verification certificate (at the time of deployment)
 - VII. Copy of birth certificate, if required (at the time of deployment - for domicile purpose)
 - VIII. Details of PF Account Number of resources
6. The Service Provider shall nominate a coordinator/ Single Point of Contact (SPOC) who shall be responsible for regular interaction with the Buyer Department so that optimal services of the persons deployed could be availed without any disruption.
7. The attendance of the manpower shall be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises.
8. All selected manpower shall wear Identity Card provided by the Service Provider every day during working hours.
9. The Service Provider shall issue the letter of deployment to every deployed manpower and a copy of same shall be submitted to Buyer.
10. In an event of deployed manpower availing leave, and if required by Buyer, suitable substitute(s) shall be provided by Service Provider as per mutual understanding with Buyer. Service Provider shall communicate the same to buyer in advance.
11. In case of any resource permanently leaving the organization or taking leave for a longer duration, service provider shall communicate the same to buyer at least 1 month prior to the last working day of a resources. Suitable substitute(s) shall be provided by Service Provider as per mutual understanding with buyer.
12. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
13. The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required for providing the services under this Agreement are valid during the entire period of the Agreement; failing which the Buyer can take appropriate action including imposition of deductions and termination of contract. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.

14. In case of continuous work (24 hours or more than 26 days in a month), Service Provider shall be responsible to change the shifts and manpower in compliance with the labor laws.
15. The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees during the currency or after expiry of the Agreement.
16. 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 the Buyer.
17. The persons deployed shall treat as confidential all data and information received from the Buyer and obtained in the execution of its responsibilities under this Contract/ Agreement, in strict confidence and will not reveal such information to any other party including the Service Provider without the prior written approval of the Buyer. In view of this, the persons deployed shall be required to sign a non-disclosure agreement and breach of the same shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract and termination of contract.
18. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer.
19. No deployed manpower shall be allowed to stay in the Buyer’s premise/ designated premise unnecessarily after working hours without Buyer’s written permission.
20. Any damages/ losses caused by deployed manpower shall be borne by the Service Provider. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider during their performing the functions/duties, or for payment towards any compensation.
21. The Service Provider shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. The Buyer shall, in no way be responsible for settlement of such issues whatsoever.
22. The Service Provider shall be responsible for timely payment of take-home remuneration to the manpower and deposit of EPF and ESI (both employee and employer share) within 15th day of the month of payment of wages, failing which deductions shall be made by buyer.
23. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law.
24. The Service Provider shall ensure regular payment to the deployed manpower to their entitlements like monthly salaries/ wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate, with copy of bank statement in support of disbursement of wages of previous month.
25. The wages of every person deployed upon or in any establishment upon or in which less than one thousand persons are employed, shall be paid before expiry of the seventh day after the last day wage-period in respect of which the wages are

payable. In any other establishment, wages of every person employed shall be paid before expiry of tenth day after last day wage-period.

