

**NOTICE INVITING TENDER FOR PROVIDING SECURITY SERVICES TO
IIM TIRUCHIRAPPALLI**

निविदा सं.E-Tender No. 25SP116(1)T dated: 02.09.2025

विवरण/Details	दिनांक/Date	समय/Time	Venue
कार्य/सेवा का नाम/Name of Work/ Service	“Tender for Providing Security Services to IIM Tiruchirappalli”		
निविदा कागजात जारी करने की तारीख/Date of issue of Tender Document	02.09.2025	18.30 Hrs. onwards	-
पूर्व-निविदा बैठक/Pre-bid Meeting	09.09.2025	15.30 Hrs.	Deans’ Office Meeting Room, Administrative Block, IIM Tiruchirappalli. The bidders can join the pre-bid meeting virtually as well.
निविदा कागजात जमा करने की अंतिम तारीख/Last date for Submission of Tenders	22.09.2025	17.00 Hrs.	-
तकनीकी बोली का खुलना /Opening of Technical Bid (Tentative)	24.09.2025	11.30 Hrs.	
मूल्य की बोली को खोलना/Opening of Price Bid	To be informed later		
Validity of Tender	120 days from the date of opening of the price bid.		
निविदा कागजात/Tender Document	From 02.09.2025 to 22.09.2025 (up to 17:00 Hrs.) on the e-tendering website https://eprocure.gov.in/eprocure/app The tender document can only be obtained after registration of the tenderer on the website https://eprocure.gov.in/eprocure/app .		
EMD Amount	EMD Amount Rs. 12,50,000/- to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. Bank Account Details Name of the Beneficiary: IIM Tiruchirappalli Bank Name: State Bank of India SB A/c. No: 32170808935 IFSC Code: SBIN0071187		
A copy of the payment transaction receipt for EMD has to be attached to the application form, without which the bid won’t be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the necessary document proof should be attached with the tender document.			
SD Amount	The successful Bidder will be required to remit an interest-free Performance Security Deposit of Rs. 25,00,000/- (Twenty-Five Lakhs) through online transfer to the IIM Tiruchirappalli Bank Account, within ten working days from receipt of the provisional work order, failing which the work order will stand cancelled. If the successful Bidder has already paid the EMD amount of Rs. 12,50,000/- to the Institute, the same can be deducted, and the balance amount of Rs. 12,50,000/- can be remitted to the Institute		
Mode of Submission of Tender	The process will be conducted only through the Central Public Procurement (CPP) Portal online.		

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निविदा आमंत्रण सूचना
विवरण

भारतीय प्रबंधन संस्थान तिरुचिरापल्ली (आईआईएम तिरुचिरापल्ली) भारत सरकार के शिक्षा मंत्रालय के अंतर्गत एक राष्ट्रीय महत्व का संस्थान है। आईआईएम तिरुचिरापल्ली के बारे में अधिक जानकारी के लिए, कृपया हमारी वेबसाइट www.iimtrichy.ac.in पर जाएँ।

NOTICE INVITING TENDER

OVER VIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance under the Ministry of Education, Government of India. For more details about IIM Tiruchirappalli, please visit our website at www.iimtrichy.ac.in.

IIM Tiruchirappalli invites e-tenders from the service providers/contractors for **Providing Security Services to IIM Tiruchirappalli**.

Service Description	Estimated Annual Tender Value (Excluding GST)	Interest-free Performance Security Deposit	Work Location
<i>Tender for Providing Security Services to IIM Tiruchirappalli</i>	Rs. 2,50,00,000/-	Rs.25,00,000	IIM Tiruchirappalli Campuses

PERIOD OF CONTRACT

The selected Service Provider shall provide Security Services for a period of **one year**. However, the contract shall be extended for a further period of up to **three more years on a yearly basis** if the services provided by the Agency are found to be satisfactory, on the same terms and conditions, and at the sole discretion of the Institute. The commencement date of the contract will be reflected in the Work Order, which will be issued to the selected Bidder.

BROAD SCOPE OF WORK AND OTHER CONDITIONS

a. Locations for the Security Services:

The security services will be required at the following locations on an outsourcing basis:

- IIM Tiruchirappalli Main Campus**, Tiruchirappalli.
- IIM Tiruchirappalli Chennai Campus**, located at K. K. Nagar, BSNL Building, Chennai
- Additional Locations - The Institute may notify additional locations as needed, and the security services will be required to provide services at these locations under the same terms and conditions outlined in this tender document.

b. Security Services Scope:

- Round-the-Clock Security:** Provide ASOs and security guards (male and female) in three shifts per day, 8 hours per shift.
- The agency will provide security services by deploying the trained and disciplined personnel to:**

- i. Safeguard IIMT sites, buildings, assets, equipment, and other items from theft, pilferage, or damage.
 - ii. Ensure the safety of students, employees, residents, guests, visitors, and other persons within the complex/premises. Also, prevent injury, assault, and violation of persons, residents, and legitimate visitors, while maintaining a liberal and open culture.
 - iii. The agency's personnel will be responsible for protecting both the physical assets and the people within the IIMT premises.
 - c. **Emergency Response:** Assist IIMT in handling emergencies like:
 - i. Fire
 - ii. Flood
 - iii. Earthquake
 - iv. Acts of God, etc.
 - d. **Visitor Management:** Maintain records of visitors as directed by the Institute Administration.
 - e. **Traffic Regulation:** Regulate incoming and outgoing movement of materials and vehicular traffic.
 - f. **Patrolling:** Patrol the entire IIMT campus (In and Outer region) to maintain a 360-degree vigilance.
 - g. **CCTV Monitoring:** Monitor CCTV daily.
 - h. **Flag Hosting:** Daily flag hosting and lowering in IIMT.
 - i. **Vehicle Parking:** To ensure that the vehicles are parked in the designated parking lot and the safety of the parked vehicles.
 - j. **Key Management:** Lock and unlock offices, gates, doors, windows, etc., and maintain safe custody of keys.
 - k. **Energy Conservation:** Monitor effective management of energy and ensure switching off the lights and equipment when not in use, and switch on when required.
 - l. **In-Out Register:** Maintain an In-Out register at the main gate for vehicles and individuals.
 - m. **SOP Adherence:** Adhere to the Standard Operating Procedure (SOP) issued by IIMT.
 - n. **Additional Tasks:** Perform any other related work assigned by IIMT.
 - o. **Training:** Schedule monthly training for guards on campus security. The Agency should provide pre-deployment training (at least 3 days) to the selected security guards and Assistant Security Officers (ASOs) to understand their location-specific responsibilities. The institute shall not pay the wages for pre-deployment training.
 - p. **Mock drill:** A mock drill is to be conducted for the security personnel, especially those assigned to the hostels, at least once a month. For other locations, mock drills are to be conducted frequently for security personnel.
 - q. **Marching:** Adequate Drill practice is to be provided to the security personnel in preparation for Independence Day and Republic Day events.
 - r. **Coordination with Authorities:** Fully coordinate and provide required support for the accidents, theft cases, or any other incidents that require police interference, and follow up with the police as necessary.
1. The security personnel *should not engage* in the following activities:
 - a. Misuse of IIMT Property: Misuse or mishandling of IIMT property.

- b. Reading on Duty: Read books or any other materials while on duty.
- c. Mobile Phone Use: Use mobile phones while on duty.
- d. Sleeping on Duty: Sleep during working hours.
- e. Unauthorised Group Chatting: Engage in group chats or loitering while on duty.

These rules are intended to ensure that security personnel remain vigilant and focused on their responsibilities.

2. The Institute may require bouncers to be present at certain events.
3. The security agency will ensure that its security personnel use the biometric attendance system provided by IIMT to record their attendance.
4. The Security Agency will be responsible for all police liaison work.
5. The Agency shall ensure that water taps / lights / ACs are not left open/on after close of working hours on normal working days as well as on off days, as the case may be.
6. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert, and report to the authorities.
7. The security personnel shall be duly trained in the first-aid and Fire Safety Operations. They should be trained to operate various fire control equipment installed at the IIMT site.
8. The Agency shall keep IIMT informed of all matters of security and cooperate in the investigation of any incident relating to security.
9. The Agency will carry out any other work allotted by the Institute in the event of the security of the premises.
10. The security personnel should be smart, well-dressed, alert and properly turned out in boots/shoes, belt, caps, badges, etc. and carry an identity card duly attested by the Executive of the security agency.
11. The Security Agency shall ensure that before deputing the security staff, they will verify the antecedents from the local police station of all their staff and provide the IIMT a complete dossier of particulars of each security personnel selected to be deployed. Non-compliance with this provision will be deemed to be a violation of the contract, inviting penal action.
12. The security personnel shall remain on duty for 8 (eight) working hours. Security Services are required to be provided in three shifts. The personnel shall not leave their place of duty / duty point until their reliever reports for duty. Deserting the place of duty / duty point by the security personnel without having been properly relieved will attract a penalty.
13. Security Personnel should be rotated both by location and shift on a weekly basis, i.e., a security guard should be capable of working at all locations and at all shifts. The Agency should submit a weekly plan to IIMT well in advance for monitoring purposes.
14. Security Personnel who had been expelled earlier from campus security service on disciplinary grounds should not be deployed as security personnel at IIMT Campuses (Trichy and Chennai).
15. No money should be collected from the security personnel by the agency in any form.
16. Both physical and digital pay slips should be given to the security personnel every month.
17. Security personnel should be physically fit. Everyone should satisfy a Physical Standard as mentioned in the Private Security Agencies Central Model Rules, 2020, dated 15th December 2020.
18. The Security personnel deployed by the Agency should be able to make entries properly in the registers kept at the security desk/booth whenever required, and also write their names in the Attendance Register and mark their arrival and departure by signing on the register.

19. The IIMT will determine the required number of security personnel in consultation with the Security Agency and reserves the right to adjust (increase/decrease) the manpower as needed. The Security Agency will provide additional personnel and/or equipment at the quoted rates when required.
20. The Security agency shall maintain a Complaint Book at the main entrance gate.
21. The Security Agency shall have a proper system of checking the guards on duty, especially at night. Records of the same should be effectively maintained, and shortcomings, if any, should be immediately rectified. Such records should be submitted to the concerned Officer in charge of the Institute daily.
22. The responsibility for adopting the appropriate security measures shall be entirely held by the Security agency. The IIMT will be entitled to compensation against the Security agency, in case an inquiry conducted by the IIMT establishes that the theft, loss or damage has been caused due to negligence of the Security Agency or any of its employees. The said compensation shall be in addition to the findings and recommendations that the enquiry committee may propose. After the enquiry, if it is found that such theft or loss or damage has been caused by acts of commission and omission of the personnel of the Security agency or if the personnel of the Security agency has either taken active part in such acts or has aided and abetted in the acts of such commission and omission the IIMT or its employees to whom loss is caused, shall be totally indemnified/compensated by the Security agency on actual basis.
23. The agency shall nominate a nodal officer for day-to-day communication. The security personnel shall be equipped with the latest communication systems, like radio sets. Night Guards shall be equipped with proper protection and illuminating/lighting devices. While working at the premises of the IIMT, they shall work under the directives and guidance of the Officer assigned or any other person deputed by the IIMT.
24. Private Security Agencies Central Model Rules, 2020, dated 15th December 2020, and The Private Security Agency (Regulation) Act, 2005, shall be applicable.
25. The scope of work may change during the period of the contract by mutual consent.
26. Category-wise Tentative Security Personnel requirements, as of now, are as under:

Sl. No	Type of Work	Tentative No. of. Personnel – IIMT Tiruchirappalli Campus	Tentative No. of. Personnel – IIMT Tiruchirappalli Chennai Campus
1	Security Guard (including relievers)	67 Nos. (59 + 8 Relievers)	Monday to Friday – 1 No Saturday and Sunday – 2 Nos
2	ASOs	4 Nos. (3 + 1 Reliever)	-

The above requirement is only tentative and may vary depending on the volume of work, functional requirements, etc. Any additional requirement/variation of Security Personnel, including qualifications, shall be communicated to the Service Provider at the sole discretion of IIM Tiruchirappalli, which will be final and binding as and when the need arises during the period of the contract. *The agency is required to provide at least 9 Security Guards who have a valid Badge LMV License to operate vehicles in an emergency situation (for example, to drive the Ambulance vehicle, etc.).*

Note: The Service Provider should provide additional security guards and ASOs, as and when required by the Institute for special events, with prior notice.

27. The estimated requirement, along with qualitative requirements, is provided in the below table:

Table 1	
QUALIFICATION AND EXPERIENCE PRESCRIBED FOR SECURITY SERVICES ON AN OUTSOURCING BASIS AT IIM TIRUCHIRAPPALLI	
Categories	Eligibility
Security Guards (Ex-service Man / General Security Guard)	<ul style="list-style-type: none"> • Minimum High School (SSLC) Pass • Minimum Age 25 Year & Maximum Age 50 Year • Requirement as per PSARA Norms. • Able to walk and patrol 8 hours a day • Climb steep stairs or a ladder • 20/20 vision (or corrected to 20/20 with glasses). • Physically fit and healthy • Able to read, write, and speak in Tamil and English. • No history or presence of any psychiatric disorder • Knowledge of Hindi is desirable • No disabilities • Emotionally stable • Experience: Minimum 2 years' experience for a General security guard
Assistant Security Officer (Ex-Service Man)	<ul style="list-style-type: none"> • Minimum Graduate Degree from a recognized University • Minimum Age 35 Year & Maximum Age 55 Year • Minimum Height- 5.8" (174 cm) • Physically fit and healthy. • Good Communication skills. • Able to read, write, and speak in Tamil and English. • Able to speak in Hindi. • Working knowledge of MS Office. • No history or presence of any psychiatric disorder • No disabilities • Emotionally stable • Experience: Minimum 5 years

The above requirement of the Security Personnel is tentative as per the initial requirement. The Institute reserves the right to change the total number (can increase/decrease) of Security Personnel and their mix at any point during the contract period. Also, it may change the designation as per the actual requirement in the respective category at the time of signing of the contract and/or anytime thereafter.

28. *The agency is required to provide essential items for security personnel, including uniforms, identity cards, and the following tools/equipment:*

Table 2			
Sl. No.	Particulars	Quantity	Remarks
Item I: Uniform			
1.	a. For Men - Two pairs of High-quality Cotton shirts and pants with the logo of the Service Provider. b. For Women - Two pairs of High-quality Chudidhars, including pants with a shawl or waistcoat with the logo of the Service Provider. c. One Belt d. One Cap e. One Name Badge f. One Set of Leather Shoes and g. Three pairs of Cotton Socks.	-	The selected Agency is required to supply the items mentioned under Item I (serial no. 1a to 1g in the same Table 2) to each deployed security person, including ASOs at IIM Tiruchirappalli Site, every year
Item II: Requirement of items for each Security Personnel			
1	Umbrella	01	The selected Agency is required to supply the items mentioned under Item II (serial no. 1 to 5 in the same Table 2) to each deployed security person, including ASOs at IIM Tiruchirappalli Site, every year
2	Raincoat	01	
3	Jacket for Extreme Cold	01	
4	Polycarbonate Lathi	01	
5	Whistle	01	
Item III: Security Equipment/Tools required for Security Operations			
1	Chargeable Torch (with Batteries)	Trichy – 20	
2	DFMD (Door Frame Metal Detector)	Trichy – 01	
3	(HHMD) Handheld Metal Detector	Trichy - 02	
4	Under-vehicle Scanning system	Trichy - 01	
5	Wireless Walkie Talkie	Trichy – 21 Chennai - 02	Quantity may vary based on the requirements of the Institute
6	Chargeable Search Light	Trichy - 10	
7	Binoculars General	Trichy - 02	
8	Night vision	Trichy - 02	
9	Snake Catching Stick	Trichy - 05	
10	First Aid Kit	Trichy - 05	

Note - The agency shall be responsible for arranging timely maintenance/replacement of these items.

29. Mandatory Physical Standard (As per Private Security Agencies Central Model Rules, 2020, dated 15th December 2020):

- Height**, 160 cm (Female 150 cm), weight according to a standard table of height and weight, chest 80 cm with an expansion of 4 cm (for females, no minimum requirement for chest measurement).
- Eyesight**: Far-sighted vision 6/6, near-sighted vision 0.6/0.6 with or without correction, free from colour blindness, should be able to identify and distinguish colour displays in the security equipment and read and understand displays in the English alphabet and Arabic numerals.
- Free from knock-knee and flat foot, and should be able to run one kilometre in six minutes.
- Hearing**: Free from defect; should be able to hear and respond to the spoken voice and the alarms generated by security equipment.
- The candidate should have the dexterity and strength to perform searches, handle objects, and use force for restraining the individuals in case of need.

30. Anticipated No. of Security Personnel per Day per Shift:

a. IIMT Tiruchirappalli Campus*:

PROPOSED SECURITY DEPLOYMENT: A SHIFT			
Sl. No	Location	Man Power	Remarks
1	Main Road Entrance	1	
2	Main Gate	3	
3	Director's Residence	1	
4	Academic Block	1	
5	Administrative Block	1	
6	LRC Building	1	9 AM to 5.00 PM
7	Sports Complex	1	
8	Hostel: 1 to 7	7	
9	Hostel: 8	4	
TOTAL		20	
PROPOSED SECURITY DEPLOYMENT: B SHIFT			
Sl. No	Location	Man Power	Remarks
1	Main Road Entrance	1	
2	Main Gate	3	
3	Director's Residence	1	
4	Academic Block	1	
5	Administrative Block	1	
6	LRC Building	1	5 PM to 1 AM
7	Sports Complex	1	
8	Hostel: 1 to 7	7	
9	Hostel: 8	4	
TOTAL		20	

PROPOSED SECURITY DEPLOYMENT: C SHIFT			
Sl. No	Location	Man Power	Remarks
1	Main Road Entrance	1	From 11 PM to 6 AM, one gate gets closed at the Main Entrance
2	Main Gate	2	
3	Director's Residence	1	
4	Academic Block	1	
5	Administrative Block	1	
6	Wellness Centre	1	10 PM to 6 AM
7	Sports Complex	1	
8	Hostel: 1 to 7	7	
9	Hostel: 8	4	
TOTAL		19	
Total No of Security Guards (SGs) & Lady Security Guards (LSGs) Required for One Day (A+B+C Shifts)		59*	
Reliever		8	
Total Requirement (indicative)		67 (21 LSGs out of 67)	

* excluding Assistant Security Officer.

b. IIMT Chennai Campus:

Sl. No	Particulars	Number of Guards Monday to Friday	Number of Guards Saturday and Sunday
1	Security Guards	1	2

Note: The Agency should deploy required relievers for the Supervisor from their common pool of personnel. Security Guards should not be deployed as relieving ASOs.

31. Working Hours (indicative):

a) Security Guard

Shift	Tiruchirappalli Campus (All Days)	Chennai Campus (Monday to Friday)	Chennai Campus (Saturday and Sunday)
Shift 1	06.00 am to 02.00 pm	11.00 am to 07.00 pm	07.00 am to 03.00 pm
Shift 2	02.00 pm to 10.00 pm	-	03.00 pm to 11.00 pm
Shift 3	10.00 pm to 06.00 am	-	-

The timing of the individual post may be changed on a need basis and as per the Institute's requirements.

b) Assistant Security Officer.

Working hours for Assistant Security Officer should be in such a way that they are on duty during the time of change of shifts to monitor the handing over and taking over of charge of Security Guards.

32. Nature of Work (Security Personnel):

- a) Manning the Office Complex, Faculty Quarters, Hostels, and surrounding areas of these locations, including the garden area and up to the compound wall round the clock (24 x 7 hours a week) by regulating, monitoring, and recording the entry of all persons, materials, and vehicles coming in and going out of the premises wherever necessary. The necessary Inward and Outward Register (Movement Register) should be maintained by the deployed personnel of the Service Provider.
- b) The guards are required to check the Control Room Monitor installed at the security gate so that any mishappening on the campus could be reported immediately to the concerned officials.
- c) The security team should be cooperative, helpful, and should create a sense of comfort for the Faculty and Staff members and visitors. They should conduct themselves in a professional manner while on duty.
- d) Preventing unauthorised carrying in and out of any materials from the campus.
- e) Maintaining a logbook for events noticed, unauthorised materials found in possession while frisking of persons and vehicles of Facility Management Service Providers and other persons notified by the officer in-charge at IIM Tiruchirappalli, ensuring that incoming/outgoing materials have been authorised by an authorised signatory and have a gate pass, etc. It should be ensured that unauthorised materials are neither allowed inside nor allowed to go out.
- f) Maintenance of a copy of all gate passes of material movements in appropriate files.
- g) Admittance of personnel other than IIM Tiruchirappalli faculty and staff members and outsourced employees inside the building shall be at the discretion of the authorised officials of IIM Tiruchirappalli. The security officer/guard should ascertain the authorisation of visitors, vendors, and customers, etc., by telephonically calling the IIM officials for authorisation of their entry.
- h) Upon authorisation, the security guard will request the above-mentioned visitor to write his/her name with contact particulars and full address in the 'Visitors Book'.
- i) Except for vehicles of the Institute and those of faculty and staff members, all vehicles coming to campus shall be entered in the book.
- j) Vehicle speed inside the campus is restricted to 30 km/hr. Disciplinary action, in the form of not being allowed in the building thereafter, shall be taken against vehicles/drivers exceeding the speed limit. Security personnel are required to inform all visitors and guests to adhere to the speed limit, either by referring them to the notice board or by verbal communication.
- k) Gate protocols for visiting dignitaries such as Govt officials, distinguished guests of IIM Tiruchirappalli, etc., shall be done with the liaison officer as designated by the concerned representative.
- l) Issuance of an access pass to the office complex after office hours and on holidays, at special request from IIM Tiruchirappalli officials, shall be done after capturing full particulars.
- m) Round the clock (24 x 7 hours a week) monitoring of the Institute's areas specified above and taking immediate appropriate remedial action, like personal inspection of the spot where any unusual movement or image is noticed during monitoring, and other related actions.

- n) Drugs & Liquor are strictly prohibited inside the campus. The entire campus is declared a “Smoking Free Zone”. Strict disciplinary action will be initiated against offenders. The security personnel on duty should keep strict vigilance on that.
- o) Reporting on malfunctions of IIM Tiruchirappalli assets, shortfalls noticed in facility management services, or notice of untoward incidents to the officer-in-charge or the designated Helpdesk.
- p) Answering all queries from visitors and telephone enquiries, especially during holidays.
- q) Manning the vehicle parking area and safeguarding vehicles parked.
- r) Managing fire-fighting equipment in an emergency during office and non-office hours.
- s) Maintenance of the complaint log book.
- t) Switching off the lights in unoccupied areas.
- u) Frequent patrolling of the Office Complex, Classrooms, Hostels, and Quarters, especially during night-time.
- v) Safeguarding the assets of the Institute in the Office Complex, Classrooms, Hostels, and Quarters.
- w) Maintaining the instructions register with details. The security guard on duty should, without fail, see this register and carry out instructions.
- x) Stopping / monitoring of animals entering the campus, hostels, and quarters area.

33. Working Conditions:

a) General

- i) The Security Service is required to be carried out on all days of the month, round the clock (24 x 7 hours a week).
- ii) Sufficient Personnel are required to be provided to all areas of the Institute. The identified Positions/Numbers may be increased or decreased after a proper assessment and after ascertaining the workload, in consultation with the successful bidder.
- iii) Strict discipline must be observed by the security personnel.
- iv) The security personnel on duty must be provided with a proper and full uniform to distinguish them from other staff.
- v) The security personnel must be provided with an identity card with the Institute’s approval.
- vi) The supervisor under whom the security personnel work shall have to report daily to the concerned official of the Institute and take instructions.
- vii) The security personnel must be given one weekly day off if he/she continuously work for six days in a week.
- viii) A reliever for the Supervisor and Security guards should be provided, who should be regular staff of the agency. Payment will be released for reliever duty. However, no payment will be released for double duty/ overtime.
- ix) The payment will be made after deductions, if any.

b) Staff Discipline:

The Security personnel on duty should strictly adhere to the following disciplinary requirements:

- i) Should be strictly in a full security uniform with cap, shoes with socks, belt, security badge, name badge, etc.
 - ii) The security personnel on duty must wear the cap for their entire duration of their duty hours.
 - iii) When the duty is over, they should continue to be on duty at their duty place with full uniform till the next security guard comes in full uniform and takes charge.
 - iv) Likewise, once taking charge of duty, should not leave the duty place except in an emergency, for which necessary permission should be obtained from the security supervisor and the concerned official of IIM Tiruchirappalli. In that case, an alternate security guard should be posted till the security guard who goes on emergency returns or till the security guard of the next duty takes charge, whichever is earlier.
 - v) Should possess a search light/torch while on night duty.
 - vi) Should use only the company-provided ordinary phone for communication during working hours and deposit the personal smartphone at the security office while reporting for duty. Violation of this clause and a smartphone found with security personnel during working hours will invite a fine of Rs. 1,000/- on each occasion and for each individual.
 - vii) Should not sleep during duty hours.
 - viii) Should not consume drugs or liquor nor come to duty under the influence of drugs or liquor.
 - ix) Should not smoke during duty.
 - x) Should not chit chat with any known/unknown person(s) during duty or with fellow security personnel on duty or with anybody over the phone.
 - xi) Disobedience to any of the above conditions on the part of any security staff member will attract disciplinary action to be taken by the security agency, as recommended by the concerned official of IIM Tiruchirappalli. The disciplinary action may be in the form of a wage cut or suspension, or dismissal from the job as deemed fit by the concerned official of IIMT.
 - xii) Should follow the traffic rules and regulations properly.
- c) The service is required to be carried out on all the working days of the month, except declared holidays and festival holidays.
 - d) Sufficient Security Personnel are required to be provided for the work.
 - e) The staff must be provided with an identity card with the Institute's approval.
 - f) The supervisor under whom the staff will work shall have to report daily to the concerned official of the Institute and take instructions.
 - g) It shall be the responsibility of the agency to ensure that its staff are in proper uniform, along with their nameplate. Necessary approval for the uniform should be taken from the Officer-in-Charge, IIMT.

34. The Security Personnel should be provided as per the requirements of the Institute. The service provider has to make necessary arrangements, adhering to regular wages and working hours as per statutory provisions.

Eligibility Conditions for Bidders

The tendering Agency must fulfil the conditions mentioned in the succeeding paragraphs in order to be eligible for submission of the Bids; otherwise, their Bids will not be considered for further evaluation:

1. The Bidder should have a valid PSARA license.
2. The Bidder should have a valid EPF Registration Certificate and ESI Registration Certificate.
3. The Bidder should have a valid Labour License.
4. The Bidder (s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Services Tax (GST). A copy of the GST Registration Certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN, and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the tender document should be the same or linked.
5. The bidder(s) should be registered as a Company under the Indian Companies Act 1956/2013 and should be in existence for not less than three years as on 31st July 2025. A copy of the Certificate of Incorporation should be attached.
6. Bidder should be registered with the Controlling Authority of Private Security Agencies (Regulation) Act, 2005. A current, valid License as of the date of publishing of the Tender should be attached.
7. Bidder(s) should have at least three years' experience in the business of providing Security Services as on **31st July 2025**. (Relevant documentary proof must be submitted with the technical Bid.)
8. Bidder(s) should submit the Satisfactory Performance Certificate from all their current **Central Government/State Government/Central Autonomous Bodies/PSUs** Clients, along with the Technical Bid document of the Tender. Failure to submit a satisfactory performance certificate from all their current clients will lead to disqualification.
9. The bidder(s) should be registered with appropriate authorities under the Employees Provident Fund and the Employees State Insurance Acts or any other labour authorities, including under the Contract Labour Regulation and Abolition Act. A copy of the relevant registration certificates is to be attached.
10. Similar work shall mean Providing Security Services to the Central Government/State Government/Central Autonomous Bodies/PSUs.
11. The Bidder shall provide copies of work orders demonstrating that the company has executed similar works within the three-year period from 01 July 2022 to 31 July 2025, along with details of current works in hand and other contractual commitments, as of 31 July 2025, as detailed below:

One work order with at least 60 security personnel deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs [Attach Contract, Agreement with Work Order, Performance Certificate]

OR

Two work orders with at least 40 security personnel (in each work order) deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs [Attach Contract, Agreement with Work Order, Performance Certificate]

OR

Three work orders with at least 30 security personnel (in each work order) deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs [Attach Contract, Agreement with Work Order, Performance Certificate]

12. The Bidder should submit the Performance Certificate for all the attached Work Orders and the Valid License under the Contract Labour (Regulation & Abolition) Act, 1970, and the Contract Labour (Regulation & Abolition) Central Rules, 1971, from the competent authority, along with all the attached Work Orders. ***The Work Order(s) without a valid CLRA License and Performance Certificate will not be considered for evaluation.***
13. The average annual turnover of the bidder(s) should be at least ***Rs. 5 Crores*** during the last three financial years from 2022-23 to 2024-25 in the field of providing security services as covered by this tender. Copies of duly audited Balance Sheets with Profit & Loss accounts are to be submitted. If there is no split-up available to calculate the turnover from the security services part, then the bidder should submit the audited Certificate from the Auditor for the FY 2022-23 to 2024-25. The year in which no turnover is shown would also be considered for working out the average.

A turnover certificate for the financial year 2022-23, 2023-24 and 2024-25 is to be obtained from a Chartered Accountant and to be attached with the tender.
14. Bidders should be regular in filing Income-Tax returns. A copy of the acknowledgement of Income-tax returns for the last three financial years (2022-23, 2023-2024 and 2024-25) should be submitted along with the Technical Bid.
15. The bidder should provide a solvency certificate from their bankers for an amount not less ***than Rs. 50,00,000/-***. The certificate shall not be older than 30 days as of the date of submission of bids.
16. The Bidder should have an office established in Tamil Nadu, which has been in operation since at least July 2022. As proof, the Bidder should submit copies of the Electricity Bill/ Telephone Bill/Professional Tax payment receipt and Registered Lease Deed, clearly indicating the address of the Corporate/Registered/Branch Office in Tamil Nadu, evidencing its existence of the bidder in the said territory for the last three years as of 31st July 2025.
17. In addition to the conditions mentioned at point no.16 above, the Bidder should also have a proper branch office setup in Tiruchirappalli for operational convenience.

In case the bidder does not have a branch office in Trichy, such bidders are, however, allowed to participate in the tender process. The provisionally selected bidder should establish the Office in Trichy within the provisional period of three months, failing which, the provisional work order will be cancelled. Institute officials will visit the Trichy office once it is established. In this regard, the list of Acceptable Documents (as on Date of Publishing Tender) for the bidders who have already established the Office in Trichy should be attached to the technical bid for evaluation purposes:

- a) Latest Telephone Bill/ EB Bill/ Professional Tax Payment Slip/ Rent Deed registered with

the Rent Authority in the Name of the Bidder under the Tamil Nadu Regulation of Rights and Responsibilities of Landlords and Tenants Act 2017.

- b) If any other valid address proof other than the above-mentioned needs to be submitted along with the Electricity Bill (Past three years as of 31st July 2025) for proving it as a Commercial Place.
18. The bidders should not have been ***blacklisted or terminated due to poor performance*** by any department of the Government of India, any State Government, or a Private organization in the past. There should not be any criminal case registered against the bidding company or its owners/partners anywhere in India, and the Bidder should give a self-declaration certificate for acceptance of all terms & conditions of the tender documents. An undertaking to this effect in the Company letterhead, duly signed by the owner/partner or both, to be enclosed, as per **Annexure-III**.

IMPORTANT SPECIAL CONDITIONS

a. Important Note on the BoQ of the Price Bid:

i. Service Charges on Basic Pay and VDA: The Bidder should quote the Service Charges in an amount corresponding to the allowable Service Charge Percentage (3.85% to 7%) by the Bidder for the items mentioned in the BoQ from 1.01 to 1.03. The details are given in the BoQ under Item Description.

ii. Annual Charges for Item II and Item III of Table 2 above: The Bidder should quote the Annual Charges for the Items mentioned under Items II and III of Table 2 above, in the BoQ from 2.01 to 2.03. The details are given in the BoQ under Item Description.

Note: After award of the work order to the successful Bidder, the Institute will pay service charges based on the actual service charge percentage calculated for items 1.01 to 1.03 in the Bill of Quantities (BoQ) of the Price Bid. The service charge percentage will be determined using the formula: $(\text{Quoted Amount} / \text{Total BoQ Amount}) \times 100$. For instance, if a bidder quotes ₹10,00,000 for item 1.01 (with a total BoQ amount of ₹1,92,30,755), the service percentage would be 5.20%. This calculation will be applied to items 1.01, 1.02, and 1.03. Additionally, the Institute will pay annual charges for items 2.01 to 2.03 as per the rates quoted by the successful bidder, upon certification by the concerned Officer in charge of the Institute.

b. No Unauthorized Deductions or Collection of Payment

- The agency should not collect any money or deductions from the security personnel deployed at the site, including but not limited to:
 - Wage deductions
 - Service charges
 - Any other form of payment, including Training Charges, App Charges, etc.
- The agency shall ensure that the security personnel are paid their full wages and benefits as per the agreed-upon terms and conditions.
- Any other cost incurred on the security personnel deployed other than the uniform charges, items, and equipment as mentioned in Table 2 above, should be subsumed in the service charge quoted by the bidder.

c. Week Off

- Personnel deployed at our site should be granted a weekly off in accordance with the Labour Law.

d. Authorized Representative

- The Service Provider should identify the authorized representative from the agency side for the IIM Tiruchirappalli site. The representative should come and meet with the Officer-in-Charge of Security at IIM Tiruchirappalli at least once in fifteen days for the following:
 - Obtain feedback from the Institute on the services provided in all aspects
 - Discuss corrective actions required to improve service efficiency
 - Any other matters related to security operations

This regular interaction will ensure that the services meet the Institute's expectations and ensure continuous improvement.

Instructions to Bidders

Procedure for Submission of Bids

1. General

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, preparing 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>.

2. Registration

- a) Bidders are required to enroll 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 Enrolment” 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 addresses 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 for ensuring that they do not lend their DSCs to others, which may lead to misuse.

- f) Bidder shall then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

3. Searching for Tender Documents

- a) There are various search options built into 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 some 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 notify the bidders through SMS/e-mail in case a corrigendum is 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.

4. 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should keep the bid documents ready to be uploaded 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 200 dpi with colour/black and white option, which helps in reducing the 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 uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificates, 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 the bid submission process.

5. Submission of Bids

- a. The Bidder should submit the bid online in two parts viz. Technical Bid and Price Bid. Technical Bid, along with required documents, should be in PDF format and uploaded

online in Cover-1. Price Bid in MS Excel “.xls” format only should be uploaded online in Cover- 2.

- b. 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. The bidder will be responsible for any delay due to other issues.
- c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified on page no.1 in the tender document.
- 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 filled out by all the bidders. Bidders are required to download the BOQ file, open it, and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as the 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 referring to the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow these timelines during bid submission.
- g. All the documents being uploaded 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 Secure Sockets 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 the buyers'/bid openers' 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.
- k. The off-line Tender will not be accepted, and no request in this regard will be entertained whatsoever.

1. Downloading of Tender Document

Tender Documents can be taken from the CPP Portal <https://eprocure.gov.in/eprocure/app>. **No Tender fee is payable.**

2. Earnest Money Deposit

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 12,50,000/- (Rupees Twelve Lakh Fifty Thousand only)** at the bank account mentioned on **Page 1**. A copy of the payment transaction receipt has to be attached to the Tender application form, without which the bid will not be considered for the bidding process.
- b. The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the Tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Micro and Small Enterprises (MSEs) companies as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) or the companies registered with the Central Purchase Organization or the concerned Ministry or Department or Start-ups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the Tender to this effect, without which the bid won't be considered for further process.
- e. The bidders who seeks exemption from EMD as per clause 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 bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate

- a. The bidder should give a certificate that none of his/her near relatives is working in the units as defined below, where he is going to apply for the Tender. In case of a proprietorship firm certificate will be given by the proprietor. For a partnership firm, the certificate will be given by all the partners, and in the case of a limited company, by all the Directors of the company. Due to any breach of these conditions by the company or firm, or any other person, the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed, and IIM Tiruchirappalli will not pay any damages to the company or firm or the concerned person.
- b. The company or firm, or person, will also be debarred from further participation in the concerned unit.
- c. The near relatives for this purpose are defined as follows:
 - Members of a Hindu undivided family,
 - Spouse,
 - The one is related to the other in the manner of father, mother, son(s) & Son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).
- d. The Relationship Certificate ([Annexure-III](#)) needs to be placed in the Technical bid cover.

4. Amendment to Bid Document

- a. At any time before the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments on its own.
- b. Such amendments shall be notified on the CPP Portal and IIM Tiruchirappalli website only, and these amendments will be binding on all prospective bidders.
- c. The Institute may, at its discretion, extend the last date for the receipt of bids.
- d. IIM Tiruchirappalli reserves the right to cancel the tender without assigning any reason at any stage of evaluation before finalization.
- e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion, the following:
 - i. Accept or reject all bids.
 - ii. To obtain further clarification or supporting documents during the technical bid evaluation.
 - iii. To suspend, discontinue, modify, and/or terminate the Tendering process at any time.
 - iv. To reject any unreasonable bid.
 - v. To modify/change/delete/add any further terms and conditions before the opening of the Price Bid.

5. Conditional Bids

Conditional bids or Bids based on the process / basic schemes other than those mentioned and/or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

6. Technical Bids Criteria

- a. The technical bid shall contain all the relevant information that forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder.
- b. All the information should be organised in a logically structured form and uploaded in PDF Format as a technical bid with an index. Bidders should comply with the eligibility criteria and technical requirements. The detailed formats are attached at **Annexure I**. The Bidder is to complete the same in all respects and submit accordingly. No deviations are acceptable in **Annexure I**.

7. Price Bid Details

- a. Price Bid, i.e., BoQ, given with the Tender to be uploaded after filling all relevant information, and it should be uploaded in MS Excel (.xls) format as per the format available with the tender; failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- b. Please refer to ***Annexure II*** for the format of BoQ.
- c. In accordance with the Government of India, Ministry of Finance, Department of Expenditure, Office Memorandum (OM) No. F.6/1/2023-PPD dated 6th January 2023, the minimum service charges applicable for Manpower Outsourcing Services have been fixed at 3.85%. All contracts entered into pursuant to this tender shall adhere strictly to the

provisions of the aforesaid Office Memorandum. Any bid quoting a service charge percentage lower or higher than the prescribed limit mentioned in the said OM shall be rejected without further consideration.

- d. ***Service Charge is applicable only on Basic + VDA.***
- e. Wages / Remuneration for deployed outsourced security staff will be paid, taking into account the following components:

Types of Personnel	Wages / Remuneration	EPF & ESI & Bonus	Agency Service Charge (in Percentage)
Assistant Security Officers (ASOs)	As per the DGR (Directorate General of Resettlement) rate	As per the prevailing Government of India Rules	To be quoted by the bidder in the Price Bid without GST.
Security Guards	As per the Minimum Wages Act		

Note:

- GST to be paid extra as applicable.
 - The wages payable to the Security Personnel will be revised solely based on the revision of minimum wages as notified by the Government of India from time to time, wherever applicable.
 - Payment to the Service Provider will be made as per actual deployment based on the requirements of IIM Tiruchirappalli.
 - ***If a company/agency quotes NIL or negative charges/consideration, the bid shall be treated as unresponsive and not be considered even after fulfilment of other technical qualifications by such bidders.***
- f. The Percentage quoted by the tendering service provider should be inclusive of all liabilities under Statutory/taxation provisions (other than ESI/EPF/Bonus as indicated above) in force at the time of entering into the contract, but excluding GST.

8. Resolution on Tie Cases:

- a. If more than one bidder quotes the same rate, the bidder who obtained the highest marks in Technical Evaluation, as mentioned in Stage 2 of the Tender Evaluation Process, will be considered as L1.
- b. If more than one bidder obtains the same marks in Stage 2 of the **Tender Evaluation Process**, the bidder with the highest Average Annual Turnover during the last three financial years (2022-2023, 2023-2024, and 2024-2025) will be considered as L1.

Note:

The bidders should submit the relevant documents for the above requirements for tie resolution in a Separate spiral-bound document along with the technical bid itself, else the bid will not be taken for consideration for further process in tie cases. The documents cannot be provided after the opening of the price bids.

9. Validity of Bids and Rates:

- a) All the quoted rates would be valid until the completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including an extended period if any.

- b) The quote shall remain valid and open for acceptance for a period of 120 days from the date of opening the price bid.

Site Visit & Pre-Bid Meeting

The bidders are encouraged to inspect the site and gather all necessary information to understand the scope and requirements of the Institute before the pre-bid meeting and before submitting the tender. To visit the site, the vendor shall send a formal email to purchase@iimtrichy.ac.in. After getting confirmation from the Institute, the vendor can visit the site.

A Pre-Bid Meeting with the intending bidders will be conducted in person/virtual mode at IIM Tiruchirappalli, Trichy - 620024 on **09.09.2025 at 15.30 Hrs.** to clarify doubts that shall arise before submitting the bids.

No additional claims will be entertained due to misunderstandings or lack of knowledge about the site or local conditions. Submission of a tender implies that you have read and understood all contract documents and are aware of the requirements for executing the work.

The bidders need to send the scanned copy of the letter of authorization from their company (or company they are representing) to purchase@iimtrichy.ac.in before **11.00 Hrs., on 08.09.2025**, for attending the Pre-bid meeting as per the format enclosed vide [Annexure-IV](#).

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in, prior to the pre-bid meeting, i.e., by **11.00 Hrs., on 08.09.2025**, to enable us to clarify the doubts in the pre-bid meeting itself.

Tender Evaluation Process

The process of selection of the successful Bidder would be determined as under:

Stage 1:

Document Verification – All the technical bid documents submitted by the bidder will be scrutinized by the committee. The bidders meeting all the basic eligibility conditions mentioned in this tender document will only be considered for the Stage II evaluation process.

Stage 2:

Technical Evaluation – Those qualified bidders from *Stage-I* evaluation will be evaluated based on the relevant proof submitted as part of the Technical Bid, such as financial soundness, experience, performance in the Government/State Government/Central Autonomous Bodies/PSUs, organisational set up of the agency and branch set up of the agency at Trichy, to showcase their capability to provide security services at IIM Tiruchirappalli.

The Institute will assess the service provider as per the criteria mentioned in the technical bid.

Note:

- 2) Work order Evaluation will be calculated proportionately. For example,
b. If Bidder(s) received a work order for a similar kind of work on 01st May 2025, the work

order value will be calculated proportionately for only three months up to 31st July 2025.

- c. If Bidder(s) received a work order for a similar kind of work before 01st July 2022 and that contract period extends after 01st July 2022, means work order value will be determined proportionately from 01st July 2022 to 31st July 2025.

The bidders should submit supporting evidence, such as a copy of the work orders and testimonials/completion certificates from clients related to providing security services in the relevant field, to be submitted. Performance Certificates from past clients of equivalent order size (issued within the period of three years as on 31st July 2025) need to be attached to the Tender document.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder. Technical evaluation of the Bidder will depend on the information provided herein. **Technical bid score, out of 100**, will be calculated based on the following Parameters:

Sl. No	Items	Maximum Marks
1	Financial Soundness / Turnover (Average turnover in the last three years, as reported in the audited financial statements, will be considered). a. Between Rs. 5.00 - 10.00 Crores = 2 marks; b. Rs. 10.01 to 20.00 Crores = 4 marks; c. Rs. 20.01 to 30.00 Crores = 6 marks; d. Rs. 30.01 to 40.00 Crores = 8 marks; e. above Rs. 40.00 crores = 10 marks;	10
2	Performance certificate provided by previous clients within a three-year period as of 31 st July 2025. Copy of Work Order/Agreement with performance certificate in letterhead with verifiable contact details (office phone number, official email id) should be enclosed. a) Institutes of National Importance (IIMs/IITs/NITs, etc.) – 12 marks for each certificate b) Central PSUs / other Central Government organizations – 8 marks for each certificate c) State PSUs / State Government Organizations – 5 Marks for each certificate. A minimum of 3 Performance Certificates, along with the respective work order/Agreement, will have to be provided to be considered under this head.	25

3	<p>The agency’s experience in providing Security services to the Central/ State Government/Central Autonomous Bodies/PSUs (Number of Security Personnel deployed at various organizations as on 31st July 2025):</p> <p>Institutes of National Importance (like IIMs/IITs/NITs, etc.):</p> <table><tr><th>Number of Personnel</th><th>Marks</th></tr><tr><td>60 – 99</td><td>5 for each work order</td></tr><tr><td>100 – 150</td><td>7 for each work order</td></tr><tr><td>Above 150</td><td>10 for each work order</td></tr></table> <p>Central PSUs / other Central Government organizations:</p> <table><tr><th>Number of Personnel</th><th>Marks</th></tr><tr><td>60 – 99</td><td>4 for each work order</td></tr><tr><td>100 – 150</td><td>6 for each work order</td></tr><tr><td>Above 150</td><td>8 for each work order</td></tr></table> <p>State PSUs / State Government Organizations:</p> <table><tr><th>Number of Personnel</th><th>Marks</th></tr><tr><td>60 – 99</td><td>3 for each work order</td></tr><tr><td>100 – 150</td><td>5 for each work order</td></tr><tr><td>Above 150</td><td>7 for each work order</td></tr></table>	Number of Personnel	Marks	60 – 99	5 for each work order	100 – 150	7 for each work order	Above 150	10 for each work order	Number of Personnel	Marks	60 – 99	4 for each work order	100 – 150	6 for each work order	Above 150	8 for each work order	Number of Personnel	Marks	60 – 99	3 for each work order	100 – 150	5 for each work order	Above 150	7 for each work order	25
Number of Personnel	Marks																									
60 – 99	5 for each work order																									
100 – 150	7 for each work order																									
Above 150	10 for each work order																									
Number of Personnel	Marks																									
60 – 99	4 for each work order																									
100 – 150	6 for each work order																									
Above 150	8 for each work order																									
Number of Personnel	Marks																									
60 – 99	3 for each work order																									
100 – 150	5 for each work order																									
Above 150	7 for each work order																									
4	<p>Timely Payment of Statutory dues (Proof to be attached for the previous one year as on 31st July 2025)</p> <p>a) EPF Payment – 2 Marks</p> <p>b) ESI Payment – 2 Marks</p> <p>c) The Tamil Nadu Labour Welfare Fund Contribution Receipt for the Year 2022 – 1 Marks</p>	5																								
5	<p>Organisational Set up –</p> <p>A detailed note should be prepared and attach the colour photograph wherever required, covering the following aspects:</p> <p>i) Pyramid Structure for Hierarchy Evaluation – 5 Marks</p> <p>To evaluate the hierarchy level of the security agency, a pyramid structure is required to submit, illustrating the levels from top to bottom.</p> <p>ii) Training Mechanism - 05 marks</p> <p>iii) Photos of Uniform (Male and Female Guards, and Ceremonial Dress) - 05 marks</p> <p>iv) Photos of the Equipment/Tools to be deployed for the operational purpose of the security services - 05 marks</p>	20																								
6	<p>Trichy Branch Office Setup –</p> <p>A detailed note should be prepared and attach the colour photograph wherever required, covering the following aspects:</p> <p>I. If the Agency has already set up the office in Trichy and has been functioning for the last three years. The evaluation will be done on the following:</p> <p>1. External & Internal photos of the Trichy Office Set up - 06 marks.</p>	15																								

	<p>2. Documents proofs for three years (like EB/Water Bill, Rental Agreement, etc.) - 06 marks</p> <p>3. Pyramid/Structure - Levels and Designation of the manpower deployed at Trichy Branch Office - 03 marks.</p> <p style="text-align: center;">OR</p> <p>II. If the Agency does not have an office in Trichy City, they are required to set up the office in Trichy, and the following parameters will be followed to evaluate the bidder(s):</p> <p>1. A detailed proposal to set up the office at Trichy to be submitted along with the Technical Bid of the Tender – 05 marks.</p> <p>2. The proposed Pyramid/Structure – Level and designation of the manpower to be deployed at the Trichy Branch Office – 03 Marks.</p> <p>3. Number of days to be taken to set up the Branch Office at Trichy – 02 Marks.</p>	
Total Marks		100

A minimum of **60 marks** out of 100 marks in the technical bid evaluation is required to be eligible for participating in the price bid.

The decision taken by the Evaluation Committee on the Technical Evaluation will be final and binding. At the end of this stage, each company will have a Technical score (out of 100) associated with it. Bidders getting less than a **60 score** in the Technical bid will not be considered for opening the price bid.

General Terms & Conditions

- The service provider should provide additional Security Personnel, if required by the Institute, on the same terms and conditions under all categories.
- The salary of the deployed personnel will be as per the Minimum Wages Act/DGR rate fixed for the applicable categories based on the nature of work and professional requirement of the Institute, but the bidder should quote only the percentage of the service charge.
- The wages payable to the employees will be revised solely based on the revision of Minimum Wages/VDA as notified by the Government of India from time to time, wherever applicable.
- The Service Provider should not charge any fee to those deployed at the Institute. All such workers, if taken by the new Security service provider, would be accepted free of charge, i.e., without charging anything from them or from IIM Tiruchirappalli for their staffing or enrolment with the Service Provider or for their deployment at IIM Tiruchirappalli.
- Payment of Wages to the deployed personnel:**
 - The Service Provider should pay the wages to the personnel on or before the **5th day of every** subsequent month through direct payment to their bank accounts, irrespective of delay in payment of the Bill by the Institute for whatever reason. The service provider shall ensure that the payment is made **before the 5th day of every subsequent month**, irrespective of the

holidays, banking holidays, and Sundays falling within this specified deadline. Hence, the service provider should plan it well in advance to make the payment within the deadline. Wages payable should not be less than the payment of the minimum wage as declared by the Central Government.

- b) The wages shall be paid to the workers without any deduction except those under the Payment of Wages Act and the Minimum Wages Act.
- c) If the deployed personnel is/are required to perform duty on three National Holidays (26th January, 15th August, and 02nd October) and also on five festival holidays, which will be decided by the Institute, for providing essential services in the Institute, an appropriate wage will be paid to such personnel for the duties performed on National and Festival Holidays.
- d) The service providers should, on demand, furnish copies of the wages register/muster roll, etc., to the Institute for having paid all the dues to the person deployed by them for the work under the agreement. This obligation is imposed on the Service Provider to ensure that he/she fulfils his obligations towards their employees who are deployed under various statutory provisions.

6. **Payment Terms:**

- a) No advance payment will be made in any case.
- b) The Service Provider should submit the bill in the form of a Tax Invoice containing the details of the GST Registration number of the Service Provider and IIM Tiruchirappalli (**33AAAI5004R1ZO**), along with HSN/SAC code every month.
- c) The monthly bill should be submitted after paying the monthly wages to the personnel. Proof of payment of wages, and proof of payment confirmation of ESI and EPF for the previous month, should be submitted along with the monthly bill. In the event of non-compliance with this condition, the monthly bill will not be honoured.
- d) Payment shall be made monthly within fifteen (15) days from the date of receipt of the bill with all the supporting documents duly certified & recommended by a designated officer in charge.
- e) The Institute reserves its right to withhold bills if the service provider fails to produce proof of having remitted the ESI/PF dues.
- f) GST should be paid every month before the last date of remittance to GST authorities, and ensure that the returns are filed before the stipulated date. The Agency should provide a certificate to IIM Tiruchirappalli stating that the applicable GST has been remitted to the Government of India. Such proof should also be attached to bills raised by the Service Provider, failing which the respective bill will not be paid.
- g) TDS and any other Government levies applicable on bills as per Government instructions/notifications issued from time to time shall be applicable and deducted from the Service Provider's bills.

h) **Escalation / De-Escalation of Rates:** Not Applicable. The rate should be firm throughout the contract period and any extension thereof.

7. The Monthly wage Bill:

The Bill shall consist of the following:

- a) 'Basic Pay and Allowances' / 'Wages and VDA for the month', as applicable. The details in this regard will be communicated to the successful bidder by the Institute upon finalisation of the tender.
- b) Employer's Contribution towards EPF/ESI, where applicable.
- c) Re-imbursement of the monthly Uniform allowance payable to the security personnel.
- d) Arrears of the previous month, if any.

8. Payment of Bonus:

- a) Pro-rata payment towards the bonus to be paid under the Payment of Bonus Act, 1965, wherever applicable.
- b) The Bonus needs to be paid to the deployed outsourced security personnel, ***at least fifteen (15) days before*** Deepavali.

9. Penalty Clause:

- a) Deficiency/delay in Service/work will be construed as lapses on the part of the Service provider. Such lapses due to the Service provider will be viewed seriously, and penalties will be imposed on the Service Provider in case of any delay in providing the required services as covered by this Tender within the stipulated date and timings.
- b) IIM Tiruchirappalli reserves the right to impose the penalty, and the quantum of the penalty will be decided in individual cases, and the decision of the competent authority at IIM Tiruchirappalli shall be final and binding.
- c) The service provider is accountable for providing the correct type of Security Personnel that satisfies the requirements of IIM Tiruchirappalli. If the service provider does not provide the required Security Personnel to the Institute and if the position lies vacant for 02 days, the Institute reserves the right to penalize the service provider as deemed appropriate by the Competent Authority.
- d) In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.
- e) GST should be paid every month before the last date of remittance of GST. Failing which, next month's bill will not be paid unless the GST dues are paid to the Government.
- f) If the service provider fails to pay the salary to the personnel by the stipulated date mentioned in the tender and fails to pay the statutory dues timely, a severe penalty will be imposed on the service provider by the Institute as follows:

S. No	Violation	Amount of Penalty
1	Payment of wages from 06 th to 10 th day of month	Rs. 2,000 per day for delayed days.
2	Payment of wages after 11 th day of month	Rs.3,000 per day for delayed days.
3	Delay in payment of Bonus up to due date i.e. 10 days before Deepavali	Rs.5,000 per day of delay.
4	Non-compliance of any valid written directions of IIMT	Will be decided on case to case basis.
5	Late deposit of EPF or/and ESI with the concerned authorities.	Rs. 2,000 per day of delay
6	Late Payment of GST	Rs.2,000 per day of delay

- g) If it is observed at any stage that the quality of the work/service is not satisfactory, the contract/work order as a whole shall be terminated and Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.
10. The Agency shall be solely responsible for compliance with the provisions of various Labour and industrial laws, such as wages, allowances, compensations, EPF, and Bonus. Gratuity, ESI, etc. relating to personnel deployed by it at the IIMT site or for any accident caused to them, and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date, irrespective of any delay in settlement of its bill by the Institute for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Security Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments/amendments / modifications: - (a) The Payment of Wages Act 1936 (b) The Employees Provident Fund Act, 1952 (c) The Factory Act, 1948 (d) The Contract Labour (Regulation) Act, 1970 (e) The Payment of Bonus Act, 1965 (f) The Payment of Gratuity Act, 1972 (g) The Employees State Insurance Act, 1948 (h) The Employment of Children Act, 1938 (i) The Motor Vehicle Act, 1988 (j) Minimum Wages Act, 1948 (k) Private Security Agencies (Regulation) Act 2005.

11. Quality of the Service:

If it is observed at any stage that the quality of the service provided by the service provider is not satisfactory, the contract/ work order as a whole shall be terminated and the Security deposit forfeited. Applicable penalties would be levied from the amount payable to the Service Provider on such termination, and the balance amount, if any, would be paid. The competent authority's decision in the matter of penalties would be final and binding.

12. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- a) Earnest Money is liable to be forfeited. The Bid is liable to be rejected if a bidder withdraws or amends or impairs, or derogates from the tender in any respect within the

period of validity and /or after opening the tender. Such bidders will also be blacklisted.

- b) When the successful tenderer does not deposit the security money after the work order is given or does not commence the performance under the contract within the stipulated time.
- c) If the successful bidder(s) fail to complete the work within the prescribed time after the confirmed orders.
- d) When information/certificate/document furnished is found to be false at any stage.
- e) When the bid documents are manipulated or altered after they are downloaded from the website.

13. Performance Security Details:

- a) The successful Bidder will be required to remit an interest-free Performance Security Deposit of **Rs. 25,00,000/- (Rupees Twenty-Five Lakhs only)** through online transfer to the IIM Tiruchirappalli Bank Account, within ten working days from receipt of the **Provisional work order**. On receipt of the performance security, a confirmatory work order will be issued to the successful bidder. The security deposit will be refunded to the vendor along with payment of the final bill.
 - b) Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the Contract.
 - c) Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the contract.
 - d) If the contract is further extended at the sole discretion of the Institute, the security deposit will be collected as per the Government of India orders prevailing on the subject, at the time of extension of the contract. IIM Tiruchirappalli reserves the right to fix the percentage of the security deposit that would be collected at the time of extension of the contract, within the permissible range and based on the value of the work order.
 - e) In case, the Service Provider fails to provide the required services as covered by this tender as per the terms and conditions, the same will be obtained from the open market, and the difference of cost, if any, will be recovered from the EMD or the pending bill(s) of the defaulting company or the Service Provider if the recoverable amount exceeds the EMD and there are no pending bills due to be paid to the respective Service Provider.
14. The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document), and the declaration for the same shall be submitted by the bidder as in [Annexure-VII](#).
15. The Institute reserves the right to accept or reject any or all the tenders in part or whole, or may cancel the tender at its sole discretion without assigning any reason whatsoever. No further correspondence in this regard will be entertained.

14. Governing Law and Settlement of Disputes - IEMs Details:

- 1. The Contract shall be governed by and interpreted by the laws of India.
- 2. Any complaints related to this tender should be reported to the Independent External Monitors (IEMs) through email. Details of the IEMs are as follows:

- a) Dr. Vinod Aggarwal, IAS (Retd.), Email: arsv50@gmail.com
- b) Shri. Akhilesh Kumar, Former SDG, CPWD, Email: er.akhilesh@yahoo.co.in

- 3. The Integrity Pact is deemed as part of the contract in order to ensure that the parties are bound by the recommendation of the IEMs, in case any complaint relating to the contract is found substantiated.
- 4. Any dispute or claim arising out of/relating to this Contract of the breach, termination or the invalidity thereof shall be settled by IEMs/ the Hon'ble Courts of Justice at Tiruchirappalli.

15. Integrity Pact

The Pact essentially envisages an agreement between the prospective vendors/ bidders and the institute, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract. Only those vendors/bidders who commit themselves to such a Pact with the institute would be considered competent to participate in the bidding process. In other words, entering into this Pact would be a preliminary qualification. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit which is not legally available.
- ii. Principal to treat all bidders with equity and reason.
- iii. Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- v. Bidders not to pass any information provided by Principal as part of the business relationship to others and not to commit any offence under PC/IPC Act;
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.
- viii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Any violation of the Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines, etc., as may apply to the organization concerned.

The Bidder has to submit the Integrity Pact as per **Annexure-VI**.

16. Termination of Contract:

- a) IIM Tiruchirappalli shall, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in part in the event of the following:
 - i. If the Service Provider fails to provide the Security Personnel within the period (s) specified in the contract or any extension thereof granted by the Institute.
 - ii. If the Service Provider fails to perform any other obligation(s) under the

contract.

iii. If the Service Provider is declared insolvent by the competent Court of Law without any notice.

b) IIM Tiruchirappalli can terminate the contract with three months' notice in case the services are not found satisfactory. In such a case, IIM Tiruchirappalli will pay based on the actual duration for which the services were used during the period in question.

c) The service provider will be required to give **three months'** notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three months by either side.

17. The service provider shall not be allowed to change its name after the award of the contract.
18. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending in the Institute.
19. **The Signing of Contract:** The successful bidder shall be required to execute the Contract Agreement, accepting all terms and conditions stipulated herein on a valid (Rs. 200/-) non-judicial stamp paper within ten working days from the issue of the Work Order, along with an interest-free performance security deposit. In the event of failure on the part of the successful bidder to sign the contract within the period stipulated above, the EMD shall be forfeited, and the acceptance of the bid shall be considered as cancelled.
20. Canvassing in connection with the tenders is strictly prohibited, and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Tiruchirappalli shall block his/ her Tender from being considered. Canvassing on the part of or on behalf of the tenderer will also make his Tender liable to rejection.
21. **Authority of the person signing the document:** A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person, so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other civil and criminal remedies cancel the contract and held the signatory liable for all cost and damages.
22. In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cesses, etc., to the concerned tax collection authorities from time to time as per existing rules and on the matter.
23. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
24. The Income Tax (TDS) shall be deducted at the prevailing rate from the bills, as amended from time to time in accordance with the provisions of the Income Tax Department, and IIM Tiruchirappalli shall issue the relevant certificate to this effect to the Agency.
25. In case the Service Provider(s) fails to comply with any statutory / taxation liability under

appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss / obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the Service Provider, including the termination of the contract.

26. The Bidder should have the requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
27. The Work covered by this Tender is a whole and complete job and will not be split for the award of Work.
28. **Subletting of Work:** The Agency should not assign or sublet the work/job or any part of it to any other person or party. The Tender is not transferable. Only one Tender shall be submitted by one tenderer.
29. **Arbitration:** In case of any unreconciled disputes between the parties, IIM Tiruchirappalli and the Agency to whom the contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per the Arbitration and Reconciliation Act 1996, in the Tiruchirappalli jurisdiction. The decision of the Arbitrator shall be final and binding on both parties.
30. **Jurisdiction:** All disputes arising out of this contract shall be subject to the jurisdiction of the Court located in Tiruchirappalli.
31. **Force Majeure:**
 - a) Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations if the affected party, within 15 days of its occurrence, informs the other party in writing.
 - b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, pandemics, epidemics, quarantine restrictions, strikes, lockouts, etc., which are beyond the control of either party.

Special Terms & Conditions

1. The Service provider's authorized representative (Owner/Director/Partner/Manager) should personally contact the Officer in charge of the Security of IIM Tiruchirappalli at least once a month to get feedback on the services rendered by the Contractor vis-a-vis corrective action required to make the services more efficient.
2. The Service provider should obtain a License from the Jurisdictional Labour Commissioner to engage the Contract labour/personnel as per the Contract Labour Act within one month from the date of award of the work order by the Institute.
3. Based on the requirements of each job, the candidates recommended by the Service Provider for engagement/deployment will be decided by IIM Tiruchirappalli, and the decision of IIM

Tiruchirappalli will be final in this regard. In case IIM Tiruchirappalli, in its discretion, finds any deployed security personnel is not desirable and not suitable for whatever reasons will be at the sole discretion of IIM Tiruchirappalli and upon so being notified by IIM Tiruchirappalli, the Service Provider shall be liable to withdraw such person (s) forthwith and substitute by a person(s) acceptable to IIM Tiruchirappalli.

4. The service provider should submit a sufficient number of suitable resumes for each category as per the eligibility criteria, and the selection will be made by the Institute after interaction with the candidates.
5. The copy of the Appointment Letter and bio-data along with testimonials (Educational & Experience) of each outsourced personnel, as provided, shall be submitted to IIM Tiruchirappalli along with a copy of police verification upon the identity and the testimonials of qualifications, etc. The Police Verification Report (PVR) is required for all new outsourced employees. Before changing any personnel so provided prior information shall be given to IIM Tiruchirappalli. The service provider shall make sure that the Security Personnel so provided by them shall be with a Photo identity card issued by the service provider.
6. The personnel should be available for the work as per the requirements of IIM Tiruchirappalli as covered by this tender. However, depending upon the exigencies of work, the personnel shall be required to work late beyond office hours or on closed holidays as and when required by the Institute.
7. The Service Provider shall be required to maintain a permanent register/roll within the Institute premises, which will be opened for inspection and checking by the authorized officers of the Institute.
8. An attendance register / biometric attendance shall be maintained by the service provider for all the personnel deputed by them, who shall mark attendance daily in the Institute, and the payment shall be made to the service provider based on the attendance register / biometric attendance.
9. No residential accommodation, subsidized food or transport will be provided to the Personnel deployed by the service provider.
10. The Service Provider shall ensure that the persons are punctual, disciplined and vigilant in the performance of their duty. The Service Provider shall engage medically and physically fit persons only, and they shall be duty-bound to display the same when providing the service. The Service Provider should not deploy personnel above the specified age.
11. The Service Provider shall communicate the names, residential address, age, etc., of the outsourced persons deployed for duties at the Institute. The Service Provider shall issue Identity Cards to the persons, and they shall be duty-bound to display the same at the time of providing the service.
12. The Service Provider shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the regulations made thereunder from time to time in order to keep IIM Tiruchirappalli indemnified from any liability or damages arising from there.

13. The Service Provider should place adequate and appropriate Medical first aid kit for the use of the persons deployed by them at such appropriate places as required.
14. The service provider shall be liable for meeting all the statutory requirements as provided by the various Acts governing labour laws, i.e.
 - Employment of Children Act
 - Workmen's Compensation Act
 - Contract Labour (Regulation & Abolition) Act 1970
 - Minimum Wages Act 1948
 - The Payment of Bonus Act 1965
 - Payment of Wages Act 1936
 - Employees Provident Funds (EPF) Act 1952
 - Employee State Insurance Act

Any other act or legislation as applicable and as amended from time to time or any other rule framed thereunder from time to time by the Central or State Government and or any authority constituted by or under any Law, for the category of persons deployed by service provider. The rates so allowed to and paid to the service provider shall include all such statutory liabilities and no excess amount shall be paid by IIM Tiruchirappalli.

15. IIM Tiruchirappalli will not accept any group gatherings or disturbance involvement in any kind of activity at IIM Tiruchirappalli with malicious intentions (including theft), either directly or as a support to any third party.

16. Screening:

- a. Service Providers will depute any personnel at IIM Tiruchirappalli only after screening and approval by IIM Tiruchirappalli authorities. Any change in person will be intimated at least one week in advance to IIM Tiruchirappalli. The new personnel will also be screened and approved by IIM Tiruchirappalli.
- b. If any personnel need to be changed by the Service Provider due to some emergency which is beyond the control of the Service Provider, even then, the new personnel will be screened and approved by IIM Tiruchirappalli first.

17. Safety Guidelines:

- a. No work shall be carried out above the heads of people or over gangways or roads, or near power cables, unless all precautions have been taken to ensure the safety of the person below, and until permission is given by IIM Tiruchirappalli.
 - b. The service provider should ensure that their personnel do not consume alcohol / do not smoke/do not take drugs on IIM Tiruchirappalli premises. Anyone found consuming alcohol/smoking/drugs inside the premises or arriving at the premises after consuming will be forthwith sent out of the premises. The Institute shall also take further action on such behaviour.
18. The persons to be deputed by the service provider, being their own employees or otherwise, shall be their sole employees, and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability. No right whatsoever, much less a legal right, shall vest in the Service

Provider's employee to claim/have employment or otherwise seek absorption in the Institute, nor shall the Service Provider's employee have any right whatsoever to claim the benefits and emoluments that may be permissible or paid to the employees of the Institute. The employee of the Service Provider will remain the Service Provider's employee. This shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them on Work at the Institute.

19. The personnel deployed under this contract shall maintain proper office decorum. They should not disclose any confidential or otherwise official information to any unauthorized person.
20. The persons employed by the service provider will not indulge in any unlawful or illegal activities which are against the interests of the IIM Tiruchirappalli.

21. Insurance Coverage for the outsourced employees:

- i. The service provider should be responsible for all injuries and accidents to the person employed by them. The worker should be insured against personal accidents arising out of and during the course of their duties. In the event of injury, illness or accident to any worker, IIM Tiruchirappalli will not be liable to pay any compensation.
- ii. The insurance cover shall include the liability under the Workmen's Compensation Act. In this regard, a Group **Insurance Policy** of **Rs. 1,00,000/-** should be taken by the service provider for all the Security Personnel supplied to IIM Tiruchirappalli **as per the Workmen Compensation Act.**
- iii. **Group Personal Accident Insurance coverage** of **Rs. 5,00,000/-** should be taken by the service provider for all the Security Personnel supplied during the contract period, even if the employees are covered under ESI Scheme also.
- iv. Moreover, the Service Provider should take the **Group Insurance Policy (family floater)** of **Rs. 2,00,000/-** for those employees **who are not covered under ESI**. The Insurance cards need to be distributed to the beneficiaries within 15 days from the commencement of the Policy.

Note: The cost for taking the above Insurance Coverages will be reimbursed by the Institute on submission of relevant documents like Policy Document/details, Invoice, etc.

22. The service provider should in no case pay its employee less than the minimum wages fixed by the Central Government, and a record of that should be kept in a register, which may be made available for examination to IIM Tiruchirappalli as and when demanded.
23. The service provider shall pay the wages to the employees as per the wage amount provided by IIM Tiruchirappalli, which is not less than the Minimum wages fixed by the Central Government.
24. The service provider will be responsible for complying with the obligations under the Labour Laws in respect of minimum wages and other rules and regulations as applicable and notified from time to time in the official gazette/ Govt. of India for all its employees deputed to work for IIM Tiruchirappalli. The service provider should pay the exact amount faithfully to the outsourced personnel without any additional deduction other than stipulated. Violation of this

shall attract a warning at first instance and may lead to termination of recurring instances. This is without prejudice to any other right available to IIM Tiruchirappalli.

25. IIM Tiruchirappalli shall have no liability whatsoever towards any other personnel or equipment of the service provider. All statutory requirements for the workers are to be borne by the service provider and shall be their sole responsibility of them.
26. The service provider shall instruct and train the people deployed by him to be cautious and vigilant while working within the premises of IIM Tiruchirappalli. They shall not cause any damage or loss to persons or property within the premises of IIM Tiruchirappalli in any way whatsoever. If any loss or damage is caused by the people so deployed to any property or people, the service provider shall keep IIM Tiruchirappalli indemnified of any claim for such loss or damage on IIM Tiruchirappalli and IIM Tiruchirappalli shall be at liberty to recover such loss or damage from the amounts payable to the service provider on his bills.
27. ***The service provider will be responsible for opening an individual EPF account of the employee if he/ she does not have one and provide him / her with a PF passbook and an ESI Card.*** The service provider needs to deposit the proof of depositing employees' and employers' contributions towards EPF/ESI, etc., for each employee every month, along with bills.
28. All the payments for the services rendered by the people deployed by the service provider shall be made directly to the service provider; this includes the wages to be paid to the people by the service provider. The service provider will pay the wages as advised by IIM Tiruchirappalli to the persons on or before the due date and raise the bills, including his service charges, on a monthly basis. No payments shall be made directly by IIM Tiruchirappalli to the personnel so deputed by the service provider.
29. Service Provider's employee will not be allowed to perform double duty/work for additional hours unless authorized by the Officer/s of the Institute.
30. No employee of the Service Provider shall work for more than 26/27 man-days in a month or as specified by Labour Laws, unless required by the Institute. Weekly off is mandatory for all as per labour laws.
31. Over time, occasionally, it may be required for all deputed Security Personnel, and the payment shall be made at a per-hour rate as applicable for the respective category of deputed Security Personnel, which shall be calculated and provided by IIMT.
32. The personnel so employed by the service provider and deputed in the Institute shall have no right to employment against any post of the Institute, and their services are being taken on a purely outsourced basis.
33. The contract is initially for a period of one year and is extendable as per tender terms and conditions based on satisfactory performance covered by this tender. However, the Institute has the liberty to extend the period of the Contract until the finalization of the next contract.
34. The contract shall commence from the date of handing over of the premises. The contract will be curtailed or terminated by the Institute owing to deficiency of service, sub-standard quality of

Security deployed, breach of contract, etc. Non-compliance with any relevant labour laws, or a change in requirements of the Institute, or for any other reasons as stipulated in the contract to be entered into with the successful bidder.

35. The Contracting Service Provider shall not be allowed to transfer, assign, pledge, or subcontract its rights and liabilities under this contract to any other agency.

ANNEXURE – I: PROFILE OF THE BIDDER

EMD Transaction/Exemption Eligibility Details		Transaction Ref No: _____ dated: _____ If exempted, provide a Valid Certificate Number: _____	
S. No.	Required information		Description
1	Name of the Service Provider		
2	Address of the Service Provider		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement of business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and Establishments Act.)	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your company ever changed its name at any time? If yes, provide the previous name and the reasons therefor?		

8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and the reasons for not completing the Contract.	
9	Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party, and the disputed amount.	
10	Give details of the Termination of the previous Contract. if any	
11	Details of the bank mandate	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on a contract basis during the last 3 years (from 2022-23 to 2023-25). Please submit documentary evidence, i.e., an extract of the Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2022 – 23	2023-24	2024-25
Details of Gross Annual Turnover - (Rs. in Lakhs)			
Average Turnover in the last three years	INR_____ in Lakhs		

ANNEXURE-II: (PRICE BID - BOQ)

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of bid.

Item Description	Quantity	BASIC RATE in Figures to be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes
A	B	C	D = (B * C)
1. Service Charges should be quoted in an amount corresponding to the allowable service charge percentage (3.85% to 7%) by the Bidder for the items mentioned below from 1.01 to 1.03.	-	-	
1.01. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on the date) for Providing Security Guards to IIM Tiruchirappalli Campus for a current estimate value of Rs 1,92,30,755/- Minimum Value (corresponding to 3.85%) = Rs 7,40,385/- Maximum Value (corresponding to 7%) = Rs 13,46,153/-	1	Service Charges should be quoted in an amount corresponding to the allowable service percentage (3.85% to 7%) by the Bidder for the items mentioned below from 1.01 to 1.03. Service charge amount for these items should be mentioned in the BOQ of the Price Bid on the CPP Portal and NOT in the Technical Bid document ; otherwise, the bid will be rejected. The given details are only for the bidder's understanding.	
1.02. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on the date) for Providing ASOs to IIM Tiruchirappalli Campus for a current estimate value of Rs 13,00,521/- Minimum Value (corresponding to 3.85%) = Rs 5,00,71/- Maximum Value (corresponding to 7%) = Rs 9,10,36/-	1		
1.03. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on date) for Providing Security Guards to IIM Tiruchirappalli Chennai Campus for a current estimate value of Rs 7,16,130/- Minimum Value (corresponding to 3.85%) = Rs 2,75,72/- Maximum Value (corresponding to 7%) = Rs 5,01,29/-	1		

2. Uniform and Annual Charges for the items mentioned below from 2.01 to 2.03 should be quoted in Rupees.	-	-
2.01. Uniform Charges per person per Annum (within the range of ₹3,000 to ₹5,000) for total security personnel deployment in both Tiruchirappalli and Chennai Campuses. Total Deployment as on Date – 71 Personnel. Please refer to Item I (Uniform) of Table 2 above.	71	Yearly Charges for the items mentioned from 2.01 to 2.03 in the table should be quoted in Rupees. Yearly charges in Rs. for these items should be mentioned in the BOQ of the Price Bid on the CPP Portal and NOT in the Technical Bid document ; otherwise, the bid will be rejected. The given details are only for the bidder's understanding.
2.02. Annual charges for the items required for each Security Personnel under Item II of Table 2 above. (Considered all Equipment as 1(One) Unit)	1	
2.03. Annual Charges for Equipment/Tools mentioned under Item III of Table 2 above. (Considered all Equipment as 1(One) Unit)	1	
Total (E) =		

Important Note:

1. Yearly Service Charge shall be calculated by using the following formula to arrive at the amount for Sl. No. 1 (1.01 to 1.03) in the above BoQ:

Formula – (Basic + VDA) * Number of Days in a Year * Total Guards (without reliever) * Service Charge Percentage

Calculation – (579+314)*365*59 * Service Charge Amount

Rs. 1,92,30,755 * Service Charges should be quoted by the Bidder in an amount corresponding to the allowable service charge percentage (3.85% to 7%) by the Bidder for the items mentioned in the above table for 1.01.

Note – Basic + VDA has been taken as on 01.08.2025.

2. Yearly Service Charge shall be calculated by using the following formula to arrive at the amount for Sl. No 2 in the above BoQ:

Formula – (Basic + VDA) * Number of Days in a Year * Total ASO (without reliever) * Service Charge Percentage

Calculation – (873.69+314)*365*3*Service Charge Percentage

Rs 13,00,520.55 * Service Charges should be quoted by the Bidder in an amount corresponding to the allowable service charge percentage (3.85% to 7%) for the items mentioned in the above table for 1.02.

Note – DGR Rate: Basic + VDA has been taken as on 01.08.2025

3. Yearly Service Charge shall be calculated by using the following formula to arrive at the amount for Si. No 3 in the above BoQ:

Formula – (Basic + VDA)* Number of Days in a Year * Total Guards (without reliever) * Service Charge Percentage

Calculation – (637+344) * 365 * 2 * Service Charge Percentage

Rs 7,16,130 * Service Charges should be quoted by the Bidder in an amount corresponding to the allowable service percentage (3.85% to 7%) by the Bidder for the items mentioned in the above table for 1.03.

Note – Basic + VDA has been taken as on 01.08.2025

4. Uniform Charge for each security person, including ASO per annum:

- The yearly uniform charges to be quoted by the bidder should be within the range of ₹3,000 to ₹5,000. Any bid outside this range will be disqualified. The agency is required to supply the entire Uniform sets mentioned under “Item I- Uniform” in Table 2 above.
- The institute will pay uniform allowances (in 12 instalments) to the security personnel deployed at our site on a monthly basis through the agency, along with their wages, and it will be reflected on the monthly pay slip of the security personnel deployed at IIMT.

5. Annual Charges – The bidder is requested to quote the annual charges for the following:

- a. Items required for each Security Personnel under **Item II** of Table 2 above (Considered all Equipment as 1(one) Unit)
- b. All the equipment mentioned under **Item III** in the **Table 2** above (Considered all Equipment as 1(one) Unit).

6. The calculation is based on current security personnel requirements, and the L1 bidder determination will be made accordingly. However, the institute reserves the right to adjust the number of security personnel as needed, and payments will be made based on actual personnel deployed.

7. The sample illustration is given below (Page No 44) to arrive at the quoted rate (**Total E – Sum of Sl. No 1 to 6**) in the BoQ. The illustration is purely for the bidders' understanding only.

8. After tender award, the Institute will pay service charges based on the actual service percentage calculated for items 1.01 to 1.03 in the Bill of Quantities (BoQ). The service percentage will be determined using the formula: $(\text{Quoted Amount} / \text{Total BoQ Amount}) \times 100$. For instance, if a bidder quotes ₹10,00,000 for item 1.01 (with a total BoQ amount of ₹1,92,30,755), the service percentage would be 5.20%. This calculation will be applied to items 1.01, 1.02, and 1.03. Additionally, the Institute will pay annual charges for items 2.01 to 2.03 as per the rates quoted by the successful bidder, upon certification by the Officer in charge.

9. The bidder with the lowest quoted rate (**Total E, i.e., overall L1**) in the BoQ will be declared as the provisionally successful bidder.

SAMPLE ILLUSTRATION

Item Description	Quantity	BASIC RATE in Figures to be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes
A	B	C	D =(B * C)
1. Service Charges should be quoted in an amount corresponding to the allowable service percentage (3.85% to 7%) by the Bidder for the items mentioned below from 1.01 to 1.03.	-	-	-
1.01. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on the date) for Providing Security Guards to IIM Tiruchirappalli Campus for a current estimate value of Rs 1,92,30,755/- Minimum Value (corresponding to 3.85%) = Rs 7,40,385/- Maximum Value (corresponding to 7%) = Rs 13,46,153/-	1	8,00,000	8,00,000
1.02. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on the date) for Providing ASOs to IIM Tiruchirappalli Campus for a current estimate value of Rs 13,00,521/- Minimum Value (corresponding to 3.85%) = Rs 50,071/- Maximum Value (corresponding to 7%) = Rs 91,036/-	1	60,000	60,000
1.03. Yearly Service Charge Calculation (over Basic and VDA as on 01.08.2025 and Number of Personnel required as on date) for Providing Security Guards to IIM Tiruchirappalli Chennai Campus for a current estimate value of Rs 7,16,130/- Minimum Value (corresponding to 3.85%) = Rs 27,572/- Maximum Value (corresponding to 7%) = Rs 50,129/-	1	30,000	30,000
2. Uniform & Annual Charges for the items mentioned below from 2.01 to 2.03 should be quoted in Rupees.	-	-	-

2.01.Uniform Charges per person per Annum (within the range of ₹3,000 to ₹5,000) for total security personnel deployment in both Tiruchirappalli and Chennai Campuses. Total Deployment as on Date – 71 Personnel. Please refer to Item I (Uniform) of Table 2 above.	71	4000	2,84,000
2.02.Annual Charges for the items required for each Security Personnel under Item II of Table 2 above. (Considered all Equipment as 1(one) Unit)	1	5000	5000
2.03.Annual Charges for Equipment/Tools mentioned under Item III of Table 2 above. (Considered all Equipment as 1(one) Unit)	1	10000	10000
Total (E) =			11,89,000

Note:

- The illustration is purely for the bidder's understanding only. The Bidders are free to quote the service charges in percentage and rate accordingly. The bidder with the lowest quoted rate (**Total E, i.e., overall L1**) in the BoQ will be declared as the provisionally successful bidder.
- After issue of the Work Order to the successful Bidder, the Institute will pay service charges based on the actual service percentage calculated for items 1.01 to 1.03 in the Bill of Quantities (BoQ). The service charge percentage will be determined using the formula: $(\text{Quoted Amount} / \text{Total BoQ Amount}) \times 100$. For instance, if a bidder quotes ₹10,00,000 for item 1.01 (with a total BoQ amount of ₹1,92,30,755), the service percentage would be 5.20%. This calculation will be applied to items 1.01, 1.02, and 1.03. Additionally, the Institute will pay annual charges for items 2.01 to 2.03 as per the rates quoted by the successful bidder, upon certification by the concerned Officer in charge of the Institute.

