



**International Institute of  
Information Technology  
Bangalore**  
(Formerly Indian Institute of Information Technology)

**International Institute of Information Technology  
Bangalore**

**Bid Ref. No : IIITB/FCLTY-002/2025**

**Date : 27.01.2025**

**Tender for “Facility Services.”**

**(Tender documents can be downloaded from “[www.iiitb.ac.in](http://www.iiitb.ac.in)”)**

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Tender Ref. No. IIITB/FCLTY-002/2025

27<sup>th</sup> January, 2025

## Section -1 : Notice Inviting Tender for “Facility Management Services”

1.	Tender No	IIITB/FCLTY-002/2025
2.	Name of the work	Tender for “Facility Services”
3.	Contract Period	01.04.2025 to 31.03.2027 (extendable for 12 more months)
4.	Release of Bid Notification in IIIT-B’s Website	27.01.2025
5.	Pre-bid meeting with bidders at IIITB Campus	31.01.2025 – 15:00 Hrs
6.	Last date for submission of the Tenders in sealed envelops	24.02.2025– 13:00 Hrs
7.	Opening of Technical Bids	24.02.2025 – 16:00 Hrs
8.	Opening of Commercial Bids	Will be informed later
9.	Tender Documents	Tender documents can be downloaded from the IIIT-B’s Website at <a href="http://www.iiitb.ac.in">www.iiitb.ac.in</a>
10.	Processing Fees	Non Refundable Rs 5,000/- (Rupees Five Thousands only) in the form DD in favour of “International Institute of Information Technology Bangalore” shall be submitted along with the Bids towards Processing fees.
11.	EMD Amount	<ul style="list-style-type: none"><li>• EMD amount Rs 12.00 Lakhs (Rupees Twelve Lakhs only) has to be paid through Demand Draft in favour of “International Institute of Information Technology Bangalore”</li><li>• EMD of the unsuccessful bidders will be returned.</li><li>• EMD submitted by the successful bidder will be retained by the Institute as Security Deposit and the same will be refunded to the successful bidder, only on the completion / termination of the contract after making required deductions, if any.</li></ul>
12.	Address of submission of Tender	<b>Chief Administrative Officer International Institute of Information Technology, 26/C, Electronics City, Phase-1 Bangalore - 560100</b>
13.	Mode of submission of Tender	Speed Post / Registered Post Hand delivery – Aryabhata Block Reception

## Section – 2 : Introduction -

International Institute of Information Technology-Bangalore (IIITB) invites proposals from Facility Management Service Provider with an intent to enter into an contract for providing "Facility Management Services" for it's property consisting of following building blocks (spread across 9 acres of land) at Electronics City, Phase-1, Bangalore-560100.

- i) Ramanujan Academic Block
  - Basement Car Parking – 2,700 smt
  - Labs & Classrooms in 1<sup>st</sup>, 2<sup>nd</sup> 3<sup>rd</sup> Floors – 7,350 smt (vitrified Tile Flooring)
  - Wooden Floored Sports Complex – 1000 smt
  - Auditorium (on need basis) – 2,750 smt ( 1700 smt carpeted, 250 smt wooden floor 800 smt vitrified tiles)
- ii) Aryabhata Admin Block (Ground + Two Floors ) – 9,900 smt
- iii) Bhaskara Men's Hostel –
  - Basement Car parking - 2,800 smt
  - Food Court & Multi Purpose Hall – 2,900 smt
  - Hostel Rooms & Corridors in 7 Floors ) – 18,100 Smt
- iv) Visveswaraya Men's Hostel (Ground + 4 Floors) – 2,850 Smt
- v) Lilavati-1 Ladies Hostel (Ground + 4 Floors) – 5,700 Smt