26. Payment of salary/ wages to the employees shall be made in their bank accounts only, no cash or kind payment shall be made.
27. The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly/ quarterly/ half yearly/ annual return if any before the EPF and ESI authorities.
28. All applicable taxes and duties other than mentioned in the contract document, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same.
29. The Service Provider, at all times, will ensure that the services being provided under this Contract/Agreement are performed strictly in accordance with all applicable laws, order, byelaws, regulations, notifications, guidelines, rules, standards, recommended practices etc. and no liability in this regard will be attached to the Buyer.
30. The agency is solely responsible for payment of wages as per the relevant Acts viz, Payment of Wages Act, Minimum Wages Act, Payment of Bonus Act etc., within the time limits. Necessary/statutory deductions as applicable viz, ESIC, EPF, PT etc to be made from the amounts payable and deposit the same in respective accounts. The agency shall issue monthly payslip with all mandatory details to all the staff engaged by it.
31. The Agency will be responsible for renewal of licenses/registrations/certificates and all payments due to the staff deployed by it. IIM Visakhapatnam will in no event be liable in this regard. The Agency should indemnify IIM Visakhapatnam, against any such liability and from any proceedings in this regard.
32. The agency shall be responsible for enrolling the staff engaged by it in statutory organizations like EPFO, ESIC etc and getting the identity cards issued from these organizations. The total contributions made and balance amounts in respective accounts shall be made available to the staff at regular individuals.
33. The Agency shall continuously monitor the alertness and patrolling in the campus, particularly on holidays and after office hours to prevent/detect theft, pilferage or any other damage to Institute's assets (material and persons).
34. The Agency shall not allow any of the personnel deployed at the Institute to work in more than one shift in a day. The Institute shall have the right to impose a suitable penalty if security personnel are posted in more than one shift without sufficient cause and intimation to the concerned officials of the Institute.
35. The Agency shall be responsible for the lapses committed or omitted either inside or outside the premises by the persons deployed by the contractor in the campus.
36. The weekly off shall be allowed to all security personnel as per the statutory provisions and reliever shall be arranged in their place.
37. The agency shall train the security staff in the areas of public conduct; crowd controlling; first aid; use of permitted weapons; use of security equipment, fire extinguishers; examination of identity cards/ documents; crisis response etc., at regular intervals, at its cost, and issue necessary certificates to these staff.

38. The Agency shall ensure to recruit the security personnel satisfying the age, qualification and physical standards criteria as per PSARA Act, 2005 and relevant Rules/Acts and subsequent amendments to the same.
39. The Agency shall engage only such guards and supervisors, whose antecedents and health have been thoroughly verified, including character and antecedent verification by the police and other formalities as required. The Agency shall be fully responsible for the conduct of his staff.
40. The transportation, food, accommodation, uniform, medical and other statutory requirement under the various Acts/Govt. Regulations in respect of each personnel of the Security Agency will be responsibility of the Security Agency.
41. The Agency shall provide necessary uniforms, shoes, belts, caps, identity cards, lathis, raincoats, torch lights, whistles etc., to all the security personnel deployed at IIMV points.
42. The Agency shall ensure the personnel deployed at IIMV sites are decent, neatly dressed, well groomed, able to read and write and courteous. Improper behaviour on the security staff with any of the staff/students/visitors etc., shall not be accepted. The agency shall replace the security personnel, if any such instance is reported by the Institute, immediately without any representation in this regard.
43. The agency may undertake a visit to the Institute and hostels for understanding the scope of work clearly, at its cost.
44. The agency will be responsible for all police liaison work in case of any theft in campus/ premises, lodge complain/ FIR to Law and Order authorities and assist the Institute/Police in investigation of such complaints.
45. The agency shall provide additional security staff (Supervisors/Guards) at any of sites if required. It should also provide additional security staff for any events/ conferences/ meetings etc., on shift/day basis as requested by the Institute.
46. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire- fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities.
47. In emergency situations, security staff/supervisor/Senior Security Supervisors deployed shall also participate as per their role defined in the disaster plan, if any, Security personnel should be sensitized for their role in such situations.
48. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

5. SPECIAL INSTRUCTIONS TO THE BIDDERS:

1. Bidders are requested to go through the tender document carefully to understand the supporting documentation required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid. The Tender should be complete in all respects and should be duly signed. Incomplete tenders, tenders with inconsistencies, conditional bids, late and/or delayed tenders due to any reason shall not be considered. IIM Visakhapatnam is not responsible for any delay in the submission of bids.

