


**Basic Details**

<b>Organisation Chain</b>	INDIAN INSTITUTE OF INFORMATION TECHNOLOGY RANCHI		
<b>Tender Reference Number</b>	IIITR/2026/PUR/11		
<b>Tender ID</b>	2026_IITRA_833528_1		
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Buy
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No		

**Payment Instruments**

Offline	S.No	Instrument Type
	1	Demand Draft

**Cover Details, No. Of Covers - 2**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	TECHNICAL AND FINANCIAL
2	Finance	.xls	FINANCIAL BID

**Tender Fee Details, [Total Fee in ₹ \* - 0.00]**

<b>Tender Fee in ₹</b>	0.00		
<b>Fee Payable To</b>	NA	<b>Fee Payable At</b>	NA
<b>Tender Fee Exemption Allowed</b>	NA		

**EMD Fee Details**

<b>EMD Amount in ₹</b>	10,00,000	<b>EMD Exemption Allowed</b>	Yes
<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	INDIAN INSTITUTE OF INFORMATION TECHNOLOGY RANCHI	<b>EMD Payable At</b>	INDIAN INSTITUTE OF INFORMATION TECHNOLOGY RANCHI

**Work /Item(s)**

<b>Title</b>	HIRING OF SERVICES				
<b>Work Description</b>	MANPOWER, FACILITY MANAGEMENT AND SECURITY SERVICES				
<b>Pre Qualification Details</b>	DETAILS ATTACHED				
<b>Tender Value in ₹</b>	3,00,00,000	<b>Product Category</b>	Facility Management Services	<b>Sub category</b>	MANPOWER AND SECURITY
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	270	<b>Period Of Work(Days)</b>	7
<b>Location</b>	Ranchi	<b>Pincode</b>	835217	<b>Pre Bid Meeting Place</b>	NA
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	IIIT Ranchi ARTTC BSNL Campus, Getlatu, Ranchi

**Critical Dates**

<b>Publish Date</b>	26-Mar-2026 06:00 PM	<b>Bid Opening Date</b>	17-Apr-2026 12:00 PM
<b>Document Download / Sale Start Date</b>	26-Mar-2026 06:00 PM	<b>Document Download / Sale End Date</b>	16-Apr-2026 05:00 PM
<b>Clarification Start Date</b>	26-Mar-2026 06:00 PM	<b>Clarification End Date</b>	15-Apr-2026 05:00 PM
<b>Bid Submission Start Date</b>	26-Mar-2026 06:00 PM	<b>Bid Submission End Date</b>	16-Apr-2026 05:00 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	TENDER DOCUMENT	1716.31
<b>Work Item Documents</b>				

S.No	Document Type	Document Name	Description	Document Size (in KB)
1	Tender Documents	MANPOWER AND SECURITY TENDER.pdf	ELIGIBILITY CRITERIA, SCOPE OF WORK, INSTRUCTIONS, TECHNICAL BID, FINANCIAL BID ETC	1716.31

**Tender Inviting Authority**

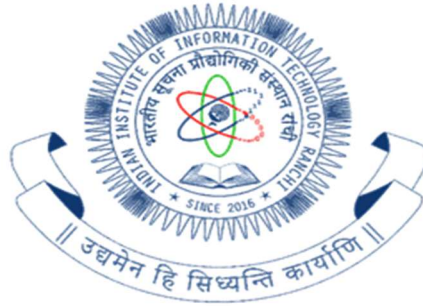
<b>Name</b>	Registrar
<b>Address</b>	IIIT RANCHI ARTTC BSNL CAMPUS GETLATU HAZARIBAGH ROAD NEAR JUMAR RIVER BRIDGE RANCHI

**Tender Creator Details**

<b>Created By</b>	Rupesh Kumar Verma
<b>Designation</b>	Assistant Registrar
<b>Created Date</b>	26-Mar-2026 05:43 PM



**HIRING OF SERVICES FOR PROVIDING SECURITY/ HOUSEKEEPING/OFFICE/FACILITY  
MANAGEMENT STAFFS SERVICES AT IIIT RANCHI**



**IIIT RANCHI**

**ARTTC BSNL campus, Near Jumar River Bridge, PO- Neori Vikas Vidyalaya, Getlatu,  
Hazaribagh Road, Ranchi Jharkhand – 835217**

Name of the Work	Hiring of Services for Security/Housekeeping/Facility Management Staffs Services at IIIT Ranchi
Date of Publication of Tender	25.03.2026
Bid Submission Start Date	25.03.2026
Last Date for Submission of Bid ( <i>in hard copies only</i> )	16-04-2026 (05:00 PM)
Technical Bid Opening Date and Venue	<b>17-04-2026 (12:00 PM) ARTTC BSNL Campus, Getlatu, Near Jumar River Bridge, Hazaribagh Road, Ranchi</b>
<b>Date of Technical Presentation</b>	22-04-2026 (11:00 AM) Offline Mode
Financial Bid Opening Date	24-04-2026 (04:00 PM)
Address for Submission of Bid (Through Speed Post/Registered post/Courier)	The Registrar, IIIT Ranchi, ARTTC BSNL Campus, Getlatu, Near Jumar River Bridge, Hazaribagh Road, Ranchi - 835217(JHARKHAND)



**1. NOTICE INVITING TENDER**

**Tender for Hiring of Services for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT RANCHI**

IIIT RANCHI intends to award the **Contract for Hiring of Services for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT RANCHI**. The tender is a single stage-bidding process under CPPP e-publish portal. Tender documents can also be downloaded from our website <https://iiitranchi.ac.in/> under the tender column.

1) IIIT RANCHI has its campus at Ranchi. The total number of required manpower and the services to be provided are detailed separately in the tender. Bidders are advised to go through the tender documents carefully before quoting the rates. *The tenderers are advised to visit the site, conduct survey of the existing conditions so as to familiarize themselves with the nature and scope of works to be carried out and get all clarifications as necessary from IIIT RANCHI before quoting their rates.*

2) The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid (**as per Section I, II, III & IV**), along with proof of having submitted EMD; and terms & conditions in prescribed tender document. **The PART-II of the tenders shall contain only the financial bid in the prescribed format.** No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.

3) The PART-I (Technical Qualification Bid) of the tenders shall be opened first. Based on the Technical Qualification bid/tender, the financial bids (Part-II) for competitive rates of eligible bidders will only be opened/considered.

4) IIIT RANCHI reserves the right to accept or reject any tender, in whole or in part and it is not binding on the part of the IIIT RANCHI to accept the lowest (L1) or any tender.

5) Tenders, which do not fulfil all or any of the IIIT RANCHI's conditions or are incomplete in any respect and tenders with the tenderer's own conditions other than those specified by IIIT RANCHI, are liable to be rejected.

6) Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the "The Registrar, IIIT RANCHI" who will review the same and information sought if not clearly indicated or specified. The IIIT RANCHI will issue clarifications to all the tenderers which will become part of the Contract Document. IIIT RANCHI will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of IIIT RANCHI before three working days prior to the date of submission of the Tender.

7) The tenderer shall deposit Earnest Money Deposit (EMD) amounting to Rs. 1000000/- (Rupees Ten Lakhs only), by directly crediting the amount in our Account as per the details given below, failing which, the Tender shall be rejected. No interest shall be paid on the EMD submitted by the bidders. EMD of unsuccessful bidders would be refunded after the award of work to the successful bidders. We request you to give us a copy of the acknowledgement crediting our Account along with tender document failing which the tender will not be considered for acceptance. MSME, IIIT RANCHI empanelled vendors and other eligible organizations will be exempted as per prevailing Govt. instructions upon submission of proof.



8) The details of account of IIIT RANCHI are furnished below: -

**Name of Account:** IIIT Ranchi

**Account Number:** 35551469248

**Branch Name:** SBI, NAMKUM, RANCHI

**IFS Code:** SBIN0009011

9) Validity of offer should be 180 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm until the end of the Contract period i.e. up to except only if the minimum wages are revised and Contract rates are different from the revised minimum wage rates or change in GST/statutory taxes and **subject to other terms & conditions mentioned elsewhere in the tender.**

10) The successful tenderer will be required to submit @ 5% of the accepted value of tender (total value of the Contract for one year), as Retention Money Deposit (RMD) within 15 days of award of work, which will be reckoned toward the Security Deposit and shall be refunded after 60 days from the expiry of the satisfactory CONTRACT period and will not bear any interest. The Earnest Money Deposit (EMD) of the successful tenderer shall be adjusted towards the RMD/Security Deposit. Security Deposit should be valid for 38 months from the date of contract.

11) The Security Deposit will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

12) Any clarification or request related to this tender should be sent to [purchase@iiitranchi.ac.in](mailto:purchase@iiitranchi.ac.in) only.

Yours Faithfully,

**Registrar**



**2. PRE-QUALIFICATION CRITERIA**

**To be submitted along with EMD of Rs. 10,00,000/-  
(Approx. Value of Tender is ₹3,00,00,000/- annually)**

**INSTRUCTIONS TO THE TENDERERS FOR FURNISHING INFORMATION AS A PART OF PRE-TENDER QUALIFICATIONS ELIGIBILITY CRITERIA**

1. The work involved is **Hiring of Services for Security/Housekeeping/Office/Facility Management Staffs Services at various campuses of IIIT RANCHI**. Scope of work and services to be provided are indicated in the “**SCOPE OF WORK**” of this tender.
2. The contractors should have experience of similar works during the last 5 years and who fulfil the following criteria are eligible to tender: -
  - Minimum average annual turnover of bidder should be Rs. Six (06) Crores and average annual net worth of Rs. 1.5 Crores in last 03 (three) financial years (2022-23, 2023-24, 2024-25). Bidder has to attach audited or CA certified statement of accounts and CA certified certificate specifically mentioning annual turnover and annual net worth for last three financial years.
  - The tenderer should have successfully carried out at least one work for annual value of Rs. 2,40,00,000/- OR two works each for annual value of Rs. 1,80,00,000/- OR three works each for annual value of Rs. 1,20,00,000/- in providing services for Security/Housekeeping/Office/Facility Management Staffs Services to Institute of National Importance/ Centrally Funded Technical Institutes (CFTIs)/ Central Govt. / Central Government authority/PSUs.
  - For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone will be taken into consideration and not of its sister concerns or others firms. Experience of joint ventures/consortium shall not be taken into consideration. Experience rendered at Government Organizations / Institute of National Importance / PSUs/Central Government autonomous bodies will only be considered.
  - The tenderers should have applicable registrations (PAN, GST, ESI, EPF, PSARA etc.) supported with documentary evidence and licenses, permissions, approvals issued by appropriate authorities such as Labour Enforcement and other statutory authorities, wherever applicable and furnish copies of the same with tender (with the Pre-Qualifying Bid). Challan copies and GST return copies for the month of March 2026 should mandatorily be attached with the bid.
  - The bidder should have valid PSARA license which shall be valid for running private security agency in Jharkhand State. Agency should also have a valid license/registration under shop and establishment act of Jharkhand State or from any Government authority to operate a manpower agency in the State of Jharkhand. Bidder should have own office within the city limits of Ranchi or undertake that the same will be complied within one month from the date of contract. Tenderers to note that copies of licenses and registration are to be submitted with the Pre-Qualifying bid i.e. Part I. Tenders without required documents will be summarily rejected.