## Section – 3 : Tentative Requirements -

SI #	Staff	No of staff	Remarks
1	Facility Manager – B.Engg	1.00	General shift (Monday – Saturday)
2	Maintenance Engineer - Electrical	1.00	General shift (Monday – Saturday)
3	Electricians	4.00	In Shifts (all days)
4	Handyman	1.00	General shift (Monday – Saturday)
5	Plumbers cum STP Operators	7.00	In shifts (all days)
6	House Keeping Supervisors	3.00	7 am – 4 pm & 11 am to 8 PM shifts (all days)
7	House Keeping Staff	36.00	7 am – 4 pm & 11 am to 8 PM shifts (all days)
8	Bio Gas operation	2.00	General shift (all days)
9	Gardening Supervisor	1.00	General shifts (Monday – Saturday)
10	Gardening Staff	8.00	General Shifts (Monday – Saturday)

## **Section – 4 : Scope of work –**

- 4.1 House Keeping Services & Bio Gas operation
- 4.2 Gardening Services
- 4.3 Engineering Services

### **4.1 House Keeping & Bio Gas Operation –**

- 4.1.1 The Service Provider shall ensure that the employees employed by him should be presentable and clean in their habits and clothing.
- 4.1.2 Service Provider shall ensure that the team follows the uniform with shoes.
- 4.1.3 Ensure effective and hygienic cleaning of the premises all the time
- 4.1.4 Sweep & mop all the Office rooms, Faculty / Staff Cabins, Admin area, Common area every day (before 9 am)
- 4.1.5 Sweep & mop all the occupied Hostel Rooms (656 boys hostel + 254 girls hostel rooms) twice a week.
- 4.1.6 Deep cleaning of all Common areas and Washrooms weekly once and as and when required.
- 4.1.7 Clearing cobwebs in all the buildings.
- 4.1.8 Spray room fresheners in Board rooms, meeting rooms prior to the scheduled event.
- 4.1.9 Vacuum Cleaning / sweeping / mopping Auditorium as and when required
- 4.1.10 Daily sweeping / cleaning Sports Complex & Basket Ball courts.
- 4.1.11 All the washrooms in the premises need to be cleaned / disinfected twice a day & as and when required.
- 4.1.12 Cleaning glazing, Terraces, Basements, staircases, window panes, Doors, Mirrors, common areas, washrooms etc for once in two weeks and as and when required.
- 4.1.13 Cleaning all the solar panels ( water heating ) once a month.
- 4.1.14 HK staff & Supervisors need to work in two shifts 7:00 am to 4:00 pm and 11:00 am – 8:00 pm
- 4.1.15 Facility Manager (FM) to allocate shifts to HK Staff & Supervisors as per the requirements.

4.1.16 IITB will provide equipment for deep cleaning, vacuuming etc, FM & ME must ensure efficient usage of the same and carryout periodic AMC in liaison with IITB's AMC vendor. List of Equipment available with IITB is as follows,

SI	Work Description	Quantity
1	(559321001-00) RootsScrub E4043	1
2	(558321039A-00) BRUSH GROUP 430 - NYLON 6	1
3	(559250070-00) WIZZARD-W44P (INDIA),Mini floor scrubbing machine with 4 stage brush pressure with performance up to 450 m2/hr	1
4	(559210005-00) FLIPPER + (DOMESTIC), Manually operated Walk-Behind sweeping machine, with an area Coverage of 2600 m2/h.	2
5	(559420005-00) ROOTS SD 430	1
6	(553420072A-00) PAD HOLDER - 160 RPM	1
7	(SOTOP429TNX) Roots Soteco Topper 429 Tipping 250 NX,Wet & Dry Vacuum Cleaner with two Motors & 62 Ltrs Stainless Steel Tank	1
8	(RMC001-A) Clean scrub	1
9	(MENQ50002596) ROOTS MENIKINI STEAM GENERATOR ML 5,Its powerful steam jet is effective wherever you need a high cleanliness and sanitation level.	1
10	(559360003-00) CARPET CLEANER – 20 INCH(230 V 50 HZ),Simple carpet restoration machine.self propelled and easy to use.	1
11	(559340003-00) HIGH PRESSURE JET E-130 (SINGLE PHASE),Single Phase Heavy Duty Cold Water Hi Pressure Jet Cleaner - 130 Bar Pressure /3 KW Motor power	1