- 2. Compliance with the Institute rules and Regulations:** The Agency shall comply with all norms stipulated by the Institute regarding maintenance of discipline, decorum, etiquette, safety, security and hygiene at and around the workplace. Strict compliance with all guidelines/procedures etc. issued by the MHA/MoE/MoHFW/Local Authorities/Institute in relation to the COVID-19 pandemic or any other such contingencies/exigencies shall be duly observed while entering and during the stay at the office, while interacting with the staff & students etc.
- 3. Authorization:** The Agency shall submit to the Institute the names, designation and specimen signatures of the persons authorized by it to sign documents, execute the work, receive payments, receive instructions / notices etc. on behalf of it.
- 4. Tenure of Contract and termination:** The period of contract would be Two years from the date of commencement of the services and it may be further extended for another one year, based on the satisfactory performance of the service provider, at the sole discretion of the Institute. However, the Institute may terminate the contract with one-month notice, without any liability to the Institute. The agency may also terminate the agreement by giving a three-month notice. No reason need be given by either party.
- 5. Penalty:** The Agency should always ensure regular and uninterrupted quality services. Misbehaviour of the security personnel with staff/students/visitors; intoxication while on duty; attending duty without proper grooming, uniform etc; leaving the duty point unattended; sleeping while on duty; missing the required entries in registers; negligence in duty leading to loss/damage to Institute's property; misuse of office premises/property etc., smoking/chewing pan/gutka etc., in the Institute's premises and other such acts shall be treated as breach of security arrangements. In each such case, appropriate punitive action shall be taken by the Institute, which also includes monetary penalty equal to the loss incurred by the Institute or up to 1% (one percent) of total bill payable by the Institute to the Agency, for every instance of breach. Decision of the Director, IIMV shall be final and binding on both the parties.
- 6.** IIMV reserves the right to postpone/modify and / or extend the date of receipt of tenders or to withdraw the tender notice, without assigning any reason thereof. In such cases, the bidders shall not be entitled to any form of compensation from IIMV. IIMV reserves the right to reject any bid wholly or partly without assigning any reason(s). Incomplete bids, conditional submissions, corrections/amendments and/or additions to bids once submitted, shall be rejected.
- 7.** Bids shall be evaluated based on the information/data contained in the tenders submitted, without recourse to any extrinsic source. Neither IIMV shall seek NOR the Bidders shall furnish, any clarifications, amendments, additional documents, revised bids etc. during the entire tender process. Hence, the bidders are required to submit all the relevant documents (clear and legible) along with a technical bid.
- 8.** As per DoE OM No.F.6/1/2023-PPD dated 6th January 2023, the minimum service charges for Manpower Outsourcing Services has been fixed as 3.85%. The contracts concluded through this service shall be in compliance with the above mentioned OM.

6. SUBMISSION OF BIDS.

6.1 Bid Documents:

Bidders are required to access the tender document on the website <https://eprocure.gov.in/eprocure/app> and go through all the conditions and other details pertaining to the tender like Special instruction etc. Bidder can download the tender document from IIM Visakhapatnam website also. Bidders are required to fill all relevant information, upload the relevant documents called for in the tender and submit the bid online in the portal <https://eprocure.gov.in/eprocure/app> on or before closing date time mentioned in Notice. Tender documents submitted in any other form will not be accepted.

Corrigendum, amendments etc., to this tender, if any, shall be issued / available on IIMV website and <https://eprocure.gov.in/eprocure/app> only. Prospective Bidders are requested to visit the website regularly for any updates in this regard. No separate communication shall be sent thru e-mail/newspaper etc.

Bidders are advised to go through the instructions provided along with NIT 'Instruction for Online Bid Submissions'.

Detailed procedure for bidding is available in the website (<https://eprocure.gov.in/eprocure/app>) home page in **Bidder Manual Kit**.

Bidders are hereby advised to submit their bids online well before the closing hours as any delay in submission of tenders due to slow internet accessibility or for any other reason will not be accepted by the system.

6.2 Payment of EMD

6.2.1 The tender should be accompanied by specified Earnest Money Deposit in the form of crossed demand draft/Bankers Cheque drawn in favour of 'Indian Institute of Management Visakhapatnam', payable at Visakhapatnam from any Nationalized Bank or Scheduled Bank. **Cheques or any other forms of payment will not be accepted.** The tender is liable for rejection, if it is not accompanied with the Tender Fee and Earnest Money Deposit as specified in the Notice Inviting Tender.