Note: Exemption from Experience and Turnover is applicable for MSME/Startups as per Govt. guidelines on production of valid certificates.



- The bidder should have ISO 9001:2015 and ISO 45001:2018 certificates.
  - Contractors should be registered under ESI and EPF act and should have a valid code number and all the employees deployed by them should be enrolled. Evidence of last 6 months EPF, ESI and GST challan for proving that the compliances are done on time as per norms along with updated EPF, ESI & GST Return on date of filing of tender should be submitted with the bid.
  - Notary affidavit that the bidder has no case pending regarding compliance of EPF and ESIC. Notary affidavit that the bidder is not debarred/ blacklisted from any Govt. (Central/State), PSU's or any tender inviting authority.
  - Tenderers are requested to submit the following documents in **PART-I** (Technical bid) for examining their qualification/suitability.
    - (i) Copies of Work Orders and Satisfactory Service Certificates from clients for executing similar works for Central/State Government offices/Public Sector Undertakings/Public Sector Institutes/ Autonomous Bodies, etc. during the last three years. "Similar Works" means experience in executing Contract for providing services for Security/Housekeeping/Office/Facility Management Staffs Services in similar Government/PSUs/Institutes of national importance / Central Autonomous Bodies.
    - (ii) IT returns of last three consecutive financial years 2022-23, 2023-24 & 2024-25.
    - (iii) References of clients/particulars of institutes/organizations, specifying their names and contact numbers (landline and mobile) and names of the contact executives/officials.
    - (iv) Information in Section-I, II, III & IV as per enclosed proforma.
3. Intending tenderers are required to submit their full bio-data giving details about their organization, experience, personnel in their organization, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.
4. Valid Character Certificate of Bidder (Proprietor / all Partners) from District Commissioner/District Magistrate.
5. While deciding upon the selection of contractors, emphasis will be laid on the ability and competence of tenderers to undertake quality services within the specified time schedule and in close co-ordination with other agencies, besides the rate structure of the items.
6. If required, the Institute will obtain reports on past performance of the tenderer from his clients and institutes/organizations and evaluate the said reports before proceeding of the PART-II (Financial Bid) of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/his performance reports received from his clients and/or his institutes/organizations are found not satisfactory, the Institute reserves the right to reject his offer even after qualifying the PART-I (Technical Qualification Bid) of the tender and PART-II of the tender will be rejected. The Institute is not bound to assign any reason for rejecting the tender.
7. After scrutiny of Part-1 (Technical Qualification Bid), if any of the tenderers is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further and will be rejected.



8. Applications containing false and/or inadequate information are liable for rejection.
9. Possession of own accredited training centre and trained manpower by the bidder is a desirable criterion.
10. Clarifications, if any required, may be obtained from ARTTC BSNL campus, Near Jumar River Bridge, PO-Neori Vikas Vidyalaya SO, Getlatu, Hazaribagh Road, Ranchi Jharkhand – 835217.

**I/We have read and understood the instructions contained herein above and are acceptable to us.**

Date:

Place:

**Signature of the Tenderer with seal Address**



### **3. INSTRUCTIONS TO BIDDERS**

1. All the pages of the Tender Document shall be signed by the Tenderer.
2. **Submission of Tender / Bid:** Vendors are requested to submit the Tender/ Bid in two parts, as follows:
  - i. **Part I (Technical Bid)**
  - ii. **Part II (Financial Bid)**

#### **Part I- Technical Bid**

The following documents will form part of the technical bid:

- Annexure I: Organization Details and Financial Profile of the Tenderer.
- Annexure II: Details of clients.
- Annexure III: Undertaking from Bidder on their Letter Head.
- Annexure IV: Self-declaration regarding blacklisting / non-blacklisting
- Annexure V: Format for experience cum satisfactory certificate
- Annexure VI: Exceptions and deviation statement

All the tender documents, supporting documents including the above Annexures should be duly signed & stamped on each page by the tenderer

#### **Part II -Financial Bid**

The Price Bid/Financial Bid should be submitted in the format as attached with this tender document. Further details of price bid/financial bid are as under:

- i. The prices quoted shall be in INR wherever applicable.
- ii. The Financial Bid of only those bidders, whose technical bid shall be declared qualified as per minimum eligibility criteria, shall only be considered and opened.
- iii. The prices once accepted by the Institute shall remain valid till the successful expiry of the contract period and the work fully effected and accepted or 12 months from the date of acceptance of contract whichever is later. However, the Institute may consider the request to increase or decrease the price in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any. Decision of the Institute regarding increase or decrease in price shall be final.
- iv. Bidders quoting less than minimum specified price, their financial bid will not be considered and will be rejected.

3. The tender must be placed in a properly sealed bigger envelope address to “The Registrar, Indian Institute of Information Technology Ranchi, ARTTC BSNL Campus, Getlatu, Ranchi – 835217 (Jharkhand)” and the said bigger cover shall contain two separate sealed envelopes containing Technical & Financial Bids.

4. Tender received in open covers/letter/fax/email will not be considered and summarily rejected.

5. Prospective bidders may visit the hostels to ascertain the available infrastructure during office hours (Monday to Friday) with prior permission. IIIT Ranchi reserves the right to assign any of the hostels to one or more than one



empanelled contractor. A contractor may be selected for services in more than one hostel. In such cases, the contractor should have different setups for different hostels, as per the terms mentioned in the tender document.

6. During evaluation of the bids, the Institute may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

7. No Bidder shall contact the Institute authority on any matter relating to their bid from the date of opening of bid to award of contract. Any effort by a bidder to influence the Institute’s authority in its decisions on bid evaluation, bid comparison or contract award decisions, may result in rejection of the bid.

8. IIIT Ranchi reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without assigning any reasons thereof and Institute shall not bear any monetary liability incurred to the affected Bidder(s). Decision of the Institute in this regard shall be final and binding to all.

9. Evaluation of Tenders

**10. Technical Bid Evaluation Process**

a. The Technical Bid of bidders will be opened in the first instance on the scheduled date at the Institute in presence of the Committee and representatives of the firms/agency, if any.

b. Technical bid shall be evaluated based on the minimum eligibility criteria and supporting documents attached by the bidders. Bidders are advised to attach all prescribed supporting documents.

c. No document will be accepted in support of essential criteria after the last date of submission of bids.

d. Financial bid of only those bidders will be opened and evaluated who achieve minimum 60 technical marks/score.

e. **Qualified bidder will be awarded a Technical Mark/Score as per the following:**

Sl. No	Evaluation Criteria	Maximum Technical marks/score	Required Document is attached at Page No.
1.	<b>Past experience as service provider in Govt. organizations etc. as prescribed in criteria for last three F.Y (order value)</b> For >=2.4 Cr. & <05 Cr. = <b>05 Marks</b> For >=05 Cr. & < 10 Cr. = <b>10 Marks</b> For >=10 Cr. & < 20 Cr. = <b>15 Marks</b> For >=20 Cr. & above = <b>20 Marks</b>	<b>20</b>	
2.	Agency having accredited training Centre and trained manpower under the National Skills Qualification Framework (NSQF) aligned courses. For 50 - 100 trained manpower = <b>02 Marks</b> For 101 – 500 trained manpower = <b>05 Marks</b> For more than 500 trained manpower = <b>10 Marks</b>	<b>10</b>	
3.	Agency registered with MSME’s/UDYAM category <b>with duly verified GM-DIC certificate</b> and other related Compliances	<b>05</b>	



4.	Valid character certificate of the proprietor/All partners/All directors of the Agency issued by deputy commissioner/District Magistrate of the Agency.	05	
5.	An average annual turnover of INR 06 (Six) Crore over the last three financial years from manpower outsourcing activities or similar services at prescribed offices/institutes/govt. organizations For $\geq 06$ Cr. & $< 10$ Cr. = <b>05 Marks</b> For $\geq 10$ Cr. & $< 20$ Cr. = <b>10 Marks</b> For $\geq 20$ Cr. & above = <b>15 Marks</b>	15	
6.	Average Annual Net-Worth in last 03 years For $\geq 1.5$ Cr. & $< 5$ Cr. = <b>05 Marks</b> For $\geq 5$ Cr. & $< 10$ Cr. = <b>7.5 Marks</b> For $\geq 10$ Cr. & above = <b>10 Marks</b>	10	
7.	Experience having active manpower supply/services in the prescribed Government organizations. EPF challan with Payment proof should be submitted. Number of active manpower: For $\geq 100$ & $< 500$ = <b>05 Marks</b> For $\geq 500$ & $< 1500$ = <b>10 Marks</b> For $\geq 1500$ & above = <b>15 Marks</b>	15	
<b>Note:</b>	Only those bidders who will score minimum 48 marks in evaluation criteria as mentioned above in Sl. No. 1 to 7 will be called for the presentation/Approved in Technical Bid		
<b>PRESENTATION TOTAL – 20 MARKS</b>			
8.	Technical Presentation Over evaluation of key approach, explaining work plan and strategies, working process, quality standards and monitoring mechanisms of the agency. (Date of Presentation is 22.04.2026 at 11.00 AM in offline mode only) Bidders/Authorized Representatives are required to be present. No separate communication for date will be made.	20	

### 11. Financial Bid Evaluation Process

- The Financial Bids of Technically qualified bidders (who achieve the minimum technical marks, i.e. 60) will be evaluated on the basis of lowest price offered subject to the minimum rate as mentioned in financial bid/price bid.
- Bidders quoting less than minimum specified price, i.e. less than minimum wages, as prescribed by Central Government, their financial bid will not be considered and will be rejected.
- Bidder with lowest total annual cost, as prescribed in financial bid, will be awarded the contract.
- In case of Tie in offered rate/price bid, contract will be awarded on the basis of technical marks/score earned, i.e. highest technical marks awardee will be considered.
- Minimum service charges should not be less than 4%, less quoted bid will not be considered for evaluation.
- In case of Tie in technical marks/score, the bidders may be empanelled who will have maximum average annual turnover in last 03 Financial Years (2024-25, 2023-24, 2022-23).