4.1.17 All housekeeping materials used, need to be eco friendly, branded and pre-approved by IITB.

4.1.18 Ensure sufficient inventory level of all the items all the time and keep track of the consumption.

4.1.19 IITB will pay the contractor towards purchase of the House keeping consumables at actual price.

4.1.20 Two house keeping staff need to be provided to operate Coffee Vending Machines and serve coffee / tea to the Institute guests and dignitaries in the meetings on week days (Monday and Friday) and one house keeping staff on Saturday.

4.1.21 Two House keeping staff need to provided for cleaning Dining area, Dining Tables, Chairs "before/during/after" the Breakfast & Lunch every day (365 days)

- 4.1.22 Two house keeping staff need to be provided for the operation of Bio Gas plant every day ( 365 days)
- 4.1.23 Garbage need to be collected everyday from all the locations, segregate dry/wet/reject waste and collect in different coloured bins for disposal. Elcita's waste disposal Service Provider shall pick up the waste and dispose it off to the corporation disposal point through their vehicles.
- 4.1.24 Periodical cleaning of the overhead water tanks in a hygiene way.
- 4.1.25 Weekly cleaning of UPS rooms, LT Panel rooms, DG room & Server Rooms.

## 4.2 Gardening –

**Approximate area of the Hardscape / Landscape area in the campus is as follows,**

a) Internal Roads – 8,500 Smt	b) Two Play Grounds – 2,500 Smt
c) Surface Parking –1,500 Smt	d) Green Space – 11,200 Smt

- 4.2.1 Sweeping internal roads, pathways & surface parking daily (Monday to Saturday)
- 4.2.2 Heaps of dry leaves/tree branches to be collected daily and disposed at designated areas for composting in the campus.
- 4.2.3 Attending on daily basis maintenance works of lawns, ground covers, creepers, flower beds, shrubs, hedges, indoor potted plants, in and around the lawn area, the entire campus.
- 4.2.4 Watering the whole area of lawns/garden, turf's, flower beds uniformly.
- 4.2.5 Applying composite manure or fertilizer as and when required (Compost is available at Institute & Fertilizer purchases will be reimbursed separately at the cost of the purchase only.
- 4.2.6 Removal of undesirable weeds from the lawns, turfs, flower beds & Cricket ground.
- 4.2.7 All pesticides used for gardens need to be eco-friendly, branded.
- 4.2.8 Institute will provide Lawn Mover and basic Landscape equipment. Service provider to ensure efficient usage / maintenance of the same and return the same in good working conditions upon expiry/termination of the contract.
- 4.2.9 Also Service Provider shall ensure that the team follows the uniform with shoes.



- 4.2.10 The above manpower may be used for shifting furniture, equipment or otherwise as per need of IIITB.
- 4.2.11 Institute will outsource Pest Control facilities whereas facility manager to ensure Pest control is to be done in the common areas, Kitchen, dining area, drains, inn and around the campus in regular intervals and as & when required.

### **4.3 Engineering Services -**

- 4.3.1 Service Provider should provide efficient engineering services in the premises by deploying trained, experienced and competent technical personnel.
- 4.3.2 Also Service Provider shall ensure that the Engineering Service team (except FM & ME) follows the uniform with shoes.
- 4.3.3 Service provider to appoint one Facility Manager (FM) to supervise the “Facility Management Services”, and be available in the premises during the office hours as a single point of contact for all the services.
- 4.3.4 Facility Manager must be available on Cell Phone on non working hours also and must ensure 24x7 un-interrupted services in the campus.
- 4.3.5 Facility Manager must have Bachelor in Engineering degree with in-depth knowledge of all the Electrical Installations, Civil, Electrical, Mechanical Maintenances in the campus.
- 4.3.6 Service provider to appoint one Maintenance Engineer (ME) to supervise and execute Electrical repair & maintenance works (preferably Diploma in Electrical Engineering.)
- 4.3.7 Both FM & ME should have atleast 5-8 years of experience (preferably in higher Educational Institutes) in Facility Management Services.
- 4.3.8 FM & ME to co-ordinate and follow-up with AMC Service Providers (DG, Transformers, HVAC, UPS, Lifts, RO, Dispenser, Fire Safety etc.) for scheduled and breakdown maintenance. Continuous efforts should be made to minimize the downtime of the equipment.
- 4.3.9 FM & ME are responsible for continuous monitoring of calls and complaints, allocate repair work to shift technicians and follow-up on work progress.
- 4.3.10 FM & ME must implement preventive maintenance, generation of reports and analysing equipment operation logs.
- 4.3.11 Ensure preventive maintenances are planned atleast 3 weeks in advance in consultation with the IIITB’s Campus Manager.