6.2.2 DDs/Bankers cheques towards **EMD** along with all documents uploaded in 'Technical Bid' as **Cover-1** shall be kept in a sealed envelope cover and labelled "Technical Bid for **Tender No.: IIMV/Admin/Security/2023-24/04 dated 15-02-2024**". This envelope cover shall be sent thru post/courier or deposited in the tender box placed in the office of the Chief Administrative Officer, IIM Visakhapatnam, Gambheeram Village, Anandapuram (Mandal) Visakhapatnam on or before the closing date and time for submission of tenders. Bids received after the closing date and time, for any reason thereof, will be rejected.

6.2.3 Tenders submitted online without submitting the required EMD shall be liable for rejection. However as per applicable Government Notification the EMD shall be exempted for the agencies who furnishes the valid applicable National Small Industries Corporation (NSIC) / Micro Small Medium Enterprises (MSME) Certificate. Hence, the tenderers shall upload the scan copy of the relevant and valid NSIC/MSME Certificate if available in the website <https://eprocure.gov.in/eprocure/app> while submitting the bid.

6.2.4 Earnest Money Deposit, so paid will be refunded or returned as the case may be, to the unsuccessful tenderers within one month of completion of the tendering process. In the case of successful tenderer, the Earnest Money Deposit will be retained as part of the initial Security Deposit and shall be refunded after submission of required Security Deposit in full. No interest will be payable on EMD/Security deposits.

- 6.2.5** The amount of EMD is liable to be forfeited, if the tenderer withdraws from the tender process after submission of the bid or after the acceptance of the offer and fails to remit the Performance Security Deposit. The Agency who seeks exemption from Tender fee/EMD as per above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for tenders issued by IIMV.

6.3 Submission of Technical Bid: The following documents should be uploaded electronically under Cover-1 for submitting Technical Bid:

1. Letter for submission of bid (Annexure-I)
2. Scanned copies of DDs for EMD (as per Notice)
3. Tender document duly stamped and signed on all pages, by the authorized signatory of the bidder.
4. 'Technical Bid' (Annexure-II) along with all the documents mentioned thereon - duly stamped and signed by the authorized signatory of the bidder.
5. **SPECIAL NOTE:** All the above documents uploaded in 'Technical Bid' along with original DDs for Tender Fee and EMD shall be arranged in same order, serially numbered bound (spiral/hard) and placed in one envelope cover and sealed properly. This cover shall be labelled "Technical Bid for Tender No: **IIMV/Admin/Security/2023-24/04 dated 15-02-2024**". Name and address of the tenderer shall be clearly mentioned on this cover. This envelope cover shall be sent by Speed post/courier to the following address/ or can drop in Tender Box at IIMV Permanent Campus: -

Th Chief Administrative Officer,
IIM Visakhapatnam Permanent Campus,
Gambheeram Village, Anandapuram (Mandal)
Visakhapatnam - 531163
Andhra Pradesh

on or before the closing date and time for submission of tenders.

6. Bids received after the closing date and time, for any reason thereof, will be rejected.

6.4 Submission of Financial Bid: The bidder shall Upload the 'Financial Bid' in MS Excel format as per Annexure-III (read the instructions thereon clearly before filling the bid) under **Cover-2**. Bidders are not required to submit the Financial Bid physically.

6.5 BID VALIDITY: Bids should be valid up to 90 (ninety) days from the date of opening Financial Bids. The bidder shall not rescind the offer or modify the terms and conditions in any manner after submission of the bid.

7. OPENING OF BIDS AND THEIR EVALUATION

7.1 TECHNICAL BID OPENING: Technical Bids will be opened electronically on the date and time mentioned in the Notice Inviting Tender in IIM Visakhapatnam. One representative from the bidder's firm shall be allowed for opening the technical bid at IIMV campus on production of authorization letter from the firm, as per the Annexure-V.