**12. Award of Contract (General conditions for award of Contract).**

- a. The contract will be assigned initially for a period of 01 (One) Year with effect from the date of taking over the charge and is extendable by 02 (Two) years on yearly basis (1+1) on satisfactory performance and mutual agreement. IIIT Ranchi reserves the right to award the contract to more than one bidder on L1 Price.
- b. The Competent authority of the Institute reserves the right to curtail or to extend the validity of contract for further period on the same terms and conditions.
- c. The Contractor shall mobilize his resources and take up operations from the due date immediately on receipt of Work Order and the contract shall commence from the dates mentioned in the work order.
- d. Within one week from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value with IIIT Ranchi at in a format prescribed by IIIT Ranchi and the selected bidder. The successful bidder shall commence operation within one week from the date of award of the Contract or the date as specified by IIIT Ranchi in the work order.
- e. Performance Security as required to be submitted along with the agreement. Agreement without Performance Security will be considered invalid.
- f. The Contractor shall observe all the existing rules and regulations regarding labour employment and shall indemnify and keep the Institute indemnified from all the claims in this respect.
- g. The successful Tenderer shall make his own arrangements for the services as specified in the Tender Document.
- h. If at any point of time, it is found by IIIT Ranchi, that the Tenderer has furnished false information, IIIT Ranchi may reject the tender/contract.
- i. Initial three months will be considered as trial period. If the performance during the trial period is found to be unsatisfactory, the Institute is in liberty to terminate the agreement without notice or further increase the duration of the trial period after due warnings for improvement.

13. IIIT RANCHI takes no responsibility for delay/loss in non-receipt of Tender Documents.

14. Intending tenderers shall deposit as earnest money a sum of Rs. 1000000/- by crediting the amount into the Bank account of the IIIT Ranchi, the details of which are given below:

Name of Account: IIIT RANCHI

Account Number: 35551469248

Branch Name: SBI NAMKUM, RANCHI

IFS Code: SBIN0009011

15. Bids submitted by unauthorized agents and FAX/ Posts shall not be entertained.



16. If last date of receipt of Tender/ Quotation and opening date is a holiday, then submission and opening of Tenders/Quotations shall be shifted to next working day without any change of time and venue.

17. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional/ Deviatonal Tenders may be rejected without making any reference to the Tenderers.

**18. No Tenderer will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted. In case any tenderer withdraws his/her tender during the validity period or is subsequently found to have sublet the same, the EMD amount received from such tenderers shall be forfeited.**

19. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, in such case the amount given in words will be considered final.

20. Notwithstanding anything stated above, IIIT RANCHI reserves the right to assess the tenderers capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of IIIT RANCHI

**DECLARATION BY THE TENDERER**

1. I/ we hereby declare that I/ we have read and understood the General instructions, General conditions of Contract, detailed specifications and the conditions of work, etc. and hereby agree to abide by them.

2. I/ we hereby confirm that the tender shall remain in force and valid for acceptance for a period of not less than 120 (ninety) days from the date of opening of the financial bid.

3. I/ we also note that any additions, clarifications, etc. which we would like to bring to your attention are put in a separate sealed covering letter. I/ we have ensured that only relevant entries asked for are made in the tender documents. Entries other than the relevant entry shall make the tender invalid.

DATE:

PLACE:

**SEAL & SIGNATURE OF THE TENDERER**



**4. GENERAL INSTRUCTIONS TO THE CONTRACTORS AND GENERAL CONDITIONS OF CONTRACT**

1. This Contract shall be for a period of one year likely from 01/05/2026 and extendable for two more years on yearly basis. Grant of extension is discretion of IIIT Ranchi and totally depends on the satisfactory performance of the service provider.
2. No overtime allowance or any compensation of any other kind shall be payable by IIIT Ranchi to any person including supervisor employed by the Contractor for duties at the said premises.
3. IIIT Ranchi shall deduct income tax and other taxes which it may be required under any law for the time being in force from the payment to be made to the Contractor for the services rendered to IIIT Ranchi.
4. During the continuance of this Contract or such extended time, the contractor shall provide Security Staffs at the said premises as per the requirement of the IIIT Ranchi. The present requirement and timings of duties are as per 8. Schedule-I, which would be liable to change as and when considered necessary by the IIIT Ranchi. The requirement of number of staffs will be reviewed, if considered necessary, by the IIIT Ranchi. The contractor shall increase or reduce the number of staffs and contract charges as specified in financial bid will be increased or decreased proportionately.
5. The staffs posted by the contractor for the said premises shall be deployed in consultation with the Institute.
6. The staffs posted at the aforesaid premises of the IIIT Ranchi for duty shall be below 50 years of age and be medically fit to perform Security/Housekeeping/Office/Facility Management Staffs. The working and deployment of staffs will be monitored by any official authorized by the IIIT Ranchi for the purpose. They will be the employees of the contractors under their exclusive control and supervision and shall comply with the following: -
  - i) The Supervisor/Security/Housekeeping/Office/Facility Management Staffs on duty shall comply with the directions and instructions regarding the Security/Housekeeping/Office/Facility Management Staffs maintenance issued by the representatives of the IIIT Ranchi to the Contractor from time to time.
  - ii) The Contractor shall accede to the requests of the IIIT Ranchi's representatives for recall of any particular person from out of staffs and substitute him by another.
  - iii) The contractor shall ensure that the staffs provided by it are smart, educated and of high integrity and maintain proper discipline and they do not in any manner, cause any interference, annoyance or nuisance to the management or the IIIT Ranchi or its business or work or its officers/employees/visitors, etc.
  - iv) They shall maintain adequate security and shall remain always on vigil.
7. Besides the regular work of providing Security/Housekeeping/Office/Facility Management Staffs, the staffs on duty will also be responsible for switching on/off lights within said premises. They will also be attending other jobs like operating water pumps, opening & closing of offices/classrooms/ dispensaries etc as and when required.
8. Security Staffs will be required to maintain registers in different entrances and gates of the institute.



9. They will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/housing facility in the said premises.

10. The Contractor shall declare that they shall be responsible for the due compliance of all the legal provisions connected with requirement of the staffs posted at the said premises of the IIIT Ranchi.

11. The Contractor shall comply with all statutory requirements in respect of their staff such as ESIC coverage, Provident Fund, payment of bonus, payment of minimum wages, dearness allowance, leave and gratuity benefits and other legal and statutory requirements in relation thereto and IIIT Ranchi shall accept discharged by the Contractor promptly without any default. The contractor shall submit to the liability in this regard. All such liabilities shall be IIIT Ranchi documentary evidence of the payment paid to the staffs deployed as and when asked.

12. The Contractor shall be fully responsible to adhere to the recent wage notification as stipulated by Ministry of Labour and Employment, Office of Chief Labour Commissioner (C), New Delhi-Watch and Ward (Without Arms) for Security Guards. During the period of the Contract the IIIT Ranchi shall only consider revision of wages, if any, on the recommendation of Ministry of Labour and Employment, Office of Chief Labour Commissioner (C), after due proof and notifications in this regard is submitted to the IIIT Ranchi. However, percentage of service charge quoted in the Financial Bid will remain fix.

13. The contractor shall indemnify IIIT RANCHI against all claims, demands proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The contractor shall defend all actions arising from such claims, before any such infringement and receive their permission to proceed, and shall himself pay all royalties, license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereof. The persons including the supervisors, if deployed by the Contractor for duty in the said premises shall not deemed to be the employees of the IIIT Ranchi in any manner and they shall not be eligible for any benefits like subsidized food etc. which the IIIT Ranchi provides to its employees. The obligation, if any, for these benefits shall be the sole responsibility and rests entirely with the contractor. The contractor, before starting the work of execution of the service Contract as described under scope of work, is required to submit a "Letter of Indemnity and Undertaking". A specimen of such letter is enclosed.

14. The contractor shall provide services for Security/Housekeeping/Office/Facility Management Staffs Services Staffs with necessary uniform, shoes and other necessary equipment, etc. required for the effective discharge of Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services to the IIIT Ranchi at its own expenses. Uniform allowance, uniform's washing allowance or conveyance allowance for reporting duty at the said premises will not be paid by the IIT Ranchi.

15. The contractor shall provide to the IIIT Ranchi passport size photographs and residential address of the staffs deployed by them.

16. The IIIT Ranchi will not be under any liability to pay any compensation to the staff deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The contractor shall get the staffs posted for duty at the said premises, insured against accidents at its own cost.

17. Applicable Leave: Successful vendor shall ensure leave to the staffs as per Contract Labour Act, 1970. It shall be ensured that service personnel are given at least 04 days holidays in a month/one day a week.



18. The services so provided shall endeavour to take all steps and precautions to prevent thefts, pilferage and other criminal acts in the said premises. The Contractor shall be liable to make good the loss suffered by the IIIT Ranchi in this regard. IIIT Ranchi shall be at liberty to recover the said amounts from the amounts payable to the contractor.

19. IIIT Ranchi shall, in the event of the contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by IIIT Ranchi, be entitled to terminate this agreement by giving seven days' notice in writing and the Contractor shall not be entitled to any compensation for such termination.

20. On expiry of or early termination of the contract, the staffs shall vacate the said premises, without in any way causing any damage to the said premises and the property therein.

21. In case of any dispute or difference between the parties under this agreement, the same shall be referred to The Registrar, IIIT RANCHI, ARTTC BSNL, Getlatu, Ranchi, Jharkhand: 835217 or to the person nominated by him and his decision shall be final and binding on the parties.