- 4.3.12 IIITB has zero Sewage water discharge policy. All the treated water is used for flushing & Gardening purpose. FM & ME must ensure efficient operation and maintenance of two STP plants (140KLD & 50 KLD) on 24x7 basis and quality of the treated water is within the norms set by the competent Govt. authorities (IIITB tests water samples through NABL & MOEF approved Labs) on monthly basis.
- 4.3.13 FM & ME must ensure DG sets remain in operational conditions on 24x7 basis, ensure sufficient fuel stock and maintain a logbook of the operation and fuel consumption.
- 4.3.14 FM & ME must upkeep RO systems with daily backwash and co-ordinate / follow-up with AMC Service Provider for any required preventive / breakdown maintenances.
- 4.3.15 FM & ME must up keep all the Fire extinguishers and other Fire safety equipment. Co-ordinate & follow-up with AMC Service Provider for periodical check ups and preventive maintenances.
- 4.3.16 Daily water requirement is met by three borewell & Elcita Water supply. It is the responsibilities of the FM & ME to ensure efficient operation of the Pumps, borewell etc. to ensure uninterrupted water supply. Incase of short borewell output, liaise with Water supply agencies for the Tanker water.
- 4.3.17 Ensure Lifts are serviced as per schedule. Check salient systems like Automatic Rescue device, emergency lights, alarm bells are operational. Periodic training need to be given to Security & Electro Mechanical staff on rescue operations. All such repairs / renewals generated shall be attended through AMC management.
- 4.3.18 Maintain all Electrical, Plumbing and minor carpentry works at all the times of the day, for which an electrician & one plumber is always present in the campus.
- 4.3.19 Attend all electrical faults (from inside and outside), appearing in electrical lines/switches, electrical conduits, distribution boards and panels etc., installed electrical fixtures & appliances, like, but not limited to geysers, fans, ovens, bulbs, tube lights etc. It shall be liability of the service provider to repair and replace the aforementioned category of items whenever required (cost of the materials at actual will be paid by IIITB)



- 4.3.20 Attend all kind of plumbing needs which may include but not limited to replacement of rotten water pipes (inside or outside), taps, showers, ECs, sinks and other fixtures in the washrooms, kitchen etc. It shall also be the liability of Service provider to remove all kinds of clogging in flush systems, drains, Urinals and sinks of washrooms, balconies and Kitchen so that proper and regular flow of water is maintained.
- 4.3.21 It shall be responsibility of the Service Provider to attend various carpentry works pertaining to fixtures which may include but not limited to fixed almirahs / shelves in the cabins, stores, Kitchen area, doors, door stoppers, windows, locking system etc. in whole of the premises. Service provider can call external carpenters for major works (IIITB will pay the cost of the carpentry work as per actual.)
- 4.3.22 For any kind of consumables required for carrying out electrical, plumbing, carpentry works, desired consumables, comprising of various civil, electrical, mechanical material, the conduits. Water pipe lengths etc., will be forecasted by the Service Providers for procurement by IIITB in advance. Adequate stock shall be maintained by the Service provider, for reducing response time in redressal of such complaints.
- 4.3.23 All seepages (inside or outside) will be rectified by the Service providers team immediately.
- 4.3.24 Minor plastering or re-plastering works need to be carried out by the Service Provider's team.
- 4.3.25 Maintain the facade of the whole premises, clean and firm. All materials required for repair of the façade will be provided by IIITB including the scaffolding.
- 4.3.26 FM & ME must ensure proper storage of the Consumables, spares in the designated stores.