8.3 FINANCIAL BID OPENING: Financial Bids of Technically qualified bidders only will be opened later. The date and time of opening the Financial Bids will be intimated to the eligible bidders separately.

8.4 Tie-Breaking Clause: In case two or more bidders quoted same % of Service charge in the Final bid then the following criteria will be adopted for tie-breaking in the following order:

- (i) Annual value of turnover: Bidder having larger average annual turnover in last three financial years will be given preference.
- (ii) Value of similar works executed: Bidder having larger value of similar works executed will be given preference.

8. OTHER TERMS & CONDITIONS:

1. **Performance Security:** The successful bidder will have to furnish performance security of Rs. 13,25,000.00 (Rupees Thirteen lakh twenty five thousand only) in the form of bank transfer or Demand Draft or Bank Guarantee in favor of Indian Institute of Management Visakhapatnam, payable at Visakhapatnam, within 14 days of award of contract. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract. The firm may also be blacklisted. Performance Security will be refunded to the bidder without any interest, whatsoever, after it duly performs and completes the contract in all respects.
2. **Payment Terms:** The payment if bill will be processed by the Institute within 21 days of submission of proper invoice at the end of each month along with all relevant documents. Clarifications/corrections in the invoice will result in delay of payment.
3. **Work at Risk and Cost:** In case, the firm fails to provide the required services during the contract period or extended contract period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both, in case the recoverable amount exceeds the amount of Performance Security.
4. **Agreement:** The successful Bidder shall be required to execute a contract Agreement with IIMV on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only) within 15 days of receipt and acceptance of letter of award. The cost of stamp paper shall be borne by successful bidder. IIMV reserves the right to amend the terms & conditions of contract by mutual agreement and the same shall be reduced to writing and be applicable during the (remaining) tenure of the contract. The amended terms and conditions will form part of the agreement.
5. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
6. **Indemnity:** The contractor shall indemnify and hold harmless at all times, the Institute and its representatives, against all losses and claims for injuries and or damages to any person or property. The bidder shall abide by and observe all laws and regulations of the land, or the time being in force, and shall keep the Institute indemnified against all penalties and liabilities for any kind of breach of any such

statute, ordinance, law, regulation or rule enforced by any rightful authority and legal entity.

7. **Compliance with the Institute rules and Regulations:** The selected bidder shall comply with all norms stipulated by the Institute regarding maintenance of discipline, decorum, etiquette, safety, security and hygiene at and around the workplace. Strict compliance with all guidelines/procedures etc. issued by the MHA/MHRD/Local Authorities/Institute in relation to the COVID-19 pandemic or any other such contingencies/exigencies shall be duly observed while entering and during the stay at the office, while interacting with the faculty, staff, students etc.
8. **Arbitration:** In the event of any question, dispute or difference arising under this tender and/or in connection therewith, except as regards decisions, the process in respect of which is specifically and explicitly provided under this tender, the same shall be referred to an arbitrator appointed in accordance with the law for the time being in force by the Competent Authority and the decision of the Arbitrator shall be final and binding on both parties of this tender. The costs of arbitration shall be shared equally.
9. **FORCE MAJEURE:** If at any time, during the continuance of the agreement/contract, the performance in whole or in part, by the firm, of any obligation specified in the agreement/contract, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civil commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, (hereinafter referred to as event), the firm/agency may be excused from performance of its obligation provided that notice of happenings of any such event is given by the firm to IIMV within two calendar days from the date of occurrence thereof. Provided further that the obligations under the Agreement shall be resumed by the firm, as soon as practicable, after such event comes to an end or ceases to exist. The decision of IIMV as to whether the obligations may be so resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive. However, the Force Majeure events mentioned above will not in any way cause extension of the period of the Contract.
10. **Jurisdiction:** All disputes arising, if any, under this tender/contract shall be subjected to the jurisdiction of courts of Visakhapatnam, Andhra Pradesh only

9. INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration:

- a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching for tender documents:

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Preparation of bids

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

Submission of bids:

- a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

(To be printed on bidder's letterhead, scanned and attached as first page of 'Technical Bid')

LETTER FOR SUBMISSION OF BID

The Senior Administrative Officer
Indian Institute of Management Visakhapatnam
Andhra Bank School of Business Building
Andhra University Campus
Visakhapatnam- 530 003

Subject: Bid for Tender IIMV/Admin/Security/2023-24/04 dated 15 Feb 2024.

Dear Sir,

Subject to the conditions given in the tender documents, I/We hereby submit bid for providing round the clock security services in IIMV campus, student hostels and permanent campus site. I/We hereby certify that I/We have read all the terms and conditions of the tender document and agree to abide by them unconditionally.

Declaration

I/we _____, the undersigned being authorized signatory or _____ for submission of bid for "providing round the clock security services in IIMV campus, student hostels and permanent campus site" against Tender No.: IIMV/Admin/Security/2023-24/04 dated 15 Feb, 2024, hereby declare that all the documents submitted and details furnished are true and correct to the best of my knowledge. I understand that if at any time, during or after the tender process or after award of contract, the documents or the details submitted are found to be false/ manipulated/ fabricated with a mal-a-fide intention, the bid will be summarily rejected/contract be nullified and suitable action as deemed fit be initiated against my firm/company/agency.

Name of the Bidder (Firm/Co./agency): _____

Address of Registered/branch office: _____

Authorized person's Name and designation: _____

Contact No: _____ E-mail: _____

Date: _____ Signature: _____

Place: _____ (Company Seal) Full name: _____

Technical Bid

Tender No.: IIMV/Admin/Security/2023-24/04 dated 15 Feb 2024 for providing round the clock security services in IIMV campus, student hostels and permanent campus site.

Name of the Bidder (Firm/Co./agency): _____

Address of Registered Head Office branch office: _____

Name and designation of the authorised signatory _____

Contact Nos: _____ E-mail: _____

S.N	Criteria	Document to be submitted
1	The bidder should be a firm/company/proprietary registered under suitable Act with its Registered/ Branch office in Visakhapatnam, Andhra Pradesh.	Certificate of Incorporation / Registration of the firm as per relevant Acts
2	The bidder shall have all necessary Central and Stage Govt. licenses/registrations under PSARA Act, 2005 and other relevant Acts for operations as a Private Security Agency.	Copies of necessary Licenses Certificates issued under PSARA by Central and Stage Governments
3	The bidder should have registered for GST & Income Tax.	Copies of registration certificate under GST copy of PAN card Copies of Income Tax Returns of last three years
4	The bidder shall have minimum 5 years of experience, by 31-12-2023, in providing security services to reputed organizations.	Copies of Work orders, agreements and Satisfactory Work completion certificates
5	The bidder should have minimum 02 years of experience in providing security services to an educational institution in last 5 years.	Copies of Work orders, agreements and satisfactory Work completion certificates
6	The bidder should have average annual turnover of Rs. 1 crore during the last 3 Financial Years, for the business related to security services.	Turnover Certificate issue by CA (with income from security services) & audited profit & loss A/c Statements for last three financial years
7	The bidder should have one running contract for the year 2022-23, providing security services to a Central/State Govt organization or PSUs etc with deployment of not less than 20 security staff per day.	Copies of Work orders, agreements
8	The agency shall have valid registrations with ESIC, EPFO, CL (R&A) and other Acts as applicable.	Copies of certificates of registration under these Acts
9	The agency should not have involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and	A declaration as per Annexure IV
10	The agency should not have been blacklisted by any Central/State Governments/Organization.	A declaration as per Annexure IV

Note:

1. Bids without any of the above documents shall be treated as 'incomplete' and will be rejected.
2. After uploading the signed, scanned copies of the above documents electronically, hard copies of these documents shall be sent to IIM Visakhapatnam as mentioned in item: 6.3

Date:
Place:

(Company Seal)

Signature:
Full name:

Financial Bid

Tender No.: **IIMV/Admin/Security/2023-24/04 dated 15 Feb 2024** for providing round the clock security services in IIMV campus, student hostels and permanent campus site.