22. Tenderers are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.

23. Certificate of Security Staff/ Personnel Services under Shop & Establishment Act of Jharkhand State. (Only "Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services" will not be acceptable).

24. Bidder should have proper office in Jharkhand. (Evidence to be provided must be either Rent Agreement, Telephone Bill, Water Bill, etc.)

25. Quoted Service Charges should be workable and reasonable and should include incidental and all overheads and profits. The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by IIIT RANCHI. The quoted service charge should not be less than 4% (considering all types of charges).

26. Rates should **include all Taxes** (Goods and Service Tax, VAT, IT, WCT etc.), Duties, Octroi, Levies, Wages as per relevant Act, Service Charges etc. as applicable and should be firm for the entire Contract period. Under any circumstances, no price escalation whatsoever shall be entertained during the Contract period except revision in minimum wages & taxes.

27. Monthly payment will be made based on bill submitted by the contractor and certified by the concerned authority of the Institute to the effect that the services are provided as per the Contract agreement.

28. Separate orders will be issued by IIIT RANCHI in respect of additional works (if any) which are not covered under the comprehensive monthly charges. The bills for the same are to be submitted within a period of one month after completion of the work. IIIT RANCHI may reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.

29. GST-TDS, Income Tax, Works Contract Tax, Goods and Service Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.



30. IIIT RANCHI will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The Contractor shall be fully responsible and shall compensate IIIT RANCHI in the event of any damage to person or material, injury/damage or death as the case may be caused directly or indirectly due to the negligence of the Contractor or his agents and/or his employees or workforce.

31. Any damages caused to the building/ premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.

32. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and other prevailing Rules.

33. The contractor shall pay the personnel deployed in IIIT RANCHI, their wages in accordance with the Minimum Wages Act, 1948 on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed in IIIT RANCHI. Tenders/bids not complying with the minimum wages' payment will be rejected.

34. The contractor shall, for all intents and purposes, be the "Employer" within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in IIIT RANCHI and the manpower so employed and deployed in IIIT RANCHI shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in IIIT RANCHI shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and IIIT RANCHI nor have any Registrar and agent relationship with or against the IIIT RANCHI. The contractor's personnel shall not claim any benefit/compensation/absorption/ regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other act related thereto.

35. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. IIIT RANCHI shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the contractor and the onus of compliance lies solely with the contractor. The contractor is advised to maintain attendance register of his staff employed at sites and wage register for payment (at least minimum wages as per Centre Govt.) with all records up to date as per the labour regulations. The contractor may be asked to submit the monthly payment records to the staff employed by him. The contractor is advised to ensure that the payment is regularly credited to the institute account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. IIIT RANCHI may ask for past pay slips and payment records to be submitted along with the monthly bill.

36. The contractor should ensure payments to the employed personnel as per latest Minimum Wages Act and payment of bonus in terms of Bonus Act, 1965. Further, the payment to be disbursed to the Contract staffs in the presence of the IIIT RANCHI'S representative on or before seventh (7th) of every month irrespective of the fact that previous monthly bill is paid or not by IIIT RANCHI.



37. Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the contractor as per law. The rates quoted by the contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The contractor should submit proof of payment (counterfoils) as and when called for by IIIT RANCHI towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.

38. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, if any, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.

39. The contractor shall ensure regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Govt. from time to time and make available for inspection of the Institute the relevant records.

40. The manpower deployed by the contractor should be in neat uniform, polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of IIIT RANCHI. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the Contract provision.

41. The manpower deployed by the Contractor should report to site supervisor as per timings agreed upon and decided by the Institute. A register will be kept at site on all the locations showing attendance on day-to-day basis and which will be countersigned by the site supervisor at the time when contractor's worker arrives & sign at site. A copy shall be presented along with the Contractor's monthly bill.

42. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by IIIT RANCHI.

43. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.

44. The Contractor or his authorized representative should visit the site frequently as required by IIIT RANCHI and meet Officials for any clarifications and to receive instructions.

45. The Contractor shall have whole/ sole responsibility for any damage/ loss of life and property of IIIT RANCHI on the part of any employee engaged by the Contractor resulting in any loss to IT RANCHI or any of its clients. The contractor shall fully compensate IIIT RANCHI for such damage/loss. The decision of IIT RANCHI in this regard shall be final and binding.

46. Any act of indiscipline/misconduct/theft/pilferage on the part of any employee engaged by the Contractor resulting in any loss to IIIT RANCHI or any of its clients in kind or cash will be viewed seriously and IIIT RANCHI will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary, without any notice.



47. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, IIIT RANCHI reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and / or by taking recourse to appropriate recovery proceedings.

48. If any dispute arises on any matter concerning this Contract, the decision of IIIT RANCHI shall be final and binding.

49. The Contractor should not at any time do, cause or permit any nuisance on the site/do anything which shall cause unnecessary disturbances or inconvenience to the occupants/visitors at site or near the site of work.

50. The work should be carried out with least inconvenience to the staff members of IIIT RANCHI. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by IIIT RANCHI in the premises, especially in respect of working hours, entry of the workers to the premises, wearing of uniforms, interpersonal relation with the staff. The contractor shall provide photo identity card and uniform to its workers including the leave reserves. Any workman not maintaining discipline/decorum inside the premises shall be immediately removed from site.

51. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist IIIT RANCHI fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval/permission with regard to the contract works.

52. The Contractor shall provide documentary proof of police verification for each and every personnel deployed with IIIT RANCHI and replacement, if any, shall also be brought into effect.

53. EXIT

(i) First two months will be on a trial basis. If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 15 days, to improve his services. If the contractor fails to improve his services within the Notice period, IIIT RANCHI shall have the discretion to terminate the Contract either in part or in whole, any day after the expiry of the said notice period.

ii) The Contract is liable for termination by giving one-month notice by the Institute and three months' notice by the contractor.

54. The contractor shall arrange to provide mobile phone to all the personnel deployed at IIIT RANCHI premises.

55. Contractors should provide 2 sets of uniforms and one set of shoes of approved colour every year for the employees deployed in IIIT RANCHI at his own cost.

56. The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.

57. IIIT RANCHI will not be responsible for contractor's materials.

58. The contractor shall provide everything necessary for the proper execution of the works.

59. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of IIIT RANCHI



60. No advance payment shall be made. Further, Contractor will not link payment to his manpower with the settlement of bills by IIIT RANCHI

61. **VALIDITY OF TENDER:** 180 Days from the date of opening of the Tenders.

62. If in the opinion of IIIT RANCHI the work done by the contractor is not satisfactory, IIIT RANCHI may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.

63. The contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per rules and Regulations in force.

64. Contractor shall extend necessary help to other Contractors engaged by IIIT RANCHI under separate Contract for their respective work.

65. Contractor shall be required to furnish IIIT RANCHI, as and when required, the following:

(i) The Power of Attorney, name and signature of his authorized representative, who will be in charge of execution of this contract.

(ii) Registration certificate copies.

(iii) Wage Book, Muster Book pertaining to staffs engaged under this contract.

(iv) Validity of Insurance Policies, Labour Contract License relating to staff engaged at IIIT RANCHI site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.

66. The contractor shall remove from work any worker who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of IIIT RANCHI.

67. The manpower deployed by the contractor for discharging the contractual obligations under the Contract shall be the employees of the contractor. IIIT RANCHI shall in no way be connected with such manpower and they shall have no claim whatever against IIIT RANCHI.

68. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms/sticks/guns etc. required for execution of the work covered by this Contract to the entire satisfaction of IIIT RANCHI.

69. Notwithstanding anything contained therein the labourers, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the contractor nor any of such employees shall have any right to complain or claim against IIIT RANCHI. IIIT RANCHI also shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.

70. a) The tender is neither an agreement nor an offer and is only an invitation by the Institute to the interested parties for submission of their bids/ offers.



b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of IIIT RANCHI is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

c) The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.

d) Institute makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Institute may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.

- **Forfeiture clause:** In case of negligence/dereliction of duty by contractor's staff. the above Contract shall be terminated without giving any notice by the Institute and the security deposit shall be forfeited.
- Recovery of GST-TDS, income tax, education cess, work Contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.

71. The property shall be handed over to contractor for contract on as-is-where-is basis.

1/ We accept all the above Terms and Conditions in all respects without any reservation.

DATE:

PLACE:

ADDRESS:

**Signature of the Tenderer with NAME AND SEAL**



## **5. SCOPE OF WORK**

### **Scope of Work (Part A) – For Security Staffs**

- (i) All Security Guards will report for duty ten minutes before their duty start time and should be well turned out.
- (ii) The patrol duty guards will ensure that they remain mobile during their duty time. The other guards manning the security/check posts should be vigilant and available at their posts.
- (iii) The guards will keep a watch on the activities at the entrance/exit gates and any abnormality noticed will be instantly reported to the Security Officer.
- (iv) While on duty, the guards will maintain a polite but firm behaviour and should be disciplined, physically fit, alert and smartly dressed, in proper and tidy uniform. The names of the security guards should always be displayed by them for their identification.
- (v) To stand by the management during emergency like gherao, picketing, strike etc and security of the Institute staff from any assaults whatsoever.
- (vi) The guards should display mature behaviour, especially towards female staff, visitors, elderly persons etc.
- (vii) To be responsible to prevent thefts of easily moveable items such as bathroom thefts, fans, exhaust fans, telephone instruments, fire extinguishers or firefighting systems etc.
- (viii) In case of any doubt the guard will not keep it to himself but will immediately seek help from Security Officer.
- (ix) While on duty the guards will work with eyes open, mind receptive & shall take initiative to find abnormalities.
- (x) No guard, on shift duty/general duty will ever be found sleeping, if found, the guard may be removed from IIIT Ranchi property and the Security Agency may be penalized monetarily as per the penalty clause mentioned in the terms and conditions.
- (xi) To take care of the vehicles parked in the parking sites located within in the Institute's premises.
- (xii) To ensure that all common areas are locked at the close of the office and opened at the beginning of office hours and there is safe keeping of the keys.
- (xiii) Guards on main gate duty will check the incoming/ outgoing employees/ visitors/contractors/labourers, etc and will maintain a logbook for all visitors, vehicles, contractors, labourers, gardener etc.
- (xiv) Ensure that all visitors/contract workers in the office premises display valid identity cards/passes issued by the Institute.



- (xv) The guards should be trained on operating security gadgets and equipment like Motorised gate, Boom Barrier, Under Vehicle Inspection Mirrors, Handheld Metal Detector, Door Frame Metal Detectors, X-Ray Baggage Scanner and monitoring of CCTV system etc. efficiently.
- (xvi) Marshalling of Personnel out of Bank's Premises in the event of Fire, earthquake and terror Strike on the directions of the Security Officer of the Institute.
- (xvii) The security guards will ensure the operation and take care of all the water pump, valves etc. installed in the open all over the premises. They shall also switch on and switch-off the lights/heaters/ ACs/ Desktops etc on opening and closing of the office. The Security guards shall also ensure the operation of Diesel Generator Set installed in the Office.
- (xviii) The guard should ensure that the stray animals, street-dogs and stray cattles do not enter into the premises.
- (xix) It should be ensured that flower plants, flowerpots are not damaged either by the staff or by the outsiders.
- (xx) The Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
- (xxi) In emergent situations, Security Staff deployed shall also participate as per their role defined in the disaster plan, if any, of the Department. Guards should be sensitized for their role in such situations.
- (xxii) Any Security Guard on duty shall not leave the premises until his reliever reports for duty.
- (xxiii) Frisking and checking credentials of General Public entering Bank's Premises to prevent any unauthorised items being taken inside the Premises.
- (xxiv) Any other related task given by the Bank to improve security, non-compliance in respect of which can lead to termination of the agreement.
- (xxv) Any other instructions passed by the Institute's Security Officers from time to time.
- (xxvi) Any other provisions as advised by the Institute may be incorporated in the agreement. The same shall also be binding on the contractor.



**Scope of Work (Part B) – Illustrative but exhaustive**

**Office Premises Common/Open area/Hostels**

1. Clearing and cleaning of litter bins and segregating dry and wet waste twice a day.
2. Clearing of garbage accumulated twice a day
3. Mopping/wet-cleaning/ scrubbing of the staircase including fire exit twice a day.
4. Mopping/wet-cleaning all the toilets of office premises twice a day.
5. Cleaning of roof terrace and parking area on daily basis
6. Sweeping of open area/ common area surrounding Office perimeter twice a day.
7. Removal of cobwebs (outside/inside) on weekly basis.
8. Cleaning of motor rooms on weekly basis
9. Removal of plants grown on the office building & its perimeter wall/ fencing on monthly basis.
10. Any other related works, as and when instructed.
11. Disposal of waste from the institute premises thrice a week.

**Hostels/Office Premises-Inside area**

- 1) Cleaning of all the floors, the work involves cleaning the floor, dusting & wet-cleaning all the workstations/chair/ credenza/ storage cabins, etc., on daily basis.
- 2) Deep cleaning of all the floors including the flooring, workstations/chairs/credenza/storage cabins, windows, AC duct, fans, all other inaccessible spots on weekly basis by utilizing the contractor provided Scrubber machines/Vacuum cleaners/Hand dryer machine/Blower machine.
- 3) Placing & removing of Plants on daily basis on all the floors, Senior Officers cabin.
- 4) The Housekeeping/Office/Facility Management Staffs should always be available at the office premises during the time of duty. They should take all efforts to try to keep the premises in top standards.
- 5) The cleaning material will not be provided by the institute. All the required cleaning materials should be intimated to the institute and it will be provided by the bidder as per the quotation.
- 6) After the completion of work the Housekeeping/Office/ Facility Management Staffs shall ensure the removal of debris out of the premises to safe municipal corporation/panchayat limit, removing stains, cleaning the site thoroughly.



7) This contract is for the works to be carried out at our office premises from inside and outside for all floors/ height. The cost of scaffolding or any other necessary equipment for completing the work will be allowed based on the nature of work. The contractor shall make his own arrangement for tools and ladder etc. for executing the work.

8) Supply of Cleaning Equipment: All big machineries and equipment along with consumables and materials required for daily cleaning will be provided by the Contractor. Any shortage and lapses will attract suitable penalty and termination, as per discretion of the Institute.

*Note: Material/Equipment requirement may vary by location. Therefore, the tenderers are advised to quote the rates only after visiting all the locations.*

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

DATE:

PLACE:

**Signature of the Tenderer with Name and Seal**



**6. PENALTY CLAUSE**

**Working Penalty Clause**

**Withholding of Payments:** The IIIT Ranchi may withhold the payment to an extent that, it reasonably believes when, the agency/contractor/firm/company is in breach of the obligations as per this Agreement. If the breach is such that the same can be rectified, the agency/contractor/firm/ company shall be given **07 (seven) days’ notice** for remedy of the deficiency. Once the service provider has corrected the deficiency, the IIIT Ranchi shall pay back the withheld amounts. It is clarified that such withheld amount shall not incur any interest.

**Deductions from Payment:** The IIIT Ranchi may deduct from the agency/contractor/firm/ company's bill, amounts on account of claims of penalty as per the mentioned Service Level Agreement (SLA), costs or claims, losses, damages, defective services carried out by the agency / contractor/firm/company etc., directly incurred by the IIIT Ranchi (The Direct Damages') that arise from the negligence of the agency/contractor/firm/company. In case the agency/contractor/firm/company fails to remedy the breach, as mentioned, the IIIT Ranchi has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the IIIT Ranchi under this Agreement.

**Operational Working Penalty**

Working penalty limiting to the operational requirements are specified as follows:

S. No.	Service Level Agreement (SLA)	Failure Tolerance Level	Risk	Penalty per Month
	General			
1	Failure to monitor theft/pilferage regularly at assigned area.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
2	Staff missing from duty/post	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
3	Failure to intimate the incidents immediately to Associate Dean (Campus Administration)/ AEE	Zero	High	Minimum 0.2% to Maximum 2% of the bill value
4	Staff sleeping on duty/not alert	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
5	Mis-behaviour by the Guards with any Student/ employee/ visitors etc.	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value
6	Failure of the Security guards in handing and taking over of duties during shift change and failure in follow up of SOPs	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value
7	Misuse of IIIT Ranchi property/equipment	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value



8	Round Clock patrolling in each shift	Patrolling minimum 1 time in an hour during Day/Night (Zero)	Low	Minimum 0.2% to Maximum 2% of the bill value
9	Supervisor to ensure Team performance & discipline is maintained at all the times.	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value
10	Smart Turnout, Good Uniform with ID Card at all times	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value

**Penalty per Month**

SLA	High Risk	Minimum 0.5% to Maximum 3% of the monthly bill value and not exceeding more than 10% of the total bill value.
	Medium Risk	Minimum 0.3% to Maximum 3% of the monthly bill value and not exceeding more than 10% of the total bill value.
	Low Risk	Minimum 0.2% to Maximum 2% of the monthly bill value and not exceeding more than 10% of the total bill value

**Implementation:** The above-mentioned SLA will be monitored by the Protocol & Security Cell, IIIT Ranchi and process the penalties, if any.

**Working Penalty (Statutory Compliance)**

Working penalty limiting to the statutory compliances are specified as follows:

S. No.	Statutory requirements	Failure Tolerance Level	Risks	Penalty per Month
1	Shall comply with the statutory requirement regarding maximum number of hours of service 8 hours per day.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
2	Deploying the employee beyond 8 hours in a day.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
3	Failure to deploy 100% security staff in each shift	Should not be less than 98% attendance on daily shift basis (Zero)	High	Minimum 0.5% to Maximum 3% of the bill value
4	Failure to comply with the Applicable laws	Zero	High	Minimum 0.5% to Maximum 3% of the bill value



5	Deploying the Staff/employees without giving weekly-off	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
6	Attendance register shall be maintained in such a manner that daily tracker of staff is possible.	Zero	Medium	Minimum 0.5% to Maximum 3% of the bill value
7	Statutory requirement documents to be provided on by keeping on register each i.e. Wage/Leave/Weekly off/Attendance and also provided on time	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
8	Participation in the Vendor Compliance Audit.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
9	Failure to pay the salary by 7 <sup>th</sup> calendar day of succeeding month	on or before 10 <sup>th</sup> day (Zero)	Medium	Minimum 0.3% to Maximum 3% of the bill value

**Penalty per Month**

SLA	High Risk	Minimum 0.5% to Maximum 3% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Medium Risk	Minimum 0.3% to Maximum 3% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Low Risk	Minimum 0.2% to Maximum 2% of the monthly bill value and not exceeding more than 5% of the total bill value

In the event of penalty reaching 10% of the Contract amount, the IIIT Ranchi reserves its right to terminate the Contract and the contractor shall be liable to all risk and cost. The amount of penalty will be appropriated by revoking Performance guarantee or by deducting the same from the security deposit maintained by the agency with the IIIT Ranchi.



## **7. SAFETY CONDITIONS OF THE CONTRACT**

As part of the contract, the contractor must satisfy the under-mentioned safety requirements and must ensure at all time that these are followed without any deviation.

1. Smoking and chewing pan/ tobacco/gutkha/ any other drugs, consumption of alcohol etc. are prohibited in the premises.
2. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
3. Staffs will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/ stay/ housing facility in the said premises.

**I/We agree to the safety conditions and to ensure compliance with the same fully.**

**Signature of the tenderer with seal and date:**



**8. SCHEDULE-I**

**(Requirements of Security/ Housekeeping/ Office/ Facility Management Staffs)**

Present requirement and duty hours of Security Staffs for our Office Premises at Ranchi is indicated below:

- Manpower for watch and ward without arm -
- Manpower for supervisor & watch and ward with arm –

Location	No. of Staffs to be deployed	Duty Hours
ARTTC BSNL Campus, Getlatu, Ranchi	Without Arm – 11 With Arm – 01	Will be specified by IIIT Ranchi
Khelgaon Campus, Khelgaon, Ranchi	Without Arm – 18 With Arm – 02 Supervisor (for both campuses) – 01	Will be specified by IIIT Ranchi
	<b>TOTAL = 31</b>	

The employer can decrease/ Increase the number of the Security Service Staff to any extent as per requirements and the contractor will be paid the service charge only on the pro-rata basis.