## **Section – 5 : Minimum Eligibility Criteria -**

- 5.1 Bidder must be Bangalore based with office in Bangalore and with valid Firm registration certificate, Trade & Labour License, GST registration Certificate, ESIC & EPFO Registration Certificate, Firm's PAN and all other necessary certificates to provide "Facility Services" in Bangalore.



- 5.2 The Bidder should have handled average turnover of Rs 75.00 Lakhs (in Facility services) during the last three financial years ending 31.03.2024
- 5.3 The bidder must have successfully completed Facility Service contracts in Educational Institutions, PSUs or reputed Private organizations amounting
- One contract of value of INR 200.00 Lakhs or
  - Two contracts of INR 150.00 Lakhs or
  - Three contracts of Rs 120.00 Lakhs

during the last three Financial years ending 31.03.2024 **(self attested copies of work completion certificate or contract or PO to submitted along with the Technical Bid.)**

- 5.4 Weightage will be given to the Contractors having experience in providing security services to the Under Graduation / Higher Education residential campuses.
- 5.5 The Bidder shall be registered with the Income Tax and is required to submit along with the Technical bid, copies of tax returns & audited balance sheets for last three Commercial years.
- 5.6 The bidder must not be blacklisted by Central / State Government / Corporations in India.

## **Section – 6 : Instructions to Bidders -**

- 6.1 The Tender documents can be downloaded from [www.iiitb.ac.in](http://www.iiitb.ac.in)
- 6.2 Two bid system will be followed for this Tender. In this system bidder must submit his offer as explained below,
- 6.3 One sealed envelope super scribed “**Technical Bid (Part-I) - Tender for Facility Services at IIITB**” shall contain the following:
- 6.3.1 Covering letter on the letter head of the bidder filled, signed & sealed Annexure – 1 to be enclosed.
  - 6.3.2 Profile of the bidder (Filled, signed & sealed Annexure-2 to be enclosed)
  - 6.3.3 Facility Service Contracts, (filled, signed & sealed Annexure-3) with self attested contract Copies.
  - 6.3.4 Audited Profit and Loss Statement and audited Balance Sheets for the last three Financial Years ending 31.03.2024.



- 6.3.5 Declaration that “Not blacklisted by Central/State Governments / Corporations in India” as per Annexure-4
- 6.3.6 Tender documents (downloaded from IIITB site) signed & sealed by the authorized signatory.
- 6.3.7 Demand Draft (Non refundable Processing Fees) of Rs 5,000/- (Rupees Five Thousand only), drawn in favour of ‘International Institute of Information Technology-Bangalore, payable at Bangalore, from any Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.
- 6.3.8 Demand Draft (EMD amount) of Rs 12.00Lakhs (Rupees Twelve Lakhs only), drawn in favour of ‘International Institute of Information Technology - Bangalore, payable at Bangalore, from any Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.
- The said Demand Draft submitted by all unsuccessful tenderers will be returned once the contract is awarded to the successful tenderer. The said Demand Draft submitted by the successful tenderer will be retained by the Institute as Security Deposit and the same will be refunded to the successful bidder, only on the completion / termination of the contract after making required deductions, if any.**
- 6.3.9 Contract Labour License,
- 6.3.10 GST registration Certificate,
- 6.3.11 ESIC registration Certificate
- 6.3.12 EPF Registration Certificate,
- 6.3.13 PAN card in firm’s name.
- 6.3.14 ISO Certification
- 6.4 One sealed envelope super scribed “**Commercial Bid (Part-II - Tender for Facility Services at IIITB)**” shall contain the following:
- 6.4.1 Filled, Signed and sealed Copy of Annexure – 5
- 6.5 Both the envelopes (technical bid as well as commercial bid) shall be placed by the bidder in an outer sealed envelope super scribing “**Tender for Facility**