S. No	Item description	Service Charge (%) Minimum 3.85%
1.	To provide security services at IIMV Transit and Permanent Campuses round the clock on all days, by providing Security Supervisor and Security Guards, as per the scope of work and terms & conditions mentioned in the Tender document.	

Note:

1. Quoted Service/Admin charges should be sufficient to meet out all the statutory deductions. The minimum service charge shall be 3.85%, bidders quoting below 3.85% shall be rejected.
2. The payment for Ex-Serviceman will be made according to DGR Rules w.e.f. 01.10.2019. Service charge of the agency will be paid as per the rate quoted in financial bid.
3. The payment for Security Supervisor and Security Guard (Civilian) will be made as per the notification of central minimum rates of wages, GOI, Ministry of Labour & **Employment w.e.f. 01.10.2019**.
4. The bidder is to provide uniform, Identity Card, Batten, Umbrella, Heavy Duty Torch & Raincoat etc. and (all as per scope of work) to each Security Guard.
5. GST will be paid extra as per actual at the time of billing.
6. Rates of Minimum wages will be revised as per the notification received from GOI. Other rate and terms & conditions will remain the same for entire contract period.
7. Bids with any conditions shall be rejected.
8. Corrections if any, shall be duly attested by the authorised signatory.
9. The rates quoted shall remain constant for the entire duration of the contract and the extended period of contract if any.
- 10.

This is to certify that I/We before signing this bid have read and fully understood all the terms & conditions contained in the tender document and undertake myself/ourselves to abide by them.

Name of the Bidder (Firm/Co./agency): _____

Address of Registered/branch office in Vizag: _____

Name and designation of authorised signatory: _____

Contact No: _____ E-mail: _____

Date: _____ Signature: _____

Place: _____ (Company Seal) Full name: _____

**Declaration regarding Non-Blacklisting of the Firm
(To be printed on Bidder's letter head)**

To:
The Senior Administrative Officer
Indian Institute of Management Visakhapatnam
Andhra Bank School of Business Building
Andhra University Campus
Visakhapatnam 530 003.

Subject: Non-Blacklisting declaration in connection with IIM Visakhapatnam Tender No: **IIMV/Admin/Security/2023-24/04 dated 15 Feb 2024** for providing round the clock security services in IIMV campus, student hostels and permanent campus site.

Dear Sir,

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to invitation for Tender No: **IIMV/Admin/Security/2023-24/04 dated 15 Feb, 2024** for providing round the clock security services in IIMV campus, student hostels and permanent campus site.

In accordance with the above we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Name of the Bidder (Firm/Co./agency)_____

Name & Designation of the Authorized Signatory: _____

Date: _____ Signature: _____

Place: _____ Name: _____

Company Seal:

LETTER OF AUTHORISATION FOR WITNESSING TECHNICAL BID OPENING
(To be printed on Bidder's letterhead)

Subject: Authorization for attending bid opening of IIM Visakhapatnam Tender No: **IIMV/Admin/Security/2023-24/04 dated 15 Feb 2024** for providing round the clock security services in IIMV campus, student hostels and permanent campus site

The undermentioned person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____.

Name of the representative: _____

Specimen Signature: _____

Note:

1. Only one representative will be permitted to attend bid opening. Alternate representative will be permitted when regular representative is not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Name of the Bidder (Firm/Co./agency) _____

Name & Designation of the Authorized Signatory: _____

Date: _____ Signature: _____

Place: _____ Name: _____

Company Seal: