

GeM - NOTICE INVITING TENDER FOR PROVIDING OUTSOURCED MANPOWER SERVICES COMPRISING GENERAL SUPPORT MANPOWER AND SECURITY MANPOWER FOR IIIT DHARWAD.

Notice Inviting E-Tender

IIIT Dharwad invites online bids (e-tender) in two bid systems through the GeM portal, for the following service.

Service	:	GeM - Notice Inviting Tender for both general manpower and security manpower Services on outsourcing at IIIT DHARWAD
Tender Enquiry No.	:	GEM/2026/B/8133247 dated 8.10.2026
EMD	:	All participating vendors have to submit an EMD of ₹5,00,000/- (MSEs are exempted)

Important:

All communications are to be addressed in the name of the Registrar, IIIT Dharwad only and not in the name of any officer, and emails have to be sent to the official email ID procurement@iiitdwd.ac.in

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About the Institute

The Indian Institute of Technology Dharwad (IIIT Dharwad), an Institute of National Importance established in 2015 under a public-private partnership between the Ministry of Education, Government of India, the Government of Karnataka, and industry partner Keonics. The Institute is functioning on its permanent campus spanning in Spread across 60+ acres on Ittigatti Road near Sattur Colony, Dharwad, Karnataka - 580009.

IIIT Dharwad invites bids from reputed, registered, and professional Manpower agencies for providing manpower services on an annual contract basis initially for a period of One year, which may be extended annually for a further period of One years' subject to satisfactory performance of the work, under mutual agreement.

The Competent Authority also reserves the right to amend the scope of the work or the number of manpower required at any point in time. Any attempt on the part of any company/ organization/firm to influence or negotiate directly or indirectly with the Institute will result in exclusion from consideration. The Institute's decision in this regard shall be final.

Interested bidders are advised to refer to the eligibility, qualification, and scope of work criteria given in the tender document and are encouraged to submit their bids within the due date through the GeM portal. No hard copies of the documents are to be submitted in this regard.

I. General Instructions to the Bidders

1. Eligibility cum Qualification Criteria

- i. *The Bidder* intending to provide Security Manpower Services & General manpower service shall possess a valid licence under the Private Security Agencies (Regulation) Act, 2005 (PSARA) and applicable rules/regulations, issued by the competent authority for the State of Karnataka. A self-attested copy of the valid licence shall be submitted along with the Technical Bid.
- ii. The agency/firm/company shall have a **registered office or regional office located within a radius of 200 km from the IIIT Dharwad campus**, to facilitate effective coordination, prompt response, and efficient deployment and control of manpower.
- iii. The bidding agency/firm/company should have registration with Income Tax, EPFO, GST, ESIC, and all other relevant Departments.
- iv. The bidder should not have been declared ineligible/blacklisted by the Government of India or any other Government body or Private Corporation on charges of engaging in corrupt, fraudulent, collusive, or coercive practices or any failure /lapses of serious nature. A certificate attesting the same should be submitted along with the bid.
- v. The bidding agency/firm/company should have an average annual turnover of **₹5,00,00,000** (Five crores only) for the last three years. Documentary proof of the same certified by a Chartered Accountant must be submitted along with the technical bid.
- vi. The bidding agency/firm/company should produce a Bank Solvency Certificate for a minimum of **₹1,00,00,000** (Rupees One Crore only). The certificate should have been issued **on or after 01 Aug 2026**.
- vii. The bidding agency/firm/company should have a minimum of Ten years of experience in successful execution and completion of experience in providing security manpower and/or Administrative manpower in Large Educational/ Research Institutions, Universities run by Central Government/ State Government Departments/ Private Managements, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, etc. Documentary proof (work completion/ satisfactory performance/ performance

appraisal certificates) of the same is to be furnished.

- viii. Work order(s) and satisfactory certificate from the client for the similar works carried out (1) one work for an annual value of ₹2.00 Crore excluding Taxes OR (2) two works each for annual value of ₹1.50 Crore excluding Taxes OR (3) three works each for annual value of ₹1.00 Crore executed on or after 01.04.2021 in a single campus/Place/Unit.
- ix. The bidding agency/firm/company should have at **least one running contract for providing manpower services of at least 50 personnel in a single contract/work order as on 01 Aug 2026**. Documentary proof (work order copy/other relevant) of the same has to be furnished.
- x. The bidder shall submit a self-declaration towards accepting the terms and conditions of the bid along with duly signed Integrity Pact.

2. Documents required in support of Eligibility cum Qualification

The bidder should submit the following documents along with the Technical Bid. Non-submission will lead to the disqualification of their bid.

- i. The bidder (security agency/contractor) must submit a copy of valid licence under the Private Security Agencies (Regulation) Act, 2005 (PSARA) issued by the competent State Controlling Authority for operating a security agency in the State of Karnataka.
- ii. Self-attested copy of the bidder's Registration / Incorporation Certificate with relevant authority in India.
- iii. Statement of annual turnover for the latest three financial years in support of eligibility criteria mentioned in Para 1(v) above duly certified by a registered and practicing Chartered Accountant. The details have to be furnished in Annexure-III.
- iv. Bank solvency certificate for a minimum value of **₹1,00,00,000** (Rupees One Crore only).
- vii. Proof of the payment of EMD as per Annexure-I. If exempted, the claim should be supported with the latest UDYAM certificate/Start-up Registration certificates.
- viii. Self-attested copy of the GST registration certificate of the firm.
- ix. Self-attested copy of the PAN issued under the name of the firm.
- x. Self-attested copy of the EPFO registration certificate of the firm.
- xi. Self-attested copy of the ESIC registration certificate of the firm.
- xii. Self-attested copies of work orders/contracts/work completion/satisfactory performance certificates/performance appraisal certificates fulfilling the qualifying criteria mentioned in the bid clauses 1 (vi to ix).
- xiii. Non-blacklisting undertaking as per Annexure-II.
- xvi. Bidder undertaking as per Annexure-IV.
- xvii. Acceptance of Integrity Pact as per Annexure-V.
- xviii. Duly signed Integrity Pact as per Annexure-VI.
- xix. Acceptance of Annexure-VII is mandatory. The bidder shall submit a duly signed and stamped copy of Annexure-VII along with the bid, confirming unconditional acceptance of all the terms, conditions, requirements and responsibilities specified therein. Any deviation, modification, conditional acceptance, or non-submission of the duly signed Annexure-VII shall render the bid liable for rejection.

3. Duration of the Contract

The contract shall be initially for a period of One year, which may be extended up to for Two-year on yearly basis subject to satisfactory performance of the work, and discretion of the Institute. The performance of the Service Provider shall be reviewed by an expert committee

constituted by the Institute. In case of unsatisfactory performance, the contract will be terminated by giving one-month notice even before the completion of the contract.

4. Bid Validity

- i. The bid submitted shall be valid for 90 days after the due date of submission. A bid valid for a shorter period shall be rejected as nonresponsive.
- ii. In exceptional circumstances, before the expiration of the bid validity, the Institute may request the bidders to extend the bid validity for a further period as deemed fit following GFR 174.
- iii. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting its EMD. A bidder, agreeing to the request, will not be required or permitted to modify their bid.

5. Bid Security/Earnest Money Deposit

- i. The bidder is required to submit **₹5,00,000** (Rupees Five Lakhs only) as Earnest Money Deposit through ECS (Bank transfer/ NEFT/ RTGS/ DD) in favour of the Indian Institute of Technology Dharwad before the due date for bid submission. Any delay in remitting the EMD will result in the disqualification.
- ii. All the bidders are required to enclose the proof of payment of bid security along with their technical bid unless exempted. Technical bids without the proof of remitting EMD will be summarily rejected.
- iii. The Bidders will have to upload a scanned copy of the Payment details towards EMD, and the same will be accepted only on verification and confirmation by the Institute. The Institute will not entertain any delay in credit. (As per the Annexure – I).
- iv. **Return of EMD:**
 - a. The earnest money of unsuccessful bidders will be returned to them without any interest after awarding the contract.
 - b. The earnest money of the successful bidder will be returned to them without any interest on receipt of the security deposit.
- vi. **Forfeiture of EMD:** If the successful bidder fails to submit the Performance Security Deposit within the prescribed period, the EMD will be converted into the security deposit.
- vii. **Bid Security Exemption:**
 - a. Micro and Small Enterprises (MSEs) as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) for goods produced and services rendered, are exempted from Bid Security.
 - b. Bidders falling into the MSE category are required to enclose a valid self-attested UDYAM registration certificate issued for providing manpower services along with their technical bid services for availing the benefit under the MSE Procurement Policy.
 - c. This exemption shall be available only for Goods produced and Services rendered by MSEs. However, traders are excluded from the purview of the MSE Procurement Policy.
 - d. Start-up (s) as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India, are exempted from Bid Security. Bidders falling under this category have to enclose valid self-attested registration certificate(s) along with the technical bid to this effect.
 - e. Eligible MSE and start up bidders who seek exemption from Bid Security, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, will be suspended for three years

or as decided by the competent authority from being eligible to submit bids for contracts with the Institute in future.

6. Inspection of Site

Bidders are encouraged to visit the Institute for a practical assessment of the work to be undertaken in the contract before submission of the bid, after intimating about the same.

7. Pre-bid Meeting

Interested bidders are encouraged to attend the pre-bid meeting on **15th October 2026** at 11:00 Hrs. in a hybrid mode.

8. Financial Bid

Bidders are advised to refer to the wages and service charge requirements mentioned in the bid document and quote their financial bids accordingly. The quoted amount will include wages, and service charges inclusive of all incidental expenses and liabilities towards the fulfilment of the contractual obligations.

9. Preparation and Submission of Bids

- i. Bidders who fulfil the eligibility criteria may upload their technical and financial bids along with the documents mentioned in Clause 2, failing which their bids will be summarily rejected.
- ii. The bidders are required to upload two separate bids, i.e., - Technical and Financial, on the GeM portal.
- iii. Each attached document should be signed and stamped by the bidder or its authorized representative.

10. Performance Security

- i. The selected Service Provider shall submit an irrevocable and unconditional Bank Guarantee for **5% of the Contract value** in favour of the Registrar, IIIT Dharwad towards Performance Guarantee for due compliance of contractual obligations to the satisfaction of IIIT Dharwad and to make good any loss or damage caused to IIIT Dharwad owing to acts in pursuance/violation of terms herein. The Bank Guarantee will be valid for at least 14 months from the date of commencement of the contract. In case the period of the contract is extended based on performance appraisal, the validity of the Bank Guarantee should also be extended as may be required by the Institute.
- ii. After successful completion of the contract, the security deposit will be refunded after adjusting dues, if any, to the Institute from the Service Provider. In case, the firm fails to provide the required services within the specified delivery period, the same services will be obtained from the open market and the difference in cost, if any, will be recovered from Performance Security or the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- iii. In case of non-receipt of Security Deposit within the stipulated time, the EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

11. Evaluation of Bids

- i. The committee constituted by the Institute shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the bid document.
- ii. The financial bid of the bidders, whose technical bid is found to be responsive as per the eligibility and other tender conditions, will be opened.
- iii. The lowest financial bid will be evaluated based on the overall lowest rate quoted by the bidder.

- iv. **The bidders are requested to quote service charges covering all their incidental charges as per terms including profit margin. It should cover all the incidental expenses and any other charges incurred towards fulfilling the contractual obligations.**
- v. The minimum service charge should be **3.85%** inclusive of GST according to the Office Memorandum No.F.6/1/2023-PPD regarding minimum floor price for minimum wage-based Manpower Outsourcing Services, issued by the Ministry of Finance, Government of India.
- vi. Quoting unworkable rate of service charges will not be considered and is liable to be rejected.
- vii. **Service Charges in the Financial Bid:** The Contractor's monthly service charges shall be calculated and paid strictly on the total of Basic Wages plus Variable Dearness Allowance (VDA) only, and not on any additional allowances granted by the Institute.
- viii. While evaluating the financial bids, merely quoting low rates alone will not confer any right to such bidders seeking acceptance.
- ix. In case, multiple L-1 bidders have quoted the lowest allowed price for that service, the Institute shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by the GeM system, i.e Run L1 option.
- x. The EMD/bid security shall be refunded to the unsuccessful Tenderers after the finalization of the contract. It shall be refunded to the successful bidder on receipt of the performance security deposit. No interest is payable on the EMD.
- xi. Tender incomplete or conditional in any form will be rejected outright.
- xii. In case the successful tenderer declines the offer of Contract, for whatsoever reason(s), their EMD/bid security will be forfeited.

12. Statutory Licences and Compliance:

- i. The successful bidder shall obtain a valid Labour Licence under the Contract Labour (Regulation & Abolition) Act, 1970, from the appropriate authority, specific to this contract, as required under law.
- ii. The contractor shall comply with all statutory provisions relation to Minimum Wages Act, EPF Act, ESI Act, Payment of Bonus Act, Payment of Wages Act, Contract Labour Act, and all other labour laws as applicable from time to time.
- iii. The contractor shall be solely responsible for payment of wages and other statutory benefits to the deployed manpower, and the Institute shall not be liable in any manner. Proof of compliance (PF/ESI challans, wage registers, etc.) shall be submitted with the monthly bill.
- iv. The Institute reserves the right to **withhold or terminate the contract** if the contractor fails to produce valid licences, permits, or documentary proof of statutory compliance at any stage.

13. Termination of Contract

- i. Either party may terminate the contract by giving the other party three months prior written notice of the same and this Contract will stand terminated on the expiry of the three-month period provided always that the Service Provider has fulfilled and complied with all his obligations to IIIT Dharwad in connection with and under this Contract up to the date of such termination.
- ii. In case of breach of any of the terms of this Agreement by the Service Provider, IIIT Dharwad shall be entitled to terminate this Contract immediately without giving any written notice to the Service Provider for the same. In such a case, IIIT Dharwad shall be entitled to retain hereunder or which become due after termination thereof, any amount which, according to IIIT Dharwad is due and owing to it by the Service Provider

arising directly under this Contract.

14. Termination for Insolvency

The IIIT Dharwad may at any time terminate the contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

15. Post-Termination Responsibility of the Service Provider

- i. Upon termination of this Contract, the Service Provider shall immediately deliver to IIIT Dharwad all the documents and any/all data, held by it and which are in possession/custody/control of its staff, to IIIT Dharwad. The Service Provider shall also forthwith remove all his staff together with his machines/equipment whatsoever from the premises of IIIT Dharwad as directed by the Institute. This is further subject to the fact that IIIT Dharwad may at its option direct the Service Provider to finish any particular work/works which may at the date of termination be outstanding.
- ii. Any breach of the obligation or delay in its implementation shall without prejudice to IIIT Dharwad's other rights at law result in the levy of compensation at the rate of Rs. 10,000/- per day with interest thereon at the rate of 18% per annum. This amount may without prejudice to all other rights of recovery vesting by law in IIIT Dharwad be, also recovered from the outstanding amounts, if any, of the Service Provider which may at the date be outstanding and remain in the hands of IIIT Dharwad.

16. Non-Exclusive

It is agreed and clarified that this Agreement is on a non-exclusive basis and the parties are at liberty to enter into similar agreements with others. Provided, however, the Service Provider shall ensure that his entering into agreements with other parties, shall not in any way conflict with or affect IIIT DHARWAD's interests, rights, remedies under this Agreement or in law.

17. Force Majeure

If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (but not including negligence or wrongdoing, predictable/seasonal rain) provided notice of happening of such event duly evidenced with documents is given by one party to the other within 15 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Institute as to whether the deliveries have been so resumed or not, shall be final and conclusive.

If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (ninety) days, either party may, at its option, seek to terminate the contract without any financial repercussion on either side.

18. Arbitration

In the event of disputes, differences, claims, and questions arising between the parties hereto arising out of this Contract or any relating hereto or any term, condition, or provision herein mentioned or the construction or interpretation hereof or otherwise in relation hereto, the parties shall first endeavour to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by an Arbitrator appointed by IIIT Dharwad. Such arbitration shall be held following the provisions of the Arbitration and Conciliation Act, 1996, or re-enactment thereof for the time being in

force and shall be held in Dharwad. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Dharwad.

19. Jurisdiction

The courts of Dharwad alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this contract. It is specifically agreed that no court outside and other than Dharwad Court shall have jurisdiction in the matter.

20. Secrecy

The bidder shall take all steps necessary that all persons deployed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them & will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the bidder's use (except so far as confidential disclosure to sub-agencies or suppliers as necessary) and to the purpose of the contract.

21. Integrity Pact

- i. The Integrity Pact (IP) envisages an agreement between the prospective bidders/ vendors with the buyer committing the persons/ officials of both parties with the aim not to exercise any corrupt influence on any aspect of the contract. Only those bidders/vendors who are willing to enter into such an integrity pact with the purchaser would be competent to participate in the bidding. In other words, entering into this Pact would be a preliminary qualification.
- ii. The bidder should give a self-declaration certificate for acceptance and compliance with the Integrity Pact as per Annexure-V.
- iii. 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.
- iv. The integrity pact would be effective from the date of invitation of bids till the complete execution of the contract.

22. Disclaimer

The near relatives of the employees of IIIT Dharwad are prohibited from participating in this tender. The near relatives for this purpose are defined as:

- i. Members of a Hindu Undivided Family.
- ii. Their spouses
- iii. The one related to the other in the manner as father, son(s), Son's wife (daughter in-law), daughter(s) and daughter's husband (sons-in-law) brother (s) and brother's wife, sister(s) and sister's husband, brother(s)-in-law.

कुलसचिव /Registrar

II. Scope of Work

- a. The selected bidder will enter into an agreement with Indian Institute of Information Technology Dharwad to provide General Manpower Services & Security services on its permanent campus. The details of Manpower & Security are tabulated below:

Sl.no	Category	No of manpower Required
1	Administrative Manpower /Technical Manpower / Support Staff	25
2	Housekeeping Manpower	38
3	Gardening/Horticulture	05
4	Security Manpower	25
Total Manpower required		93

- **Duty Shifts**

The deploy security personnel as per the duty shift specified below.

Shift A: 06:00 AM to 02:00 PM Shift B: 02:00 PM to 10:00 PM Shift C: 10:00 PM to 06:00 AM General Shift: 09:00 AM to 05:00 PM

1. Description of Security Personnels

Sl No	Designation	No of Manpower Required
	Security Officer	01
1	Assistant Security Officer/Supervisor	03
2	Security Guard	21

The above-mentioned number excludes the relievers required for the weekly off. The requirement of the services of Security Services in this Institute may further increase or decrease during the period of contract, and the Service Provider would have to increase or decrease the manpower supply, if required, on the same terms and conditions. The right to increase/decrease the strength of security personnel posted at any time rests with the IIIT Dharwad.

2. Minimum Qualifications and Standards for the Security Personnel

a. Assistant Security Officer (s)

The Assistant Security Officer (ASO) will have the following minimum qualifications and standards.

- Should be healthy, and smart with good physical bearing as per PSAR Act, 2005.
- Should have had training in handling standard firefighting equipment.
- Be able to maintain documents as per the security guidelines of the IIIT Dharwad and the instructions of the staff of the Security Section, IIIT Dharwad.
- No person who has been convicted by a competent court/who has been dismissed or removed due to misconduct or moral turpitude while serving in any of the Armed Forces of the Union, State police organization, Central or State Government, or in any private security shall be employed or engaged by the bidder.
- The details of the total numbers of ASO(s) per shift of eight hours' duty per day will be fixed by the Institute and the same will be shared through the Security Section, IIIT Dharwad.

- vi. Preferably in the **age group of 40 – 55 years**.
- vii. Person with bachelor's degree/served in armed forces/Paramilitary forces not below the rank of Havildar or its equivalent is desirable.
- viii. They should have a valid two-wheeler driving license.
- ix. ASO should possess a minimum of five years of experience in a related area of work or service in the armed/paramilitary forces.
- x. They should possess strong communication skills, the skill set to respond immediately during untoward incidents, and knowledge of operating surveillance and CCTV cameras.
- xi. They should be able to read and write English and able to speak Hindi and Kannada
- xii. Any other requirement as per the PSAR Act, 2005.

b. Security Guard / Watchman (without arms)

The Security Guard / Watchman (without arms) will have the following minimum qualifications and standards.

- i. Should have a minimum educational qualification of 10th standard.
- ii. Preferably in the age group of **25-50 years**
- iii. Should be healthy, and smart with good physical bearing as per PSAR Act, 2005.
- iv. Should have had training in handling standard firefighting equipment.
- v. Be able to maintain documents as per the security guidelines of the IIIT Dharwad and the instructions of the staff of the Security Section, IIIT Dharwad.
- vi. All Security Guard / Watchman posted must be able to communicate in reasonably understandable English along with knowledge of communication in Hindi and regional language, Kannada.
- vii. No person who has been convicted by a competent court/who has been dismissed or removed due to misconduct or moral turpitude while serving in any of the Armed Forces of the Union, State police organization, Central or State Governments or in any private security shall be employed or engaged by the bidder.
- viii. Any other requirement as per the PSAR Act, 2005.

3. The Service Provider Representations and Warranties

The selected tenderer shall represent, provide warrants, and shall confirm to IIIT Dharwad that:

- i. He has full capacity, power, and authority to enter into a Contract and during the continuances of this Contract, will continue to have full capacity, power, and authority to carry out and perform all its duties and obligations as contemplated herein and has already taken and will continue to take all necessary and further actions, (including where applicable without limitation obtaining of all Governmental and other necessary approvals/consents/licenses in all applicable jurisdictions) AND to authorize the execution, delivery and performance of this Contract.
- ii. He has the necessary skills, knowledge, experience, expertise, required capital net worth, adequate and competent Facility staff, systems, equipment, and procedures, and capability to duly perform its obligations under the terms of the Contract and to the satisfaction of the Institute. However, the Institute's judgment as regards the quality and skills of the Service Provider, and his Facility Staff shall be final and binding on the Service Provider.
- iii. The execution of the Agreement and providing services hereunder by the Service Provider to the IIIT Dharwad does not and will not violate, or breach any covenants, stipulations or conditions of any Agreement, Deed entered into by the Tenders with any third parties.
- iv. No Security Guard / Watchman who has performed duty during the night shift will be

permitted to perform duty immediately on the following day shift of the next day. No security personnel are to be allowed to work overtime without the approval of the Institute.

v. The Service Provider shall abide by all laws of the land including, Labour Laws (ESI, PF, Bonus, Income Tax, PSARA, or any other extra levied by the Government), Companies Act, Tax Deduction liabilities, Welfare measures of his employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Service Provider, and it shall not involve the IIIT Dharwad in any way what-so-ever.

vi. For the Girls Hostel, only female security personnel shall be engaged.

vii. For the Boys Hostel, only male security personnel shall be engaged.

4. The Service Provider Covenants (for Security Personnels)

i. The Service Provider shall issue detailed working instructions to their ASOs and Security Guard / Watchman approved by the Registrar, or any other authority authorized by the Registrar, IIIT Dharwad. This inter-alia implies that each individual should know their responsibilities.

ii. **The Service Provider will supply two pairs of free uniforms (all weather) including shoes, belts, head caps, nameplates, and I.D cards to the personnel engaged by him. The IIIT Dharwad shall not allow any employee of the Service Provider to work inside the IIIT Dharwad without a uniform except in cases wherein specially asked for.**

iii. **Uniforms also include gum boots, torch lights, whistles, batons, and raincoats. Uniforms should not be of kaki or olive green colour. The Service Provider is also required to supply 10 gum boots, 10 umbrellas and 10 Raincoats at the beginning of each year as a reserve stock.**

iv. The Service Provider should provide 10 walkie-talkies with a range of 5 Km suitable for closed/building and open communication to coordinate security activities.

v. The Service Provider shall provide ONE two-wheeler e-bike/e-cycle for round-the-clock patrols.

vi. Roll calls of all shifts will be conducted at the main gate of the Institute under the supervision of the ASO who will report to the Assistant Security Officer of the Institute.

vii. Roll calls will fall in at least 15 minutes before the commencement of the shift. Security Guard / Watchman s will be checked for their proper turnout, shave, and haircut.

viii. Periodic training/drill (once in 04 months) to be provided for the upskilling of the Security Guard / Watchmans.

ix. If any Security Guard / Watchman is found not alert or away from his duty post without a valid reason, that duty period will be treated as an absence. The cumulative period of absence of all such defaulters will be converted into man hours'/man days at the end of the month and shall be reflected as disallowance in the monthly bill, besides the levy of penalty for such lapses.

x. In the event of any misdemeanor like sleeping during duty, being under the influence of liquor/drugs, or indecent or insolent behavior by any Security Guard / Watchman or Supervisory Staff, such personnel will be removed from duty immediately and shall not be deployed at the Institute in future. This condition will apply also to those personnel found abetting with another person in any sort of misdeed.

xi. Security personnel on off-duty will not be allowed to visit any duty points.

xii. The following documents will be maintained by the Sr. Security Supervisor of the Service Provider:

- a. Daily Attendance Register
- b. Guard Checking Register
- c. Daily Orders Register

- d. Occurrence Register
- e. Roll Call Register - By the Security Supervisor
- f. Beat Book - By the Respective Security Guard / Watchman

Note: The Stationery for the above documentation will be provided by the Service Provider. These documents will be put up to the Security in-charge/Registrar, IIIT Dharwad as and when required by the Security Section/Registrar/any other officers authorized.

xiii. There shall be periodic surprise checks of Guards by the Supervisory staff of the Service Provider during the day and night. The details of such checks shall be reflected in the Guard Checking Register and reported to the Security Section in writing daily.

xiv. The Security Supervisor posted will make frequent rounds, at least once every two hours of all posts during their duty time. Instructions for these rounds may be taken in person from the Security Section. They will report to the Security i/c or Registrar if there is anything to report on, or otherwise. Any untoward incident shall be reported to the Security Section and recorded in the Occurrence Register.

xv. **Forfeiture of Security Deposit:** The Performance Guarantee worth five percent of the Contract value furnished in the form of an irrevocable and unconditional bank guarantee, will be forfeited in case the Service Provider discontinues their service without prior notice/any loss is incurred to the IIIT Dharwad properties due to security lapses.

xvi. In case of any loss/damage caused, not due to natural calamities, or an Act of God, to the property of the Institute where the complicity or laxity of the security personnel of the Service Provider is suspected, a joint inquiry will be held to apportion responsibility and determine the quantum of compensation to be paid by the Service Provider. If, after inquiry, it is not able to pinpoint the responsibility, the decision of the Registrar, IIIT Dharwad will be final and binding on both parties.

xvii. It shall be binding on the Service Provider and their staff that, during their association with the IIIT Dharwad, if they are given, prepare, produce, or otherwise receive any drawings, samples, prototypes, products, equipment or knowledge of such items, NOT to divulge the same to any party private or public. Such activities will attract immediate termination of this agreement with appropriate compensation to the IIIT Dharwad.

xviii. **Leave Relief:** Relief shall be positioned before sending the personnel on leave, keeping the Security Section of the Institute informed.

xix. The Service Provider shall immediately notify IIIT Dharwad in writing of the occurrence of any event which may result in, or which may give reason to believe that there may be a work stoppage, slowdown, student unrest, strike, and labour-related disruption of its staff, impediment or disruption in the due performance of the obligations under this Contract.

xx. The Service Provider also agrees that in the event of any such work stoppage, slowdown, labour dispute/student unrest, strike, disruption or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in this Contract, IIIT Dharwad may at its sole discretion terminate this Contract forthwith.

xxi. The Security personnel deployed should be of high integrity and confidence. Antecedents' verification certificate issued by the police in respect of each staff of the Service Provider should be submitted to the Security in-charge/ Registrar, IIIT Dharwad by the Service Provider before deploying such personnel.

xxii. **Indemnity:** The Service Provider shall be responsible and liable for and shall indemnify IIIT Dharwad, safe, and harmless at all times, against:

a. All claims, liabilities, damages, losses, costs, charges, expenses, proceedings, and actions of any nature, whatsoever made or instituted against or caused to or suffered by IIIT Dharwad directly or indirectly because of:

- i. any wrongful, incorrect, dishonest, criminal, fraudulent or negligent work, default,

failure, bad faith, disregard of its duties and obligations hereunder, service, act or omission of or by the Service Provider and/or any of his Staff, and

ii. Any theft, robbery, fraud, or other wrongful acts or omission by the Service Provider and/or any of his staff.

xxiii. **Sub-contract:** The Service Provider shall not appoint any sub-contractor to carry out any obligation under the contract.

xxiv. The Service Provider shall take day-to-day instructions from the Security in charge or Assistant Security Officer in his absence.

xxv. The Service Provider shall be responsible for all injuries and accidents to the people employed by him. He will also cover his personnel for personal accidents while performing the duty. The cost of such insurance to the security personnel should be borne by the Service Provider and this will not be reimbursed by the Institute.

xxvi. The Service Provider shall be responsible for the good conduct and behaviour of his employees. If any employees of the Service Provider are found misbehaving with the supervisory staff or any other staff member/student of IIIT Dharwad; they shall terminate the services of such employees on the recommendation of the Security in charge or any other officer designated by the Registrar of IIIT Dharwad. The Service Provider shall issue necessary instructions to its employees to act upon the instructions given by the supervisory security staff of IIIT Dharwad.

xxvii. Detailed orders, in respect of additional duties and responsibilities of Security Supervisor, and Security Guard / Watchman s will be issued by the Security Section to the Service Provider.

5. Periodic Inspection and Performance Review

- i. IIIT Dharwad will appoint a committee to inspect the service rendered by the service provider and check the level of services. Any deficiency observed and pointed out by the committee shall be rectified by the service provider.
- ii. The performance of the Service Provider will be reviewed periodically for quality assurance and compliance. Extension of the contract, if there is any, would be based on the recommendations of the committee.

6. Maintenance of Bio-Metric Attendance

- i. The Service Provider should install and maintain a “Biometric Attendance System” to record the attendance of the employees, as per the specifications given by the Registrar or authorized by the Registrar, at his/her cost.
- ii. If required, IIIT Dharwad will provide a “Biometric Attendance System” to the Service Provider and the cost of the same will be recovered from the Service Provider.
- iii. The daily attendance report generated should accompany the monthly claim for reimbursement and this will be the basic record for calculating the wages for each person.
- iv. Daily Biometric Attendance Report shall be generated at 10:00 A.M. every day and the same should be submitted to the authorities appointed by the Institute who will arrange to verify the correctness of the attendance with reference to the actual manpower deployed in different points.
- v. The officer concerned shall verify and authenticate the daily biometric attendance report daily.
- vi. The service provider should maintain the manual attendance as well, along with the biometric attendance and duly close them daily after each shift.
- vii. The Service Provider should ensure that the daily biometric attendance report is authenticated by the Security in-charge or Officer concerned of the Service Provider regularly before submitting the same to the Institute security section. The consolidated attendance report

authenticated by the officer concerned should be forwarded to the Security Section of the Institute for record purposes.

viii. The service provider should prepare the total manpower engaged and number of man days based on the daily/monthly biometric attendance report duly authenticated by the officer concerned for the particular month to be submitted to the Security Section on or before 2nd day of the succeeding month for verification. After verification, the same should be communicated to the Service Provider, based on which the Service Provider should prepare a wage bill register and make payment as per the tender conditions.

ix. The staff deployed by the Service Provider shall not be entitled to leave, claim, pay, perks, and other facilities that may be admissible to casual, ad-hoc regular / confirmed employees of the Institute. Even after termination of the contract also, the people deployed by the Service Provider shall not be entitled to any such claims.

x. Any absenteeism of personnel on any day is to be made good by providing a substitute standby without any loss of time to ensure that the work remains uninterrupted.

7. Details of Personnel

- i. The Service Provider shall furnish the following documents in respect of the individual attendance who will be deployed by it in the Institute before the commencement of work.
 - a. Biodata of the shortlisted personnel containing full details i.e. photo, date of birth, Aadhaar no., marital status, address, blood group, bank account details, contact no. etc., should be provided to the Registrar/security in-charge for verification/record/approval. After getting approval, those personnel are allowed to be engaged.
 - b. Antecedent Verification Certificate issued by the Police in respect of each staff of the Service Provider should be submitted to the Security Section/Registrar, IIIT Dharwad by the Service Provider.
 - c. Aadhaar Card of the deployed personnel.
- ii. The Service Provider shall provide identity cards at their own cost to the personnel deployed in the Institute. name, date of birth, period of the contract, identification mark, blood group, etc., to be mentioned in ID cards.

8. Conduct/Misconduct of the Personnel

- i. In case, the person employed by the Service Provider commits any act of omission/commission that amounts to misconduct /indiscipline/ incompetence and security risks, the Service Provider will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the Institute within 24 Hrs of being brought to their notice.
- ii. The Service Provider shall ensure proper conduct of his personnel in the Institute premises and enforce the prohibition of consumption of any intoxicants including alcoholic drinks, pan, smoking, etc., in the Institute premises at all times.
- iii. The Service Provider shall be responsible for any theft of the items by his personnel from the rooms or any other area of the Institute. The details of such stolen materials/stores will be given to the Service Provider in writing by the designated authority. Double the cost of the material reported stolen will be recovered from the Service Provider within four weeks from the date of theft. The decision of the Institute authorities on this will be final and binding on the Service Provider.

9. Other Terms and Conditions

- i. There shall not be any Master-Servant or Employer-Employee relationship or any legal or Contractual relationship between the Institute and manpower Personnel of the Service

Provider for any purpose including any claim, disputes, rights and duties, etc., between the Service Provider and his personnel. The Institute will not be responsible or liable to pay any sum or do any act or obligations under law like EPF, ESI, Gratuity, Leave Salary, Bonus, or any statutory deductions, etc., to the said personnel of the Service Provider and Service Provider alone shall be responsible and liable for all such obligations. The Personnel whose services are provided by the Service Provider shall at all times and for all purposes be regarded as employees of the Service Provider who shall also be responsible for necessary service benefits due to the Security Personnel as per rules/Laws applicable in such cases.

ii. The Service Provider shall alone be responsible and entitled to act in pursuance of this Contract and the Service Provider shall not directly or indirectly transfer or assign any rights and obligations of the contract or any part thereof to any other persons. iii. In the event of any losses or damages to any properties or effects of the Institute by theft or pilferage, the Service Provider shall alone be responsible and liable to pay, reimburse, and indemnify all losses and expenses suffered or paid or payable by the Institute.

10. Payment Terms

i. The deployed personal will be paid as per the minimum wages act as per State Government Orders revised time to time.

ii. Whenever the Government of Karnataka revises the minimum wages, such revised wages will be applicable. The tenderer will pay the revised wages to the employee from the date of revision after getting the necessary approval from the Institute authorities.

ii. The Service Provider should make payment to the deployed personnel at the above rates for the period (actual) employed in a month along with other statutory payments.

iii. The above base rate/minimum rates of wages include also the wages for a weekly day of rest.

iv. The Service Provider must provide monthly pay slips to all security personnel deployed in the Institute with proper breakup of wages and recoveries.

v. The Service Provider should possess a Current Account, and the personnel employed should have a Savings Bank Account with any scheduled bank in India.

vii. The salary payment should be made to the employees only through the SB accounts of the concerned employee. No cash payments should be made to any Security Personnel whether it is wages or advance. Such payments will not be considered by the Institute.

viii. Under no circumstances, an advance payment will be made by the Institute.

ix. The Service Provider should **NOT** recover any amount from the wages payable to the Security personnel **OTHER THAN**

a. Employees portion of EPF and ESI as per rules

b. Towards penalty/fine, if any, imposed on account of lapse/failure, etc., on the part of the Security Personnel relating to his/her duties/works.

x. The Service Provider should prepare a wage bill register every month as per Labour Act.

xi. The Service Provider will be responsible for making the payment of wages/EPF/ESI etc. directly to its workers **by the 7th of each month from his sources and subsequently raise the bill for reimbursement** which will be verified based on the actual amount disbursed and attendance

etc. The Service Provider shall make payment to the workers by depositing the payment towards the wages in their respective bank accounts and submit the bank details/ECS statement to the office with the bill for verification.

a. The bill shall carry the following duly certified copies of:

i. Wage Bill Register - The Wage Bill Register prepared should contain all the information/details mentioned as per clause 12(ix, x).

ii. Copy of the bank advice memo as proof of crediting wages to the individual SB account of the Security Personnel.

iii. Any other documents/proof as required by the Registrar/Security in charge of the Institute for verification.

iv. Biometric Attendance reports duly authenticated by the Institute authorities.

b. The bill shall be submitted to the Officer-in-charge of the Institute for certification for pro-rata payment. The officer on receipt of the bill will check the records and thereafter accordingly certify the bill for payment.

xi. All bills should be submitted on printed forms, duly signed and stamped.

xii. The Service Provider shall submit to the Institute monthly bills by the 10th of every month along with all the enclosures mentioned above. The Institute reserves the right to withhold an amount from the running account payments, if EPF/ESIC/GST contributions are not paid/made by the Service Provider and proof to that effect has not been produced regularly on due dates.

xiii. Payment will be made by the Institute to the Service Provider every month on submission of bills along with the attendance sheets. A certificate to the effect that all labour laws including EPF, ESIC, GST payments, etc., are being followed has to be furnished with proof along with the bill for payment.

xvi. IT/TDS and other statutory levies as applicable from time to time will be deducted from the bills of the Service Provider.

xvii. The Service Provider would be required to ensure the payment of its workers by the 7th of every month, and **there should be no linkage between this payment and settlement of the Service Provider's bill from the IIIT Dharwad.**

xviii. The minimum wage rate shall be reimbursed only for the actual amount paid, if increased during the contract period in accordance with the Government notification to enable the Service Provider to meet the statutory obligation. Necessary proof of such actual payment made as a result of Government Notification of the previous month shall be submitted by the Service Provider to the Officer-in-Charge, the following month, failing which the bill will be kept pending.

xix. The Service Provider shall maintain the required registers as per labour laws.

xx. The Institute after verification of the correctness of the documents submitted by the Service Provider, would reimburse only the Employer's portion of EPF, ESI, including administrative charges, wages paid to the Security Personnel, and other charges within 30 days from the date of receipt of claim bill for reimbursement of wages.

xxi. If the Institute takes time to reimburse the claim bill for the previous month due to any administrative reasons, if any, the Service Provider should have the financial capability to release the salary to their deployed Personnel on the 7 of every month.

xxii. Failure from the Service Provider to credit the salary on the 7th day of every month will lead to a penalty of 10,000 (Rupees Fifty Thousand only) per month, and repeated delays will lead to debarment from participation in the tenders of the Institute for three years.

xxiii. The contract will be terminated, and the performance security will be forfeited, if any complaints are received from the employees or any discrepancies are noticed after making payment to the employees to their SB accounts.

xxiv. Claims relating to the subsequent month will be entertained only when all claims for the previous month have been submitted to the Institute.

xxiv. The Service Provider should recover the eligible amount of contribution towards EPF/ESI organizations, from the employees and remit the same to the respective organizations along with the eligible amount of the Employer's portion of the contributions as per rules and submit proof thereof.

xxv. Amount recovered from the deployed Personnel towards their contribution [employees' contribution] towards EPF and ESI, should be remitted IN FULL to the respective EPFO and ESIC.

xxvi. Rates prescribed by the EPFO and ESIC towards the recovery of contributions should be STRICTLY FOLLOWED.

xxvii. With respect to wages relating to overtime duty, contribution towards EPF should not be recovered as per the existing Rules.

xxviii. The details of deductions made towards employees' portion of EPF and ESI contributions as available in the Wage Bill Register should agree with the payment made to the respective organizations in respect of all deployed personnel.

xxix. If the amount remitted by the Service Provider is less than the eligible amount relating to Employees and Employer's Contribution to the EPF and ESI organizations, such amount will be withheld from the monthly claim made by the Service Provider for service charges.

xxx. During the period of contract, in case, the Government of Karnataka increases daily wages from the present rate, the increased rates will be paid to the employees from the date of effect.

xxxi. No increase in amount, other than the minimum wages in the present rate as increased by GOI will be considered by the Institute. The percentage of Service Charges quoted and accepted in the bid will not be affected by this variation under any circumstances.

xxxii. IIIT Dharwad shall be entitled to set off against and deduct and recover from the service charge and any other sums payable by IIIT Dharwad to the Service Provider at any time, tax, levy, or any other amount whatsoever which may be required to be deducted by order of any Court/Authority under any law now in force or which may come into force during the currency of this Agreement as also all amounts which may be or become payable by the Service Provider to IIIT Dharwad under this Agreement.

xxxiii. All correspondence regarding Security Services & payment of bills etc., or any other matter shall be done only with the Registrar of the Institute through the Security-in charge or an authorized person.

11. General Instructions

i. In case of expiration of PSARA License during the currency of contract, the bidder shall renew and submit the same to the Institute.

ii. All Security Personnel deployed shall be trained and capable enough to handle firefighting equipment.

iii. They should have a good presence of mind to tackle any circumstances/situation that may affect the Security and safety of all properties (like Land, Trees, Structures, Goods, Papers, Effects, etc.) inside the Institute and also of all persons and employees within the Institute at all times, with mandatory qualities of honesty, sincerity and devotion to duties and obedience.

iv. The Service Provider shall always ensure all required facilities (including conveyance) for ensuring Security on the campus around the Clock by turns (on all working days and Holidays).

v. The Service Provider shall ensure effective supervision of Personnel manning respective duty Places and Posts in such a manner as to restrict the unauthorized entry of persons/cattle/stray dogs and to prevent taking out of any property or papers or materials, etc. from the Institute without proper authorization.

- vi. They should prevent unauthorized entry of people and encroachment by patrolling of surrounding area. Periodical patrolling is considered essential.
- vii. The security personnel shall carry out such other legitimate duties as they are entrusted to them from time to time.
- viii. They should check the movement of materials, maintain systematic and up-to date records, and keep proper logbook/control of the movement of personnel and materials entering or leaving the premises of IIIT Dharwad.
- ix. They should permit the entry of vehicles to the campus only after examining the Gate Pass issued, after getting confirmation from the respective official, Department, or Addressee. Once the vehicle is allowed inside the campus on confirmation, the Security Guard / Watchman on duty shall make relevant entries in the material incoming register and endorse at the back of the supporting document with the particulars of entry number, date, time, and official seal.
- x. The outgoing material shall be thoroughly checked for supportive documents, and the authorized signature shall be verified at the gate. The Security Guard / Watchman shall make relevant entries in the material outgoing register and endorse the supporting document with particulars of date, time, vehicle no. with office seal, etc.
- xi. They shall retain a copy of the Gate Pass at the office.
- xii. All registers and records must be sent to the Security Section for endorsement every day.
- xiii. Any violation/breach is to be reported at once to the Security i/c /Registrar of the Institute.
- xiv. The scope of work, description, and the terms and conditions maintained herein above are only indicative and not exhaustive and the Service Provider shall meet any other requirements of IIIT Dharwad from time to time, relating to the Security of IIIT Dharwad.
- xv. Security personnel should not be deployed on continuous shift duties on any day. In case of emergency and in case of the sudden leave of a person to come on shift, the security staff already repeated should take care of other posts after replacement should be made within the strength of the contracted quantity.

12. Penalty

- i. Penalties will be levied as mentioned below subject to the ceiling limits mentioned therein for specific lapses found during the period of the contract and will be recovered from the monthly payments, i.e., reimbursement of wages and payment of Service Charges.

Lapses	Maximum limit of penalty (per occasion/day)
Delay in the payment of wages to the Security personnel on or before the 7 th of every month	Rs. 10,000/- per month for delays
Absence /non-functioning of walkie-talkie	Rs.500/- per set
Absence of Patrolling Vehicle Two-wheeler e-bike/e-cycle	Rs.500/- per day
Keeping the Main gate open from 10 pm to 6 am	Rs.5000/-
Unauthorized entry of Vehicles/outsideers	Rs.500 (per entry)
Guards found sleeping on duty/other kinds of negligence of duty	Rs.1000/- (per guard)
Non-manning of duty posts (Unauthorized Absence of guards/SS)	Rs.1000/- (Per guard/SS/)
Misuse of official telephone/walkie talkie or computer	Rs.1000/- (in addition to recovering the actual cost of misuse)
Guards on duty and not involved in their assigned work	Rs. 1000/-

Incidents of theft	Double the cost of the theft will be recovered
Incidents of Bribe	Immediately to be removed from service and also to be handed over to the Police.

- ii. Any other lapse not covered above is to be decided by the Institute, keeping in view the seriousness and gravity of the lapse (please refer below for additional clauses).
 - a. In case of any unsatisfactory service, a deduction of up to 10% of the amount due for the month will be imposed on the Service Provider.
 - b. In case of late attendance/absence during working hours/loitering during working hours by any personnel of the agency, the Institute reserves the right of reduction of any amount from the bill payable as it may deem fit.
 - c. Any other penalty deemed fit to be imposed on the Service Provider with prior notice. This notice is only for those clauses which are not defined above.

13. Working Days / Man-Days

The Contractor shall ensure that the deployment and utilization of manpower is carried out strictly in accordance with the applicable labour laws, rules, regulations and statutory provisions. The working days/man-days of individual personnel shall not exceed the permissible limit under the applicable laws.

In case any **additional manpower/man-days beyond the approved deployment or permissible working days** are required, the same shall be undertaken only with the **prior written approval of the Competent Authority of the Institute**. Such approval shall be obtained through an official written communication/email before deployment or utilization of the additional man-days.

Any additional man-days deployed or utilized by the Contractor without prior written/email request and approval of the Competent Authority shall not be considered for reimbursement/payment by the Institute. The Institute shall have no financial liability towards such unauthorized additional man-days.

The Contractor shall be **solely responsible for making payment of wages/salary and all applicable statutory dues** to its deployed personnel for any additional/unauthorized man-days worked, irrespective of whether such man-days are eligible for reimbursement by the Institute. The Contractor shall maintain proper attendance and deployment records of all personnel and shall submit the same along with the monthly bill for verification and payment.

14. Attendance, Punctuality and Movement of Deployed Manpower

All deployed manpower shall strictly adhere to the prescribed office/duty timings, including the required in-time and out-time, as communicated by the Institute and/or specified in the duty roster.

The deployed personnel shall remain at their respective assigned duty location, post, building or work area throughout their scheduled duty hours and shall perform the duties assigned to them.

No deployed personnel shall leave their assigned duty location, building or the Institute campus during duty hours without obtaining prior permission from the respective Reporting Officer/Authorized Officer of the Institute.

In case of any requirement to leave the assigned duty location or campus due to official work, personal emergency or any other unavoidable reason, prior permission shall be obtained from the concerned Reporting/Authorized Officer and the movement shall be properly recorded wherever required.

The Contractor shall ensure strict compliance with the above requirements and shall be responsible for ensuring punctuality, attendance, discipline and availability of all deployed personnel throughout their scheduled duty hours. Any unauthorized absence from the assigned duty location or campus may be treated as a violation of the contractual requirements and may attract appropriate action as per the terms and conditions of the contract.

Technical Bid Checklist

(To be provided on letterhead of the firm)

(To be mandatorily filled and uploaded along with the Technical Bid)

All the technical details shall be indicated in this part. Deviations, if any, to our specifications shall be brought out very clearly. Tenderers shall mention point-wise confirmation with regard to technical specifications given in our Inquiry. Price details should not be shown in this part.

1. General Particulars of the Bidder:

Sl. No.	Description	Fill in the Details	Copy Submitted (Yes / No)
1	Name of registered Contractor/Firm /Company (with Proof of Registration)		
2	Date of Incorporation / Establishment		
3	Permanent Address, Telephone/Fax No. E-mail:		
4	Full Postal Address, Telephone/Fax No. E-mail:		
5	Details of infrastructure, persons employed, and number of offices/branches available. (attach separate sheet).	[Attach as enclosure & refer here]	
6	Authorized Signatory Details: (Company/Firm Authorization by the competent authority, to be attached)	Name: Designation: E-mail: Mobile No.	

7	Details of Contact other than Authorized Signatory	Name: Designation: E-mail: Mobile No.	
8	Proof of the payment of EMD as per Annexure-I , if exempted details thereof		
9	A certificate duly signed and sealed by Partners of the firm or sole proprietor or Company as the case may be has never been declared ineligible/black-listed by the Government of India or any other Government body or Semi Government Body or Department or Private Corporation on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature and the name of the firm or company has not been changed shall be submitted by the firm along with technical bid, failing which the bid shall be rejected. Annexure II		
10	Bank Solvency Certificate should be produced for a minimum of ₹1,00,00,000 (Rupees One Crore only). The certificate should have been issued on or after 01 Aug 2026 .		
11	The bidding agency/firm/company should have a minimum of five years of experience in successful execution and completion of manpower services in Large	[Attach as enclosure & refer here]	

	Educational/ Research Institutions, Universities run by Central Government/ State Government Departments/ Private Managements, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, etc.		
12	Work order(s) and satisfactory certificate from the client for the similar works carried out (1) one work for an annual value of ₹1.00 Crore excluding Taxes OR (2) two works each for annual value of ₹75.00 Lakhs excluding Taxes OR (3) three works each for annual value of ₹50.00 lakhs executed on or after 01.04.2021 in a single campus/Place/Unit.	[Attach as enclosure & refer here]	
13	The bidding agency/firm/company should have at least one running contract for providing security manpower services of at least 30 personnel in a single contract/work order as on 01 Aug 2026.	[Attach as enclosure & refer here]	
14	Undertaking by the Bidder Annexure IV		
15	Integrity Pact Declaration Annexure V & VI		
16	Office should be in Hubli – Dharwad -Belagavi Region <i>(GST registered certificate / Telephone bill to be enclosed as proof).</i>	[Attach as enclosure & refer here]	

2. Details of statutory compliance (enclose a copy of certificates):

Sl. No.	Description	Details	Copy Submitted (Yes / No)
1	PSARA Reg. No		
2	EPF Regn. No		
3	ESIC Regn. No		
4	PAN Number		
5	GST Regn. No.		
6	Professional Tax No.		

3. Details of Financial Status:

Sl. No.	Description	Details	Copy Submitted (Yes / No)
1	Annual Turnover: The Average Turnover of the bidders for the last three financial years i.e. 2023-24, 2024-25 & 2025-26 should not be less than ₹5 crores for providing Manpower services. Financial statements with net profit duly audited/certified by a Chartered Accountant (CA) for the last three years (Annexure III).		
2	Bank Details of the Bidder Bank Name Name of the Branch Branch Code Bank Address Bank : : : : Type of Account : Account Number : NEFT/IFSC Code : RTGS Code : Digit MICR Code :		

4. Details of Experience: Should be furnished in the following format on the letterhead of the firm

Name of the client and full address	Telephone and Email address of the client	Order No. & Date	Type of Contract	Tenure of contract		Ongoing/ Completed	No. of the personnel deployed	Value of contract
				From	To			

Important: Only certificates issued by the clients on letterhead with the date of issue and containing requisite details will be considered. Self-certified certificates or bills and the like will not be considered.

The bidder should attach copies of Experience Certificates where a similar type of work was executed during the past five years from the date of publication of the tender, **out of which one should be a running contract.**

“**Similar work**” shall mean General Manpower and/or Security Manpower as mentioned in the scope of the tender document.

5. Details of Offices:

[Information should be submitted in this format on the letterhead of the tenderer]

<i>Sl. No.</i>	<i>Description</i>	<i>Details</i>
1	Address of the Head/Registered Office	
2	Address of branch office(s), if any	

6. Details of personnel available in head office and branch office(s):

[Information should be submitted in this format on the letterhead of the tenderer]

<i>Sl. No.</i>	<i>Name</i>	<i>Designation</i>	<i>Duties Assigned</i>

7. Any other relevant details:

I/We certify that the above information is true to the best of my/our knowledge, and I/We do not have any relatives working in IIIT Dharwad.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:

Seal of the bidder

BID SECURITY UNDERTAKING

(To be provided on the letterhead of the firm)

To
The Registrar,
IIIT Dharwad 580009

Tender No. **GEM/2026/B/8133247 dated 8.10.2026**

(Notice Inviting E-Tender for Providing Manpower Services on contract basis at IIIT Dharwad)

Sir,

1. I/we hereby submit our tender for providing Manpower Services on a contract basis at IIIT Dharwad.
2. I / We hereby submit the details of Bid Security (EMD) paid to the Indian Institute of Information Technology Dharwad towards the tender cited above.

Particular	Amount (₹)	Payment Reference Details	Payment Date
Bid Security (EMD)			

3. I/We hereby reconfirm and declare that I/We have carefully read, understood, and complied with the above-referred tender document including instructions, terms and conditions, scope of work, general conditions of contract, and all the contents stated therein.

Date:

Authorized Signatory Place:

Name:

Designation:

Contact No.:

Seal of the bidder

(To be provided on the letterhead of the firm)

CERTIFICATE

To
The Registrar,
IIIT Dharwad -580009

Tender No. **GEM/2026/B/8133247 dated 8.10.2026**

(Notice Inviting E-Tender for Providing Manpower Services on contract basis at IIIT
Dharwad)

Sir,

I / We hereby certify that our firm/company has never been declared ineligible/black-listed by the Government of India or any other Government body or Semi Government Body or Department or Private Corporation on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature and the name of the firm or company has not been changed.

I / We also certify that the above information is true and correct in every respect and in any case at a later date it is found that any details provided above are incorrect the bid may be summarily rejected and in case any contract given to our firm may the same may be summarily terminated and the firm shall be blacklisted.

Date:
Place:

Authorized Signatory

Name:
Designation:
Contact No.:

Seal of the bidder

ANNUAL TURNOVER STATEMENT
(To be provided on the letterhead of the firm)

Annual Turnover and Profit Details:

Bidder's Annual Turnover for the last three financial years	Financial Year	Turnover in ₹	Whether the proof of the same is enclosed Yes/No
	2025-26		
	2024-25		
	2023-24		

Date:
Place:

Authorized Signatory

Name:
Designation:
Contact No.:

Seal of the bidder

TENDER ACCEPTANCE UNDERTAKING BY THE BIDDER

(To be provided on the letterhead of the firm)

Tender No. **GEM/2026/B/8133247 dated 8.10.2026**

(Notice Inviting E-Tender for Providing Manpower Services on contract basis at IIIT Dharwad)

1. I, _____ Son/Daughter _____ of Shri Proprietor/Partner/Director/ Authorized Signatory of M/s _____ am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
3. I /We (Tenderer) hereby also declare that the Firm /agency namely M/s. _____ has not had any pending criminal case against Partners / Proprietor / Others and we are not blacklisted by any Government Agency for any fraudulent practices so far.
4. The information/documents furnished along with the above application are authentic to the best of my knowledge and belief.
5. I/We am/are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No:

Seal of the bidder

INTEGRITY PACT DECLARATION

(To be provided on the letterhead of the firm along with the integrity pact)

To

The Registrar,

IIIT Dharwad 580009

Tender No. **GEM/2026/B/8133247 dated 8.10.2026**

(Notice Inviting E-Tender for Providing Manpower Services on contract basis at IIIT Dharwad)

Sir,

I/We acknowledge that the Indian Institute of Information Technology Dharwad is committed to follow the principles thereof as enumerated in the Integrity Pact enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Pact, which is an integral part of the tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that **THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE** of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Pact in letter and spirit and further agree that execution of the said Integrity Pact shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by the Indian Institute of Technology Dharwad. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in line with enclosed Integrity Pact.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement while submitting the tender/bid, the Indian Institute of Information Technology Dharwad shall have the unqualified, absolute, and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Date:

Place:

Seal of the bidder

Authorized Signatory

Name:

Designation:

Contact No:

INTEGRITY PACT

This INTEGRITY PACT is made and executed at _____ on this day of _____ 2026

BY AND BETWEEN

Indian Institute of Information Technology Dharwad (IIIT Dharwad), an autonomous organization under Ministry of Education, Govt of India having its campus at Ittagatti Road, Near Sattur Colony, Dharwad, Karnataka (hereinafter referred to as “The Principal” which term or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the First Part;

AND

M/s. _____ a company incorporated under the Companies Act through its representative/authorized signatory

_____ (Name and Designation of the Officer) having its office at _____ (hereinafter referred to as “The Bidder/Contractor”

which terms or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the Second Part. PREAMBLE

The Principal intends to award, under laid down organisational procedures, contract/s for _____. The Principal values full compliance with all relevant laws of the land, rules, regulations, and economic use of and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal had appointed the Independent External Monitors (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1: Commitments of the Principal

1. The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a) No employee of the principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled.
 - b) The principal will during the tender process treat all Bidder(s) with equity and reason. The principal 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 process or the contract execution.
 - c) The principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2: Commitments of the Bidder(s)/Contractor(s)

1. The Bidder(s)/Contractor(s) commit 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)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the 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 or during the execution of the contract.
 - b. The Bidder(s)/Contractor(s) will not enter with other Bidders 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 introduce cartelization in the bidding process.
 - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or documents provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. All the payments made to the India agent/representative have to be in Indian Rupees only.
 - e. The Bidder(s)/Contractor(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.
 - f. The Bidder(s)/Contractor (s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision on the matter.
2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contract

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or to terminate the contract, if already signed, for such reasons.

Section 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other organization/ company in any country or with any other public sector enterprise 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 and appropriate action can be taken including termination of the contract, if already awarded, for such reason.

Section 6: Equal treatment of all Bidders / Contractors / Subcontractors.

1. In case of sub –contracting, the Principal Contractor shall take the responsibility of adoption of Integrity Pact by the Sub – Contractor.
2. The Principal will enter into agreements with the identical conditions as this one with all bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violation Bidder(s) / Contractor(s) / Sub-contractors(s).

If the Principal obtains knowledge of conduct of a Bidder(s)/ Contractor(s) which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidder 6 months after the contract has been awarded.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Director, IIIT Dharwad.

Section 9: Other Provisions

- This agreement is subject to Indian Law. Place of performance and jurisdiction is the registered office of the Principal i.e. Dharwad, Karnataka.
- Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- In the event of any contradiction between the Integrity Pact and its Annexure, the clause in the Integrity Pact will prevail.

(For & on behalf of the Buyer)

(For & on behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place : _____

Date : _____

Witness 1 (Name & Address):

Witness 1 (Name & Address):

Witness 2 (Name & Address):

Witness 2 (Name & Address):

Sl. No.	Category of Manpower	Item to be Provided by the Contractor	Minimum Quantity / Frequency	Remarks
A	SECURITY MANPOWER			
1	Security	Uniform – Shirt & Trouser	Minimum 2 sets/person/year	As per prescribed design
2		Security Shoes	1 pair/person/year	Replacement as required
3		Cap/Beret	1/person/year	As per prescribed uniform
4		Belt	1/person/year	Replacement as required
5		Plastic Laminated ID Card	1/person	Mandatory; to be displayed while on duty
6		Whistle	1/person	Replacement as required
7		Torch Light	As required for night duty	Rechargeable preferred
8		Walkie-Talkie / Wireless Communication Set	As required for effective communication	Sufficient quantity for deployment
9		Lathi / Security Baton	As required	As per duty requirement
10		Raincoat	1/person	For outdoor/patrolling duty
11		Gumboots	1 pair/person	Particularly for monsoon/outdoor duty
12		Reflective Jacket	As required	For traffic/gate/patrolling duties
13		Patrolling E-Vehicle	As specified in Scope of Work	For campus patrolling
14		Registers – Attendance, Occurrence, Guard Checking, Daily Orders, Beat Book, Visitor/In-Out, etc.	1 each / as required	To be maintained as prescribed by Institute
15		Pens, pencils, markers, notepad and other stationery	Adequate quantity	For reporting and record keeping
B	HOUSEKEEPING MANPOWER			
16	Housekeeping	Uniform – Male/Female	Minimum 2 sets/person/year	As per prescribed design
17		Plastic Laminated ID	1/person	Mandatory

Sl. No.	Category of Manpower	Item to be Provided by the Contractor	Minimum Quantity / Frequency	Remarks
		Card		
18		Safety Shoes	1 pair/person/year	Replacement as required
19		Hand Gloves	Minimum 1 pair/person/month	Additional replacement as required
20		Rubber/Chemical-resistant Gloves	As required	For toilet/chemical cleaning
21		Face Mask	Regular supply	As required
22		Safety Goggles	As required	For chemical/cleaning operations
23		Apron/Protective Clothing	As required	For specific cleaning activities
24		Raincoat	As required	For outdoor duties
25		Cap/Head Cover	As required	Where applicable
C	GARDENING / HORTICULTURE MANPOWER			
26	Gardening	Uniform / Workwear	Minimum 2 sets/person/year	Suitable for outdoor work
27		Plastic Laminated ID Card	1/person	Mandatory
28		Safety Shoes / Gumboots	1 pair/person/year	Replacement as required
29		Hand Gloves	Regular supply	Replacement as required
30		Safety Goggles	1/person where applicable	Mandatory during machinery/chemical operation
31		Safety Helmet	As required	For hazardous activities
32		Face Mask / Respirator	As required	Particularly during chemical application
33		Protective Apron / Clothing	As required	For pesticide/fertilizer application
34		Raincoat	As required	For outdoor work
35		Reflective Jacket	As required	For work near roads/vehicle movement
36		PPE for Machinery Operation	As required	As per manufacturer's safety requirements

Sl. No.	Category of Manpower	Item to be Provided by the Contractor	Minimum Quantity / Frequency	Remarks
D	ATTENDERS / OFFICE SUPPORT MANPOWER			
37	Attenders	Uniform / Formal Dress/T-shirt	Minimum 2 sets/person/year	As prescribed by Institute
38		Plastic Laminated ID Card	1/person	Mandatory
E	ADMINISTRATIVE MANPOWER/ TECHNICAL MANPOWER			
39	Administrative /Technical Manpower	Plastic Laminated ID Card	1/person	Mandatory

Note: The above list is indicative and minimum in nature. **The Contractor shall provide, at its own cost, all uniforms, PPE, tools, equipment, consumables, stationery and other accessories necessary for the safe, efficient and satisfactory performance of the assigned duties.**

Any additional items reasonably required for carrying out the assigned work shall also be provided by the Contractor without any additional financial liability to the Institute. The Contractor shall not demand, claim or recover any additional amount from the Institute towards the cost of such items.

The cost of all such uniforms, PPE, tools, equipment, consumables, stationery, replacements, repairs and other accessories shall be deemed to be included in the service charges quoted by the Contractor.

The Contractor shall **not deduct, recover or otherwise collect any amount from the wages/salary of the deployed personnel** towards the cost of uniforms, PPE, tools, equipment, identity cards, stationery or any other items required to be provided under the contract.

All such items shall be provided to the deployed personnel free of cost and shall be maintained in good and serviceable condition throughout the contract period. Any item that is damaged, worn out, expired, lost due to normal operational use, or otherwise rendered unfit for use shall be replaced/replenished by the Contractor at its own cost.

The Contractor shall be solely responsible for ensuring that all deployed personnel are provided with the required items before commencement of duty and throughout the period of deployment. No separate payment shall be admissible from the Institute for any of the above items under any circumstances.

FINANCIAL BID

shall be submitted in the electronic form through GeM portal only

(Quotation must be in rupees only)

Sl. No.	Particulars (1)	Monthly Quote (in Rs.) (2)	Period (3)	Price Quote for 12 Months (in Rs.) (4)
1	Wages of manpower as per the compliances of the Tender Document, including statutory payments like EPF and Bonus (approx..)	₹23,00,000.00	X 12 Months	₹ 2,76,00,000.00
2	Service Charges Inclusive of GST include the cost of deployment, all expenditure on providing supervisory/administrative services by all means to get the work done.		X 12 Months	
3	Total Price Quote (1+2) (in numeric)		X 12 Months	
4	Total Price Quote (in Words)		X 12 Months	

Note:

1. Service charges quote below 3.85% inclusive of GST for manpower outsourcing service will not be accepted.
2. The quoted ****Service Charges shall be inclusive of the entire cost of all items, uniforms, PPE, tools, equipment, consumables, stationery, identity cards and other requirements specified in Annexure-VII, including their maintenance, replacement and replenishment, as applicable. No additional amount shall be payable by the Institute towards any of the items covered under Annexure-VII.**
3. Bidders should not make any changes to the amount mentioned in Sl. No. 1 of the Financial bid.
4. GST Inclusive as applicable

Selection of the successful bidder and Award of Work

- a) L-1 will arrive purely based on the rate quoted for total price for 12 months on the financial bid alone. No carry forward of marks/ credits of the technical bid evaluation will be considered.
- b) This should contain only the price information along with commercial terms & conditions and shall be submitted in electronic form through the **GeM** portal only.
- c) Submission of commercial bids by any other means shall not be accepted by the Institute in any circumstances.

Place:

Date:

Signature of the Bidder with Seal