**Services at IIITB” and** may be submitted to reach IIIT-Bangalore before 13:00 Hrs (1:00PM) on 24.02.2025

6.6 Sealed Tenders to be addressed to

**Chief Administrative Officer ,**

**International Institute of Information Technology,**

**26/C, Electronics City, Phase-1, Bangalore – 560100**

6.7 The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.

6.8 Bidder/authorized signatory shall sign on each page of the tender.

### **Section – 7 : Other Terms and Conditions -**

- 7.1 IIIT-B reserves the right to accept or reject any or all the tenders or cancel this process at any time without assigning any reason whatsoever.
- 7.2 The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid - shall be disqualified and they would not be invited for participating in commercial bid opening (later stage)
- 7.3 The bidder is expected to read all instructions, terms and conditions in the tender document. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.
- 7.4 Only those bidders whose Technical bids have been found substantially responsive would be invited for commercial Bid opening
- 7.5 The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical and commercial evaluation.
- 7.6 Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the Institute reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.



- 7.7 On payment of the security deposit, the successful contracting firm will be required to enter into an Agreement / Contract on stamp paper of appropriate value in the form to be approved by IIITB containing inter-alia all the terms and conditions of the contract, within 7 days of issue of the Work Order. The contractor should mobilize the resources including manpower for commencing security services from 1st April, 2025.
- 7.8 If the Service Provider's performance is not satisfactory, the contract shall be terminated by giving one month's notice.
- 7.9 Attendance registers and the salary registers for the persons engaged for all the services and other registers required as per acts and rules may be verified by any official of IIIT-B assigned for this purpose or other enforcing agencies during their inspection.
- 7.10 Entire amount of the wages left out after deduction for statutory benefits should be paid in full to the persons engaged, through bank transfer only.
- 7.11 Monthly bill should be submitted after the payment of wages monthly salary to the "Facility Service" staff, ESI and EPF remittance to individual staff. Proof on payment of wages, ESI and EPF should be submitted. In the event of non-compliance of this condition, penalty will be imposed on the Service Provider (as mentioned in the penalty clause below)
- 7.12 All the staff of the Contractor will fall under the ambit of / jurisdiction of the IIITB Internal Complaints Committee (ICC) when it comes to Prevention of Sexual Harassment of Women at the Workplace.
- 7.13 All the staff deployed by the Service provider are for all-purpose the employees of the Service Provider only and they cannot claim any of the privileges and benefits of the employees of the Institute. The staff shall have no claims directly or indirectly with regard to the employment and service conditions and any other benefits available to the employees of the Institute.
- 7.14 The Service Provider shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of "Facility Services" and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims,



loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

- 7.15 The Service Provider should meet State Government rules such as implementing of the Minimum Wages Act, Workmanship Compensation Act, EPF, ESI etc. and should have proof for meeting these requirements.
- 7.16 The institute may request to retain certain existing staff members and will provide them with an additional allowance, which will continue for the retained staff.
- 7.17 The Service Provider should produce proof for remittance of salary (on or before due date), PF, ESI in each workers name every month along with the monthly bill.
- 7.18 GST should be paid every month before the last date of remittance of GST. Failing which next month bill will not be paid and penalty will be imposed as mentioned in the penalty clause below. GST paid proof to be attached along with monthly bill.

## **Section – 8 : Selection of Contractor -**

- 8.1 IIITB shall appoint “Tender Committee” to evaluate the bids, shortlist the bidders and select the Security Service Contractor.
- 8.2 Technical Bid Evaluation - IIITB’s Tender committee shall shortlist bidders based on the objective evaluation of the credentials submitted by the Bidders.
- 8.3 Bidders satisfying all the criteria as mentioned in “Eligibility Criteria, Clause 4.1 to 4.6” will be considered for the next stage.
- 8.4 Commercial Bid Evaluation - Tender committee will evaluate the Commercial Proposals of the shortlisted bidders based on the following selection criteria and grade them,
- 8.5 Contract will be awarded to Lowest Quote (Grand Total Cost to IIITB, as quoted in Annexure-5)
- 8.6 Retaining allowance (as per clause # 6.16) will be reimbursed to the selected vendor over and above the quoted price (if quoted price for these staff is less than their current salaries.)
- 8.7 In case of tie, weightage will be given as stipulated in Clause # 4.4 of this document to select the contractor ( “having experience in providing security services to the Under Graduation / Higher Education residential campuses”. )





## **Section – 9 : Fees & Other Payments –**

- 9.1 **Processing Fees :** Non Refundable Rs 5,000/- (Rupees Five Thousand only) in the form DD in favour of “International Institute of Information Technology Bangalore” shall be submitted along with the Bids towards Processing fees.
- 9.2 **EMD amount :**
- 9.2.1 EMD amount, Rs 12.00 Lakhs (Rupees Twelve Lakhs only) has to be paid through Demand Draft in favour of “International Institute of Information Technology Bangalore”
- 9.2.2 EMD of the unsuccessful bidders will be returned after opening of the Commercial Bid.
- 9.2.3 No claim shall lie against IIITB in respect of erosion in value or interest on the amount of Earnest Money Deposit or Security deposit
- 9.2.4 EMD submitted by the successful bidder will be retained by the Institute as Security Deposit and the same will be refunded to the successful bidder, only on the completion / termination of the contract after making required deductions, if any.

## **Section – 10 : Effective date of the contract and Duration -**

The contract will be for a period of 24 months from 01.04.2025 morning shift and may be extended with same terms and conditions for one more year (12 months) based upon the satisfactory feedback from all the stakeholders of the institute.

## **Section – 11 : Payments**

- 11.1 The Institute will not consider any requests for price increases, except for adjustments related to the revision of minimum wages and other statutory components such as ESI, EPF and taxes. The contractor is responsible for closely monitoring any changes to the minimum wages set by the Government of Karnataka and must inform IIITB of any revisions. IIITB will reimburse the contractor for such revisions at actual cost.
- 11.2 Payments will be processed on a monthly cycle. The contractor must prepare and submit the invoice to IIITB by the 2nd working day of the following month, accompanied by all supporting documents, including details of the previous





month's salary transfer to staff, ESI payment, PF payment, GST payment, and attendance records. IIIT-B will check the invoice and certify for payment if all aspects are as per the contractual agreement.

11.3 Payments will be released to Service Provider's Bank account within 7days after certification from IIIT-B.

11.4 Institute shall not pay any advance amount

## **Section – 12 : Force Majeure -**

If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

## **Section – 13 : Penalties -**

- 13.1 Non-compliance of monthly salary dispersal to the staff, ESI & EPF remittance as per due dates shall attract a penalty to the extent of deduction of 0.5% of the total monthly bill for each day of delay.
- 13.2 GST should be paid before due date. Failing which next month bill will not be paid and penalty will be to the extent of deduction of 0.5% of the total monthly bill for each day of delay.
- 13.3 Whenever and wherever it is found that assigned work is not performed up to the entire satisfaction of IIITB, it will be brought to the notice of the contractor by IIITB. First violation will attract a penalty of Rs 2,000/- and successive violations Rs 5,000/- each time. Entire penalty shall be deducted from the bills of the contractor from the same month.



#### **Section – 14 : Terms for Termination of Contract -**

Both parties can terminate the contract at any time at the end of the period of a particular year when the term expires OR the contract can also be terminated by either side after giving one months' notice period. Any notice sent by Post/Email by either party to the addresses recorded in the contract agreement shall be deemed to have been properly served for any of the purposes mentioned herein.

#### **Section – 15 : Arbitration -**

In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIIT-B as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Bangalore, Karnataka.

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