Present Requirement and duty hours of Housekeeping/Office/Facility Management Staffs for our Office Premises at Ranchi is indicated below

Location	No. of Staffs to be deployed	Duty Hours
ARTTC BSNL Campus, Getlatu, Ranchi	Highly Skilled - 03 Skilled – 01 Semi-Skilled – 09 Unskilled – 11	Will be specified by IIIT Ranchi
Khelgaon Campus, Khelgaon, Ranchi	Highly Skilled - 02 Skilled – 01 Semi-Skilled – 06 Unskilled - 20	Will be specified by IIIT Ranchi
	<b>TOTAL = 53</b>	

**Note: Some of the works are for 5 days in a week and some of the works are 6 days in a week. This will be specified by IIIT Ranchi. Number of security and manpower staff may be increased/decreased or changed/deputed to any campus.**



**9. FORM OF TENDER**

**Hiring of Services for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT Ranchi.**

Please Note: Works/Work here and elsewhere in the tender shall mean **Contract for Hiring of Services for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT Ranchi.**

The Registrar, IIIT Ranchi  
ARTTC BSNL Campus  
Getlatu, Ranchi  
Jharkhand- 835217

Dear Sir

1. Should this tender be accepted. I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of the Contract Agreement annexed thereto.

2. Our Branch are: (i)

(ii)

3. Address of the firm:

Tel. No.:

Fax:

Email:

Mobile No (s):

(i) \_\_\_\_\_ (ii) \_\_\_\_\_ (iii) \_\_\_\_\_

Name of the persons) authorized to sign the contract

(i) \_\_\_\_\_ (ii) \_\_\_\_\_

(iii) \_\_\_\_\_

4. Name of the partner (s) of the firm authorized to sign the contract

(i) \_\_\_\_\_ (ii) \_\_\_\_\_

(iii) \_\_\_\_\_

5. The names of the Partners/Directors of our firm are

(i) \_\_\_\_\_ (ii) \_\_\_\_\_

(iii) \_\_\_\_\_



6. I/We have examined and understood the Scope of Works and Schedule of Quantities and Terms and Conditions relating to the Tender for the said works after having obtained the tender invited by you.

7. I/We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.

8. I/We hereby offer to execute and complete the works in strict accordance with the Tender Document at the rates quoted by me / us in the attached Bill of Quantities in all respects as per the Terms & Conditions and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.

9.1/We enclose herewith interest free Earnest Money Deposit receipts of (EMD) of **Rs. 1000000/-** by e-payment and the sum shall be forfeited in the event of our withdrawal of Tender before expiry of the validity period of offer and / or in case of breach of Contract in the event of our failure to execute the Contract when called upon to do so by accepting our Tender. I agree that EMD shall not bear any interest.

10.1/We agree to pay all Government (Central and State) Taxes such as trade tax, Excise Duty, GST, Income etc. as applicable and other taxes prevailing from time to time and the rates quoted by us in the tender are inclusive of the same.

11. The rates quoted by me / us are firm and shall not be subjected to variations on account of fluctuation in the market rates or any other reasons whatsoever during currency of the Contract period except only if the minimum wages are revised and Contract rates are lower than the revised minimum wage rates or change of GST.

**NAME OF THE PERSON(S) AUTHORISED TO SIGN AND SUBMIT THE TENDER**

Documentary proof in respect of Letter of Authority / Power of Attorney enclosed along with the Tender.

**YOURS FAITHFULLY**

**(SIGNATURE OF THE TENDERER with Seal)**

**DATE:**

**NAME AND ADDRESS OF THE TENDERER AND SEAL**



**Section-I Basic Information**

S. No.	Particulars	Bidder's Response
1.	Name of the Tenderer/agency/contractor and address of the registered office, telephone no., mobile no. email ID and website address	
2.	Year of Establishment	
3.	Type of the agency/ contractor (whether Sole Proprietorship/Partnership/ Private Limited/ Public Limited or Cooperative Body etc.)	
4.	Name of the Proprietor/ Partners/ Directors of the agency/ contractor/ Firm etc.	1. 2. 3. 4. 5.
5.	Details of Registration a. Registering Authority b. Date of Registration c. Registration No.	
6.	Whether registered/ empanelled for similar service with a. Government/Semi-Govt/ Municipal Authorities or any other public organization b. If yes, name of the authority c. and since when	
7.	Work Experience a. Details of work experience in Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services Staffs b. Documentary evidence of previous experience if any, of carrying out works for IIIT RANCHI, in case it is so needed)	



8.	i) Areas of business activities, other than Security Staffs services, if any, and ii) Place and address of such business	
9.	a) Address of office through which the proposed work of the Institute will be handled; and b) Name & designation of In-charge	
10.	Adequate and satisfactory evidence to indicate financial capacity of the person/agency/contractor to undertake the said work	
11.	a) Names of Institutions b) Full address of Institutions c) Telephone (landline & mobile Nos), etc. of the contact executive (i.e. The persons who can be contacted at the office of their clients by the IIIT RANCHI, in case it is so needed)	
12.	Creditworthiness of the Tenderer & Turn Over during the specified periods (Copies of IT deposit certificated such as copy of deposited Form 16 or any such other certificate along with latest final accounts of the business of the Tenderer duly certified by a CA should be enclosed as proof of their credit worthiness and Turn Over for the last three years ending.)	<u>Annual Turnover</u> Rs. _____  Rs. _____  Rs. _____  Rs. _____
13.	Number of Supplementary sheets attached	



14	(i) Permanent Account Number (PAN)  (ii) TIN  (iii) Goods and Service Tax Registration No.  (iv) EPFO Registration No.  (v) ESIC Registration No.  (vi) Regional Labor Commissioner Registration (Copy of above documents to be enclosed)  (vii) PSARA registration certificate	
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**Note:**

1. Bidders may attach/upload separate sheets wherever required for furnishing above details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bids
2. If details do not fit in the given columns separate sheet(s) may be attached. To include details of Proprietor/Directors, managers and other officials both at head offices and regional offices. Count of staff on roll in each organization should also be provided. Add as a separate enclosure.
3. Please attach self-certified copies of the following documents:
  - (a) Latest Income Tax Clearance Certificate
  - (b) IT Returns OR Audited Balance Sheet and Profit & Loss Account for the past three years from FY 2022-23, 2023-24 & 2024-25.

**(Signature of the Tenderer with seal & date)**



**Section-II- Previous Experience**

a) List of important works/ work order executed by the firm during last three years in executing works of similar work i.e. Manpower and Security Staffs service in organizations/ institutes/ training establishments etc. (Please attach extra sheets of required)

Sl. No.	Name of the work And Location	Nature of Work	Name & full postal address of the owner. Also indicate whether Government or Semi-Govt or PSUs	Contract Amount (Rs.)	Whether work was left incomplete or Contract was terminated from either side? Give full details.	Any other relevant information
(1)	(2)	(3)	(4)	(5)	(6)	(7)

b) List of important ON HAND works/ work COSTING ₹.....in the field of Manpower and Security Staff service. (Please attach extra sheets if required).

Sl. No.	Name of the work And Location	Nature of Work	Name & full postal address of the owner. Also indicate whether Government or Semi-Govt or PSUs or Autonomous body	Contract Amount (Rs.)	Whether work was left incomplete or Contract was terminated from either side? Give full details.	Any other relevant information
(1)	(2)	(3)	(4)	(5)	(6)	(7)



**Section-III –Security/Housekeeping/Office/Facility Management Staffs Services Staffs and their Experience**

1. List of Staffs, giving details about their technical qualifications, experience, etc. including that in the applicant’s organizations. (Please attach extra sheets if required).

S. No.	Name	Age	Qualification	Experience	Nature of works handled	Date from which employed in the organization	Any other relevant information, if any

2. Indicate other points, if any, to show applicant’s technical and managerial competency to indicate any important point in applicant’s favour.

3. No. of supplementary sheets attached for Section-III



**Section-IV – Details of Bidder’s Bank Account**

1.	Name of the Vendor / Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/ Firm	
4.	Name of the Bank Branch and Address	
5.	Bank Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/ Current/ Cash Credit)	
8.	Account Number	

**Note: Please also enclose a CANCELLED CHEQUE in respect of above account number.**



**10. Draft Articles of agreement**

**THIS AGREEMENT** is made at Ranchi on this..... day of 2026

**BETWEEN**

IIIT Ranchi, a body corporate incorporated under the IIIT (PPP) Act, 2017 having its office at ARTTC BSNL campus, Near Jumar River Bridge, PO- Neori Vikas Vidyalaya, Getlatu, Hazaribagh Road, Ranchi Jharkhand – 835217 herein after referred to as "IIIT RANCHI" (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assigns) of the ONE PART

**AND**

Shri./ M/s..... (Individual/ Proprietorship/partnership firm/Company) incorporated/registered under .....Act, or R/o. and having its (place of business or Office) at .....hereinafter referred to as 'Vendor' (which expression shall unless repugnant to the context meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS the IIIT RANCHI is desirous of carrying out the work of Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT RANCHI and has caused specifications describing the work to be done and prepared by, IIIT RANCHI.

AND WHEREAS the Vendor has visited the site and fully understood the existing conditions of site for execution of work.

AND WHEREAS the Vendor has agreed to execute upon and subject to the conditions set forth in the Price Bid and Conditions of Contract (all of which are collectively hereinafter referred to as "the said Conditions") the work shown upon the said technical specifications, and included in the Price Bid at the respective rates therein set forth amounting the sum as therein arrived or such other sum as shall become payable thereunder (hereinafter referred to as "the said Contract amount").

**NOW, THE AGREEMENT WITNESS THAT IT IS MUTUALLY AGREED BY AND BETWEEN THE PARTIES: -**

1. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the vendors shall upon and subject to the said conditions annexed, carry out, execute and complete the supply/work shown in the contract, described by or referred to in the schedule of quantities and in the said conditions.
2. The said Conditions and Appendix thereto and the documents attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall be respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively in the said conditions and the documents contained herein.
3. The Scope of work and all the terms and conditions as enumerated in this tender is part and parcel of this agreement and binding on the parties. The vendor shall that all items of work specified in difference between the tender document and this agreement, the agreement will prevail.



