



**International Institute of
Information Technology
Bangalore**

(Formerly Indian Institute of Information Technology)

International Institute of Information Technology

Bangalore

Bid Ref. No : IIITB/FCLTY-001/2025

Date : 27.01.2025

Tender for “Security Services.”

(Tender documents can be downloaded from “www.iiitb.ac.in”)



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Tender Ref. No. IIITB/FCLTY-001/2025

27th January, 2025

International Institute of Information Technology Bangalore (IIITB) a deemed university, having its registered office at No. 26/C, Electronics City Phase-1, Hosur Road, Bangalore-560100, invites sealed bids eligible bidders for providing Security Services at it's Campuses at Bangalore.

Section -1 : Notice Inviting Tender for “Security Services”

1.	Tender No	IIITB/FCLTY-001/2025
2.	Name of the work	Tender for “Security Services”
3.	Contract Period	01.04.2025 to 31.03.2027 (extendable for 12 more months)
4.	Release of Bid notification in IIIT-B website	27.01.2025
5.	Pre-bid meeting with bidders at IIITB Campus	31.01.2025, 14:00 hours
6.	Last Date for submission of the Bids	24.02.2025, 13:00 hours
7.	Technical Bid Opening	24.02.2025, 15:00 hours
8.	Verification of Technical Bids	27.02.2025
9.	Opening of Commercial Bids	Will be informed later to the qualified Bidders only
10.	Tender Documents	Tender documents can be downloaded from www.iiitb.ac.in
11.	Processing Fees	Non Refundable Rs 2,000/- (Rupees Two 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.
12.	EMD Amount	<ul style="list-style-type: none">• EMD amount Rs 3.00 Lakhs (Rupees Three Lakhs only) has to be paid through Demand Draft in favour of “International Institute of Information Technology Bangalore”• EMD of the unsuccessful bidders will be returned.• 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.
13.	Address of submission of Tender	Chief Administrative Officer International Institute of Information Technology, 26/C, Electronics City, Phase-1 Bangalore – 560100
14.	Mode of submission of Tender	Speed Post / Registered Post Hand delivery – IIIT-B’s Aryabhata Block Reception

Section – 2 : Tentative Requirements –

2.1 Security Supervisors – deployment

Shifts	Nos	Remarks
1 st Shift	1	All days
2 nd Shift	1	All days
3 rd Shift	1	All days
Reliever cum General Shift	1	As per availability
Total	4	

2.2 Security Guards - Male

Shifts	Nos	Remarks
1 st Shift	12	All days
2 nd Shift	12	All days
3 rd Shift	12	All days
General Shift	4	As per availability
Relievers	6	As per requirements
Total	46	

2.3 Security Guards – Female

Shifts	Nos	Remarks
1 st Shift	2	All days
2 nd Shift	2	All days
3 rd Shift	2	All days
Reliever	1	As per requirements
Total	7	

Note – 1 : Deployment locations will be shared with successful Vendor.

Note – 2 : Bidders shall quote for total manpower specified in the “Tentative Requirements”

Note – 3 : In case of additional man power required by the institute the same shall be provided by the contractor, subjected to same terms and conditions of this agreement / tender form.

Note – 4 : Institute may request for few additional Security Guards for the events. Contractor to arrange the same as per the Institute’s requirements with same Terms & Conditions.



Section – 3 : Scope of work –

- 3.1 Security Services to be provided round the clock in three shifts (as shown in deployment plan), including Sundays & Holidays.
- 3.2 The service provider should deploy sufficient, trained security guards above 24 years of age and below 50 years.
- 3.3 Monitor and record the entry / exit of all the Students, Staff, visitors, Service Providers, materials and vehicles coming in and going out of the premises, wherever necessary and prevent unauthorized persons entry, carrying in and out of any materials from the campus.
- 3.4 Ascertain the authorization of the entry of visitors, Service Providers and customers, etc. by telephonically calling the IIIT-B officials or through My Gate application only.
- 3.5 Gate protocols for visiting dignitaries such as Govt. officials, distinguished guests of IIIT-B shall be done in liaison with IIITB's Security Officers.
- 3.6 Security Guards shall be available all the time at the place of their duties and they shall not leave their place of duty without prior permission of IIIT-B's Security Officers.
- 3.7 Deployment of Guards / Security Supervisors will be as per the instructions of IIIT-B's Security Officers and the same will be monitored personally by the Security Officers from time to time for the optimum utilization.
- 3.8 Security Staff on duty should be strictly in full Security uniform with cap, shoes with socks, belt, security badge etc. When the duty is over, should continue on duty in the duty place with full uniform till the next security guard comes in full uniform and takes charge.
- 3.9 The security team should conduct themselves in a professional manner, be cooperative, helpful and should create a sense of comfort for the Faculty and Staff members and visitors.
- 3.10 All Security staff should have passed at least Secondary School or equivalent exam, have good working knowledge in handling of fire-fighting equipment with reasonable training and in basic operations of the computer and electronic surveillance gadgets.
- 3.11 Atleast 3 (three) Security guards (two male Security Guards & one female Security guard) need to have valid Certificate issued by the "Fire and Emergency Services Academy (Govt. of Karnataka)" for basic training in "Fire prevention and Fire fighting" and need to be renewed as required.
- 3.12 Police verification report is required for Security Supervisors and Security Guards before engagement.



- 3.13 Drugs & Liquor are strictly prohibited inside the campus. The entire campus is declared as “Smoking free zone”. Strict disciplinary action will be initiated against offenders. The security personnel on duty should keep strict vigilance on that.
- 3.14 Institute is sensitive about data privacy related to the student’s contact information. All contact information / Confidential information need to be handled with utmost care and limit the disclosure of the same to only to Registrar / Wardens or CSA. Contractor need to periodically train all it’s Security Guards & Supervisors through PoSH workshops.
- 3.15 Security Guards on duty to answer all queries from visitors and telephone enquiries, especially during holidays and non-office hours.
- 3.16 Security Guards on duty shall receive Couriers / Posts and deliver them to respective Faculty, Staff, Students with proper logbook entry.
- 3.17 Security Guards to ensure switching off the lights / fans / ACs in unoccupied areas and locking / unlocking Class rooms, Faculty / Staff cabins, Laboratories, Library, Hostel rooms etc. as required.
- 3.18 Security Guards on duty will take care of vehicles, / bicycles parked in the parking sites located within the premises of the Institute.
- 3.19 Names of the Security personnel appointed / employed by the contractor shall be shared with IIIT-B’s Security Officers before commencing deployment. Frequent changes in manpower deployed is not allowed.
- 3.20 In case of any theft, robbery, burglary and matter allied with security of IIIT-B, the concerned Security Supervisor / guard personnel will prepare F.I.R and submit the same to IIIT-B’s Security Officers immediately after such incident, duly certified by the local Police Authority.
- 3.21 Security Contractor will keep close contact with local Police Station as and when required.
- 3.22 Frequent patrolling of the Office Complex, Classrooms, Hostels during night times.
- 3.23 Stopping / monitoring of animals entering into campus.
- 3.24 Security guards should not chit chat with any known/unknown person(s) during duty or with fellow security personnel on duty or with anybody over phone.
- 3.25 Working hours for Security Supervisors / Guards should be in such a way that, they should be on duty during the time of change of the shifts to monitor handing over and taking over of charge of Security Guards.
- 3.26 Monthly overtime hours should not exceed as fixed by Labour Department of Government of Karnataka.



- 3.27 The representative of the Service Provider has to visit the Institute once a week and brief about the happenings to IIIT-B's Security Officers.
- 3.28 IIIT-B will provide limited number of walkie-talkies for the important guard posts. Service provider to ensure efficient usage of the same and return walkie-talkies back to the institute in good working condition at the end of contract.
- 3.29 All personnel requirements of the Security Guards & Supervisors like Uniform, Cap, Belt, ID Cards, Shoes, Rain Coats will be provided by Service Provider at his cost.
- 3.30 Service provider shall not sublet this contract to others.
- 3.31 All the Security Supervisors and Security Guards while on duty will come under the control of IIIT-B's Security Officers and also work closely with Registrar, Wardens, Co-Ordinator Students Affair (CSA), CAO and Hostel Managers

Section – 4 : Minimum Eligibility Criteria -

- 4.1 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 "Security Services" in Bangalore.
- 4.2 The Bidder should have handled average turnover of Rs 50.00 Lakhs during the last three financial years ending 31.03.2024
- 4.3 The bidder must have successfully completed security service contracts in Educational Institutions, PSUs or reputed Private organizations amounting
 - One contract of value of INR 115.00 Lakhs **or**
 - Two contracts of INR 70.00 Lakhs **or**
 - Three contracts of Rs 60.00 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.)**

- 4.4 Weightage will be given to the Contractors having experience in providing security services to the Under Graduation / Higher Education residential campuses.
- 4.5 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.

- 4.6 The bidder must not be blacklisted by Central / State Government / Corporations in India.