ANNEXURE- III: SUBMISSION OF TENDER DOCUMENT

Application Form cum Declaration for Tender document

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Tiruchirappalli – 620 024.

Subject: Tender for Providing Security Services to IIM Tiruchirappalli

Reference: Tender Notice published in the CPP Portal and the IIM Tiruchirappalli website. -
Tender No: 25SP116(1)T dated: 01.09.2025

Dear Sir,

With reference to the tender notice published on the above-mentioned website, I / We hereby submit my/ our Tender in the required format.

I/We have gone through the terms and conditions of the tender and fully understand their significance. We fully understand the scope of the work and services to be provided. We hereby accept all terms and conditions and commit to abiding by them if the contract is awarded to us without any alterations/modifications.

It is certified that I, _____ (name of the person) S/o
Shri _____ r/o _____
_____.

a) I am authorised to sign this document on behalf of M/s.

(the name of the firm/company which is bidding in this tender) and that our firm/company has never been **blacklisted/terminated** due to poor performance by any of the Government Organizations/Agencies in the past and there is no criminal case registered against our firm/company or its owner/partners anywhere in India.

b) I hereby certify that none of my relative(s) as defined in the tender document is/are employed in IIM Tiruchirappalli as per the details given in the tender document. In case, at any stage, it is found that the information given by me is false/incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

c) further declare that:

- i. All the statements made in this application are true, complete, and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.

- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.

We agree that if the Institute suffers any loss or damage due to negligence or actions of any personnel deployed by us, we will be liable to compensate the Institute for such loss or damage. If we fail to do so, the amount can be recovered from the Security Deposit submitted by us, and if this deposit is insufficient to cover the amount owed, the Institute may pursue recovery from us by any means deemed appropriate

I understand that IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever.

We authorise IIMT to contact the individuals or firms listed as references in our pre-qualification tender to verify our competence and reputation in the work we have completed.

I understand that the instructions and the tender document, as stated in the tender notification, will become part of the agreement. If any part of this declaration is found to be incorrect, our security deposit may be fully forfeited without prejudice to any other actions that may be taken. In that event, any accepted bid may be cancelled at any time, the contract may be terminated, and we shall be barred from participating in future tenders.

Place: _____

Signature_____

Name _____

Date: _____

Designation: _____

Seal of agency / Company

ANNEXURE – IV: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING SITE VISIT / PRE-BID MEETING

To

The CAO (i/c)
IIM Tiruchirappalli
Pudukkottai Main Road
Tiruchirappalli - 620 024.

Subject: Authorization for attending **SITE VISIT / PRE-BID MEETING** on.....(date) in the *Tender for Providing Security Services to IIM Tiruchirappalli*

The following persons are hereby authorized to attend the Pre-Bid for the Tender mentioned above on behalf of..... (Bidder) In order of preference, given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of
Bidder or
The officer authorized to sign the
Bid documents on behalf of the
Bidder.

Notes:

1. A maximum of two representatives will be permitted to attend the Pre-Bid Meeting/bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representatives will be permitted when regular representatives are 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 recovered.

ANNEXURE – V: LIST OF PRESENT AND PAST CLIENTS' DETAILS

A List of present and past clients in the following format. The information provided will facilitate evaluation of the Technical Bid (**Please use a separate sheet if required, without changing the format**). Please attach the client certificate and work orders, etc., clearly giving a period of contact.

Works carried out in **similar works within the three-year period from 01 July 2022 to 31 July 2025:**

(Attach Contract, Agreement with Work Order, Performance Certificate)

One work order with at least 60 security personnel deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs:

Name of the Organization	No. of Personnel Deployed (Duty Time not less than 8 Hrs per person)	Period of Contract	Annual Value of Contract (in Rs.)	Name & Contact Details of the Officer i/c of Client Organization (Email ID and Mobile Number)

(OR)

Two work orders with at least 40 security personnel (in each work order) deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs

Name of the Organization	No. of Personnel Deployed (Duty Time not less than 8 Hrs per person)	Period of Contract	Annual Value of Contract (in Rs.)	Name & Contact Details of the Officer i/c of Client Organization (Email ID and Mobile Number)

(OR)

Three work orders with at least 30 security personnel (in each work order) deployed in the Central Government/State Government/Central Autonomous Bodies/PSUs

Name of the Organization	No. of Personnel Deployed (Duty Time not less than 8 Hrs per person)	Period of Contract	Annual Value of Contract (in Rs.)	Name & Contact Details of the Officer i/c of Client Organization (Email ID and Mobile Number)

(AND)

Details of other work(s) other than the details mentioned in the above table related to security services executed by the Agency in last three years (separate sheet may be attached in the same format, if required)

Name of the Organization	No. of Personnel Deployed (Duty Time not less than 8 Hrs per person)	Period of Contract	Annual Value of Contract (in Rs.)	Name & Contact Details of the Officer i/c of Client Organization (Email ID and Mobile Number)

ANNEXURE VI: INTEGRITY PACT

This Integrity Agreement is made at on this day of 2025 BETWEEN

The Director, IIM Tiruchirappalli represented through Chief Administrative Officer, IIM Tiruchirappalli, (Hereinafter referred as the IIM Tiruchirappalli, Trichy - Pudukkottai High Road, Trichy – 620 024, “Principal/Owner”, which expression shall, unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
(Name and Address of the Individual/ firm/ Company) Through
..... (Hereinafter referred to as the (Details
of duly authorized signatory) “Bidder/Vendor” and which expression shall unless repugnant to the
meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender No 24SP116(1)T dated 01.09.2025 (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “*Tender for Providing Security Services to IIM Tiruchirappalli*”. hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Vendor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process,

provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

- c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Vendor(s)

- 1) It is required that each Bidder/Vendor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Tiruchirappalli / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Bidder(s)/Vendor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - a) The Bidder(s)/Vendor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - b) The Bidder(s)/Vendor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c) The Bidder(s)/Vendor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/ Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Bidder(s)/Vendor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/Vendor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf

of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

- e) The Bidder(s)/Vendor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Bidder(s)/Vendor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.
- 4) The Bidder(s)/Vendor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Tiruchirappalli interests.
- 5) The Bidder(s)/Vendor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Vendor(s) and the Bidder/Vendor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- 1) If the Bidder(s)/Vendor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Institute reserves the right to cancel the Tender. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- 2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Vendor.
- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Vendor, or of an employee or a representative or an associate of a Bidder or Vendor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- 1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government

or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

- 2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Vendor as deemed fit by the Principal/ Owner.
- 3) If the Bidder/Vendor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Vendors/Sub Vendors

- 1) The Bidder(s)/Vendor(s) undertake(s) to demand from all sub-vendors a commitment in conformity with this Integrity Pact. The Bidder/Vendor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its sub-vendors.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Vendors.
- 3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/ Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both parties have legally signed it. It expires for the Vendor/Vendor 12 months after the completion of work under the contract or till the continuation of the defect liability period, whichever is more, and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIM Tiruchirappalli.

Article 7- Other Provisions

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.
- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Vendor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partners holding power of attorney signed by all partners and consortium members. In the case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) 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.
- 5) It is agreed that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law, and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity,



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both the Parties agree that this Integrity Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF, the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of the following witnesses:

.....
(For and on behalf of Principal/Owner)

.....
(For and on behalf of Bidder/Vendor)

WITNESSES:

1.....
(Signature, name and address)

2..... (Signature, name and address)

Place:

Dated:

ANNEXURE-VII – CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER DOCUMENT

(Bidder Should Fill)

Name of the Service Provider: _____

Sl. No	Covers	Details	Remarks	Tick (✓)
1	(Cover 1)	All the documents and Annexures, <i>except the Price Bid document.</i>		Yes/No
2	(Cover 2)	Only Price Bid documents as per the BoQ in MS Excel format(.xls)		Yes/No
3		Whether the GST Registration Certificate is enclosed.		Yes/No
4		Whether PAN is enclosed.		Yes/No
5		Whether the cancelled cheque leaf is enclosed.		Yes/No
6		Whether duly filled-in Technical Bid documents (i.e., Annexure-I to the tender document), along with all the related enclosures, have been enclosed with the Tender: i. Registration/ Incorporation details of the bidding firm/Agency/ Company. ii. Documents in support of the Legal Status of the Bidder. Copy of the Incorporation certificate, Registered Partnership Deed or Articles / Memorandum of Association in the case of a partnership firm or a Private Limited Company. iii. Authorization / Power of attorney for signing the tender document. iv. Audited Annual Accounts (An abridged copy of CA-certified P&L, Balance sheet, Annual Turnover), Income Tax Returns, and assessment orders for the last three consecutive financial years, i.e., 2022-23 to 2024-25. v. Details of completed contracts in the prescribed format during the last three years, along with proof of verifiable contact details. vi. Details of ongoing contracts in the prescribed format, along with proof of verifiable contact details. vii. All other information/ details/ supporting documents/proof are desired in the Tender document.		Yes/No
7		Whether the Technical Bid documents as per <u>Annexure-I</u> of the tender document are submitted.		Yes/No
8		Whether Undertaking, Near Relative and Declaration Certificate as per <u>Annexure-III</u> to the effect that the bidder had never been blacklisted by any of the Government Organizations/Agencies is submitted.		Yes/No

9	Whether the Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical bid have been duly signed and endorsed with the seal?	Yes/No
10	Whether an Index or Table of Contents of all enclosures to the Technical bid has been prepared and attached to the Technical bid, to facilitate quick reference?	Yes/No
11	Whether the Tender documents have been signed with a seal on all the pages by the bidder.	Yes/No
12	Self-attested copy of Electricity Bill/Registered Lease Deed or any other valid document indicating the address of their Registered/Corporate/Branch Office in Tamil Nadu, evidencing its location in such territory in the last 3 years as on 31 st July 2025.	Yes/No
13	Self-attested copy of the Electricity Bill/Registered Lease Deed or any other valid document indicating the address of the Branch Office in Tiruchirappalli, Tamil Nadu, evidencing its location in such territory in the last 3 years as on 31 st July 2025. Or; If the Branch Office has not yet been established, the proposal to set up the Branch Office in Tiruchirappalli has been submitted as part of the Technical Bid for evaluation purposes.	Yes/No
14	Self-attested copy of Valid license(s) for security services of the Private Security Agencies (Regulation) Act, 2005, of the last three years	Yes/No
15	Self-attested copy of Valid Registration Certificate under Contract Labour (Regulation and Abolition) Act, 1970, and Registration in Shram Suvidha Portal (LIN)	Yes/No
16	Self-attested copies of Valid registration certificates for EPF, ESI, Income Tax, GST, and other statutory registrations	Yes/No
17	Bank Statement, Wage Register, or any Document for the proof of having deployed 60 personnel at one work site at a time regularly for a period of three years successfully	Yes/No
18	The page numbers have been mentioned in all pages serially (including all supporting documents enclosed with the tender document).	Yes/No
19	Any other relevant documents mentioned in the Tender Document and the details about any other document to be mentioned below: a. b.	Yes/No