4. This Agreement and documents mentioned herein shall form the basis of this contract.
5. IIIT RANCHI reserves to itself the right of altering the nature/quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract
6. The Vendor shall provide to IIIT RANCHI a security deposit of Rs 4,40,000 (Rupees Four Lacs Forty Thousand Only) (Interest Free).
7. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Vendor will be liable to be forfeited by IIIT RANCHI besides annulment of the contract
8. In case any of the documents furnished by the Vendor is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.
9. The IIIT RANCHI shall pay the vendor, the said Contract amount, or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
10. This Contract is an item rate Contract for the complete work to be paid for according to necessary installation carried out at site, at the rate contained in the Schedule of Rates or as provided in the said conditions.
11. All payments by the IIIT RANCHI under this Contract will be made only at Ranchi.
12. The Vendor shall afford every reasonable facility for carrying out all works of other Contractors employed by the Employer and shall make good any damage done to walls, floors, etc. after the completion of such works.
13. The Vendor shall indemnify and keep indemnified, defend and hold good IIIT RANCHI, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the Contract period and for the breach committed by the Vendor or their personnel on account of misconduct, omission and negligence by the Vendor or his staff.
14. The Vendor shall ensure proper conduct of its personnel in IIIT RANCHI's premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
15. IIIT RANCHI shall not be responsible for any damages, losses. Claims, financial or other injury to any person/s engaged by Vendor in the course of their performing the functions/works, or for payment towards any compensation.
16. Time shall be considered as the essence of this contract, and the Vendor hereby agrees to commence the work/job on the next day of receipt of the work order as provided for in the said conditions and to complete the entire work within the time period prescribed below reckoned from the date of receipt of such work order subject nevertheless to the provision for extension of time.
17. IIIT RANCHI reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
18. DISPUTE RESOLUTION
  - (a) In case of dispute regarding the quality of work and product /unsatisfactory services etc., the final authority will rest with The Registrar, IIIT RANCHI, RO, Ranchi and the same will be binding on the Vendor.



- (b) In the event of any claim, difference, dispute or controversy and questions whatsoever arising between the parties under this agreement and subsequent agreement shall in the first instance, be attempted to be resolved between the parties themselves.
- (c) If the dispute cannot be resolved through consultations between the Parties with in 30 (thirty) days after 1(one) Party has served a written notice on the other Party requesting the commencement of such discussions, any Party may thereafter in writing, demand that the dispute be finally settled by an arbitration comprising of sole arbitrator mutually appointed by the Parties in accordance with the Arbitration and Conciliation Act, 1996 or any modifications thereof. The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the parties to this Agreement and shall have prior experience as Arbitrator. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Ranchi. The language of arbitration shall be English.
- (d) The award of the arbitrator/s so appointed shall be final and binding on the parties.
- (e) Work under the Contract shall be continued by the Vendor during the arbitration proceedings unless otherwise directed in writing by IIIT RANCHI. No payment due, or payable by IIIT RANCHI, to the Vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof

19. If the vendor becomes insolvent or found to have offered any bribe in connection with the Contract or the Vendor fails to observe or perform any condition of this Contract then notwithstanding any previous waiver of such default or action being taken under any other clause hereof IIIT RANCHI may terminate the Contract and forfeit the said security deposit and recover from the Vendor any loss suffered by IIIT RANCHI on account of the Contract being terminated.

20. This agreement is being executed in duplicate, IIIT RANCHI shall keep the original and the Vendor shall keep the duplicate.

21. The Vendor shall bear the expenses for stamp duty on this agreement for both the original and the duplicate copy.

22. That the several parts of this Contract have been read by the Vendor and fully understood by the Vendor.

IN WITNESS WHEREOF the IIIT RANCHI and Vendor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the IIIT RANCHI has set its hand to these presents through its duly authorized official and the Vendor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNATURE CLAUSE:

SIGNED AND DELIVERED BY the IIIT Ranchi, the hand of .....

Signature

Name & Designation



**In the presence of**.....

Signature

Name & Address

Signed and sealed by the vendor by the Hand of Shri/Smt..... and duly constituted attorney. If the Vendor signs under its common seal, the signature clause should tally with the sealing clause in the articles of association. If the vendor is signing by the hand of power of attorney, then whether a company or individual to be specified:

Signature of the Vendor

Name of the authorized official Address:

In presence of Shri/Smt.....

Signature

Name & Address



**11. Specimen of Letter of Authorization**

(To be given by the bidder/tenderer on their letterhead pad)

The Registrar, IIIT Ranchi  
ARTTC BSNL Campus  
Getlatu, Ranchi  
Jharkhand- 835217

Dear Sir,

**Subject: Letter of Authorization**

We (name of the company) have submitted our bid for participating in Institute's Bid/Tender dated ..... for ..... We also confirm having read and understood the terms of Bid/Tender as well as the scope of work & requirements.

As per the terms of Bid/Tender, we nominate Mr. .... , designated as ..... of our establishment to participate in the bidding process. IIIT RANCHI shall contact the above named official for any and all matters relating to the bidding process.

We, hereby confirm that we will honor the bids placed by Mr..... on behalf of the company in the bidding process, failing which we will forfeit the EMD. We agree and understand that IIIT RANCHI may debar us from participating in future tenders for any such failure on our part.

Signature With company seal	Name of Authorized Representative
Name-	Designation of Authorized Representative
Company/Organization-	Signature of authorized Representative
Designation within Company/Organization-	Verified by
Address of Company/Organization-	



## **12. Letter of Indemnity and Undertaking**

(To be submitted by the successful bidder)

To  
The Registrar, IIIT Ranchi  
ARTTC BSNL Campus  
Getlatu, Ranchi  
Jharkhand- 835217  
Email: [registrar@iiitranchi.ac.in](mailto:registrar@iiitranchi.ac.in)

Sir

### **Subject: Letter of Indemnity and Undertaking**

WHEREAS the IIIT Ranchi, an institute established under the Indian Institute of Information Technology (PPP) Act, 2017 (herein referred to as 'IIIT RANCHI') has expressed desire to avail Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services at IIIT RANCHI's as per this tender and which are hereinafter for brevity sake referred to as Security Staffs services, subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the \_\_\_\_\_ [contractor/bidder) hereby declare and certify that we are the rightful owners/ licensees of the said service offered to IIIT RANCHI and that the sale of the said service to IIIT RANCHI by us and the use thereof by IIIT RANCHI does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the said \_\_\_\_\_ (contractor/bidder) to hereby agree indemnify and keep indemnified and harmless IIIT RANCHI, its Officers, servants, agents and other authorized persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of the said systems package supplied by us to IIIT RANCHI and will defend the same at our cost and consequences and will pay or reimburse IIIT RANCHI, its officers, servants, agents and other authorized persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the end User License Agreement that accompanies the said systems.

We, the said \_\_\_\_\_ (contractor/bidder) hereby also agree to We, the said indemnify and keep indemnified and harmless IIIT RANCHI, its Officers, servants, agents and other authorized persons against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of us and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged, or otherwise working for us, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

**Yours faithfully**

(Name and Designation) of **Authorized Official**



Annexure – I

**ORGANISATION DETAILS AND FINANCIAL PROFILE OF THE TENDERER**

**A. ORGANISATION DETAILS**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details</b>
01.	Names & address of Regd. Office of Company/firm/Agency with telephone No./email Id	
02.	<b>Registration No. and Date of Registration of Company/firm/ Agency (must attach certificate of Registration).</b>	Registration No.: Date of Registration:
03.	Name, Designation, Address, Telephone No. and Email Id of Authorized Person.	
<b>Minimum Eligibility Criteria</b>		
04.	Number of years of experience (Minimum 05 Years) for providing Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services IITs/NITs/IIMs/Central Universities or any other Centrally Funded Educational/ Technical/Research Institution. Bidder must attach relevant documents along with satisfactory/work completion certificate. Further, bidder has to attach all the requisite certificates/documents which will substantiate the claim of experience.	
05.	Annual Turnover (financial year wise) during the last Five Financial Year. Minimum Average Annual Turnover in last three financial years (2022-23, 2023-24, 2024-25) must be 06 (Six) Crore. Attach separate sheets.	
06.	Valid Labour License Certificate (upload self-attested copy)	
07.	PAN Certificate. (upload self-attested copy)	
08.	GST Certificate (upload self-attested copy)	
09.	E.P.F. Registration Certificate (upload self-attested copy)	
10.	E.S.I. Registration Certificate (upload self-attested copy)	
11.	Bidder must have at least One running contract for providing Security/Housekeeping/Office/Facility Management Staffs Services in the Institutes as mentioned at Sl No. 4 above	



12.	Satisfactory/work completion/equivalent certificates from minimum two organization (as mentioned at Sl. No. 4 above), in the prescribed Annexure or its equivalent.	
13.	Declaration regarding blacklisting / non-blacklisting from taking part in Govt./PSU/CAB tender in the prescribed Annexure-IV	
14.	Whether attached the EMD DD in lieu of EMD	
15.	Whether required Tender Fee in the form of valid D.D. is attached	

**Note:**

1. Bidders may attach/upload separate sheets wherever required for furnishing above details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bids
2. If details do not fit in the given columns separate sheet(s) may be attached.
3. Organizational structure: To include details of Proprietor/Directors, managers and other officials both at head offices and regional offices. Count of staff on roll in each organization should also be provided. Add as a separate enclosure.

**(Stamp & Signature of Bidder)**



**B. FINANCIAL PROFILE**

**Annual turnover statement:** Tenderer shall indicate herein his annual turnover during the following five years based on the audited balance sheet / profit and loss account statement.

<b>Financial Year</b>	<b>Annual Turnover (₹)</b>	<b>Annual Net Worth (₹)</b>
2022-23		
2023-24		
2024-25		
Average Annual Turnover / Net Worth		

**Note:** Copies of audited Balance Sheets with Profit & Loss Account statements for given five years shall be submitted along with the tender and/or Annual Turnover Certificate from a Chartered Accountant, duly certified and bearing a Unique Document Identification Number (UDIN).

Any Other Details or Information the Tenderer Wishes to Provide.

**(Stamp & Signature of Bidder)**

**(Stamp & Signature of Chartered Accountant)**



CLIENT LIST AND DETAILS OF CLIENTS OF TENDERER

Sl. No	Name of Client	Location & Address	Contact details of client. Email & Mobile	Description of the work and type of contract	Annual Value of Contract	Duration / Period	Number of personnel deployed for the contract	Remarks
1								
2								
3								

Note:

- a) If details do not fit in the given columns, separate sheet(s) may be attached.
- b) Please provide substantial proof to support each entry as asked for. Entries without proof are liable to be rejected. In case of doubt additional documentary or other evidences may be called for if found needed by the concerned officials of the Institute.
- c) Tenderer shall furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the Notice Inviting Tender. IIIT Ranchi reserves the right not to evaluate any other contract details. Details of more contracts may be furnished in the same format, if desired.
- d) Tenderers may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.
- e) If the tenderer has executed/ completed similar nature of work (as called in Experience Criteria of Notice Inviting Tender), as a part of combined work order, then it is the responsibility of the tenderer to produce documentary evidence from Client to establish the value and description of such works and that the tenderer meets the experience requirements of tender.
- f) Any Other Details or Information the Tenderer Wishes to Provide.

(Signature of the Tenderer with official seal)



**(Undertaking from Bidder on their Letter Head)**

To

The Registrar Incharge,

Indian Institute of Information Technology Ranchi  
Getlatu, Ranchi – 835217 (Jharkhand)

**Subject: Undertaking for the participation in the Tender Ref No. \_\_\_\_\_,  
dated \_\_\_\_\_.**

Sir,

1. I / We hereby agree to abide by all terms and conditions laid down in the Tender document.
2. This is to certify that I / We before signing this bid have read and fully understood all the terms and conditions/scope of work and all other instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
3. I/ We shall provide security service at IIIT Ranchi, if work awarded.
4. 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.
5. I/We hereby declare that I/We am/are not a relative of any of the employees of the Indian Institute of Information Technology Ranchi. Nor do I/We have any relationship whatsoever with any of them.

**(Signature of the Tenderer with official seal)**



**Annexure-IV**

**SELF-DECLARATION REGARDING BLACKLISTING / NON-BLACKLISTING FROM TAKING PART IN GOVT./PSU/CAB TENDER**

I / We Proprietor/ Partner(s)/ Director(s) of M/S \_\_\_\_\_ hereby declare that the firm/company namely M/S \_\_\_\_\_ has not been blacklisted or debarred and no Police Case or Vigilance enquiry pending or have ever been punished by any Hon'ble Court. No dues towards any tax liabilities is pending and GST is not cancelled as on the date of the declaration. Our firm has not been blacklisted in the past by IIIT Ranchi or any other Govt. funded Educational Institutes such as NITs, IITs, Universities and other similar institutions/Central Autonomous Bodies/Central Research Organisation/ PSU/Central Autonomous Body from taking part in such tenders.

**OR**

I/We Proprietor/Partner(s)/Director(s) of M/S \_\_\_\_\_ hereby declare that the firm/company namely M/S \_\_\_\_\_ was blacklisted or debarred by Govt. funded Educational Institutes such as NITs, IITs, Universities and other similar institutions/ Central Autonomous Bodies/Central Research Organisation/PSU/Central Autonomous Body from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f. \_\_\_\_\_. The period is over on \_\_\_\_\_ and now the firm/company is entitled to take part in Government tenders. Further, no Police Case or Vigilance enquiry pending or have ever been punished by any Hon'ble Court. No dues towards any tax liabilities is pending as on the date of the declaration. In case the above information found false, I/We are fully aware that the tender/ contract will be rejected/cancelled by IIIT Ranchi and EMD/SD shall be forfeited. In addition to the above IIIT Ranchi will not be responsible to pay the bills for any completed/partially completed work.

**(Stamp & Signature of the Bidder)**



Annexure-V

**FORMAT FOR EXPERIENCE CUM SATISFACTORY CERTIFICATE  
(To be submitted on organization's letterhead, along with Technical Bid)**

This is to certify that M/s \_\_\_\_\_ who  
is operating/operated \_\_\_\_\_ [please write] Annual  
Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services  
at \_\_\_\_\_ [name of the Institute]  
for the past \_\_\_\_\_ years/completed \_\_\_\_\_ years.

Name of Company/Firm \_\_\_\_\_

Annual Value of the Contract \_\_\_\_\_

Date of commencement of work \_\_\_\_\_

Date of Completion of work/ongoing \_\_\_\_\_

Performance feedback about the service quality (Please write)

- Excellent \_\_\_\_\_
- Very Good \_\_\_\_\_
- Good/Satisfactory \_\_\_\_\_
- Mediocre \_\_\_\_\_.

**Signature of the Competent Authority  
(Director/Vice-Chancellor/Registrar/  
Chairman, HMC etc.)**

**with Seal Name & Designation:  
Email & Contact No.:**



**EXCEPTIONS AND DEVIATIONS STATEMENT**

Tenderer may stipulate exceptions and deviations to the tender document, if considered unavoidable as per the following format:



All exceptional / deviations taken by the Tenderer to the stipulations of the tender document shall be brought out in the Technical Bid (and not in the Price Bid) strictly as per this format. Any exceptions/ deviations brought out elsewhere in the tender shall not be construed as valid.

**Signature of the Tenderer with official seal**



**PART-II**  
**Financial Bid**



**13. PREAMBLE TO SCHEDULE OF QUANTITIES**

The " Annual Maintenance Contract for Security/Housekeeping/Office/Facility Management Staffs Services Staffs for its office premises at IIIT Ranchi

1. Preamble to schedule of quantities form a part of schedule of quantities for contractual purpose and should be studied carefully prior to filling up the schedule of quantities.
2. Schedule of quantities supersedes Technical specifications, General and Particular conditions of Contract in case there are any discrepancies between any of these sections.
3. Items are described to the best possible extent in schedule of quantities. However, should there be any clarifications required about any item, the same should be done by the bidder prior to quoting final rate for a particular item. No claim for any unclear and missing information shall be entertained after opening of the financial bid and also once the Contract is awarded.
4. If no rate/amount is mentioned against any of the items in Bill of Quantities, the same shall be considered to be covered in the quoted items, or the tender may be rejected at the discretion of IIIT RANCHI
5. Notes given in the Bill of Quantities should be read carefully before quoting the rates.
6. All quoted rates shall be inclusive of all taxes including goods and service tax, wages, etc. as per minimum wages Act etc. unless otherwise stated. No other claim whatsoever in this respect shall be entertained.
7. Income Tax, Works Contract Tax or any other Tax as applicable will be deducted from any payment due to the Contractors. The Contractor shall furnish necessary documentary evidence related to PAN and Certificate for Registration under Works Contract Tax/ Goods and Service Tax.
8. The Institute do not bind itself to accept the lowest or any tender and reserve its right to accept or reject any or all the tenders, either in whole or in part without assigning any reason for doing so.
9. Before tendering, the tenderer shall assess himself the existing condition of the buildings and the site, level of the site and give due allowance in his item rate quotation for any provisions as necessary.

**DECLARATION BY THE CONTRACTOR**

We/ I have read and understood all the instructions/conditions stated above and we /I accept all the above terms and conditions without any reservation. We/I have considered the above terms and conditions while quoting the rates.

Place: \_\_\_\_\_ Signature of Contractor (with Name and Seal)  
Date: \_\_\_\_\_ Address: \_\_\_\_\_



**14. Price Bid/ Financial Bid:**

**SECTION-A (For Security Personnel)**

S. No.	Description	Watch and Ward (without arms) {Amount in ₹}	Watch and Ward (with arms) {Amount in ₹}	Supervisor {Amount in ₹}
1	Monthly Wages (Basic+VDA)			
2	EPF (12%)			
3	ESI (3.25 %)			
4	Bonus (Minimum 8.33 %)			
5	EDLI (0.05%)			
6	EPF Adm Charges (0.05%)			
7	Sub Total (1+2+3+4+5+6)			
8	Service Charge (Minimum 4%)			
9	<b>Grand Total</b>			
10	Total cost of <b>29</b> Security Guard (Watch & ward- without Arms)			
12	Total cost of <b>03</b> Gunman (Watch & ward- with Arms)			
12	Total Cost of <b>01</b> Supervisor			

**SECTION-B (For Housekeeping/Facility Management Staffs)**

S. No.	Description	Unskilled Staff {Amount in ₹}	Semi-Skilled Staff {Amount in ₹}	Skilled Staff {Amount in ₹}	Highly- Skilled (Amount in ₹)
1	Monthly Wages (Basic+VDA)				
2	EPF (12%)				
3	ESI (3.25 %)				
4	Bonus (Minimum 8.33 %)				
5	EDLI (0.05%)				
6	EPF Adm Charges (0.05%)				
7	Sub Total (1+2+3+4+5+6)				
8	Service Charge (Minimum 4%)				
9	<b>Grand Total</b>				
10	Total Cost of <b>31</b> Unskilled Staff				
11	Total Cost of <b>15</b> Semi-Skilled Staff				
12	Total Cost of <b>02</b> Skilled Staff				
13	Total Cost of <b>05</b> Highly-Skilled Staff				
14	<b>Total Manpower Cost (excluding GST)</b>				

**SECTION-C (Waste Disposal and Consumable)**

S. No.	Description	<u>Per Month Amount (in ₹ Excluding GST)</u>
1	Disposal of Waste from the Institute premises (to be fixed month wise) for ----- campus	
2	Cost of Consumable Material, Machinery, Equipment etc. for JUT & JUPMI Campuses	

**Per Month Total Cost (Section A + Section B + Section C) (Excluding GST): .....**

**Total Annual Cost (Section A + Section B + Section C) (Excluding GST):**



**Note:**

- a) Service Charges below 4% will not be accepted.
- b) Applicable Central Government Wages and Charges, as on date should be attached with the financial bid.
- c) Award of Contract will be decided based on lowest annual total cost.
- d) Bidder should ensure that there are no discrepancy in calculations in total monthly cost and total annual cost.

**Note for Financial Bid:**

1. Additional Manpower will have to be provided on Special Occasions viz. Gathering. Impressions, Annual Sports meet etc. as and when required by IIIT Ranchi.
2. Number of manpower may be increased/decreased as per requirement of the institute.
3. Uniform Expenses will be borne by the contractor.
4. Increase in Minimum wages as and when applicable will be paid by the Principal Employer (Govt. Order will have to be submitted by the contractor.)

**Date:**

**Place:**

**Signature of the tenderer with seal**