Section - 5 : Instructions to Bidders -

- 5.1 The Tender documents can be downloaded from www.iiitb.ac.in
- 5.2 Two bid system will be followed for this Tender. In this system bidder must submit his offer as explained below,
- 5.3 One sealed envelope super scribed “**Technical Bid (Part-I) - Tender for Security Services at IIITB**” shall contain the following:
- 5.1.1 Covering letter on the letter head of the bidder filled, signed & sealed Annexure – 1 to be enclosed.
- 5.1.2 Profile of the bidder (Filled, signed & sealed Annexure-2 to be enclosed)
- 5.1.3 Security Service Contracts, (filled, signed & sealed Annexure-3) with self attested contract Copies.
- 5.1.4 Audited Profit and Loss Statement and audited Balance Sheets for the last three Financial Years ending 31.03.2024.
- 5.1.5 Declaration that “Not blacklisted by Central/State Governments/Corporations in India” as per Annexure-4
- 5.1.6 Tender documents (downloaded from IIITB site) signed & sealed by the authorized signatory.
- 5.1.7 Demand Draft (Non refundable Processing Fees) of Rs 2,000/- (Rupees Two 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.
- 5.1.8 Demand Draft (EMD amount) of Rs 3.00Lakhs (Rupees Three 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.

- 5.1.9 Copy of valid License from Union Home Ministry (<https://psara.gov.in>)
 - 5.1.10 Contract Labour License,
 - 5.1.11 GST registration Certificate,
 - 5.1.12 ESIC registration Certificate
 - 5.1.13 EPF Registration Certificate,
 - 5.1.14 PAN card in firm's name.
 - 5.1.15 ISO Certification
- 5.4 One sealed envelope super scribed "**Commercial Bid (Part-II - Tender for Security Services at IIITB)**" shall contain the following:
- 5.4.1 Filled, Signed and sealed Copy of Annexure – 5
- 5.5 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 Security Services at IIITB**" and may be submitted to reach IIIT-Bangalore before 13:00 Hrs (1:00PM) on 24.02.2025
- 5.6 Sealed Tenders to be addressed to
- Chief Administrative Officer ,
International Institute of Information Technology,
26/C, Electronics City, Phase-1, Bangalore – 560100**
- 5.7 The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.
- 5.8 Bidder/authorized signatory shall sign on each page of the tender.

Section – 6 : Other Terms and Conditions -

- 6.1 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.
- 6.2 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)

- 6.3 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.
- 6.4 Only those bidders whose Technical bids have been found substantially responsive would be invited for commercial Bid opening
- 6.5 The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical and commercial evaluation.
- 6.6 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.
- 6.7 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.
- 6.8 If the Service Provider's performance is not satisfactory, the contract shall be terminated by giving one month's notice.
- 6.9 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.
- 6.10 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.
- 6.11 Monthly bill should be submitted after the payment of wages monthly salary to the "Security 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)
- 6.12 The Security Guards & Supervisors 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.

- 6.13 The “Security Service” 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.
- 6.14 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 “Security 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.
- 6.15 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.
- 6.16 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.
- 6.17 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 – 7 : Selection of Contractor

- 7.1 IITB shall appoint “Tender Committee” to evaluate the bids, shortlist the bidders and select the Security Service Contractor.
- 7.2 Technical Bid Evaluation - IITB’s Tender committee shall shortlist bidders based on the objective evaluation of the credentials submitted by the Bidders.
- 7.3 Bidders satisfying all the criteria as mentioned in “Eligibility Criteria, Clause 4.1 to 4.6” will be considered for the next stage.
- 7.4 Commercial Bid Evaluation - Tender committee will evaluate the Commercial Proposals of the shortlisted bidders based on the following selection criteria and grade them,
- 7.4.1 Contract will be awarded to Lowest Quote (Grand Total Cost to IITB, as quoted in Anenxure-5)
- 7.4.2 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 – 8 : Fees & Other Payments –

- 8.1 **Processing Fees :** Non Refundable Rs 2,000/- (Rupees Two 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.
- 8.2 **EMD amount :**
 - 8.2.1 EMD amount, Rs 3.00 Lakhs (Rupees Three Lakhs only) has to be paid through Demand Draft in favour of “International Institute of Information Technology Bangalore”
 - 8.2.2 EMD of the unsuccessful bidders will be returned after opening of the Commercial Bid.
 - 8.2.3 No claim shall lie against IIITB in respect of erosion in value or interest on the amount of Earnest Money Deposit or Security deposit
 - 8.2.4 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 – 9 : Effective date of the contract and Validity -

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 – 10 : Payments

- 10.1 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.



- 10.2 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. 4.4.3 IIIT-B will check the invoice and certify for payment if all aspects are as per the contractual agreement.
- 10.3 Payments will be released to Service Provider's Bank account within 7 days after certification from IIIT-B.
- 10.4 Institute shall not pay any advance amount

Section – 11 : Force Majeure -

If the whole or 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 – 12 : Penalty Clause -

- 12.1 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.
- 12.2 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.

Section – 13 : 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



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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 – 14 : 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.
