

Request for Proposal

For Security Service at
Research & Innovation Park
Foundation for Innovation and Technology Transfer
IIT Delhi at Hauz Khas, New Delhi-110016

Tender Notice No. RFP/FITT/SecurityServices/R&IPARK/2025/01

Tender documents of Security Services for Research & Innovation Park can be obtained from FITT Website.

Website: - <https://fitt-iitd.in/>

Tender Notice

SUBJECT: Tender For Providing Security Services at Research & Innovation Park' IIT Delhi

Foundation for Innovation & Technology Transfer' IIT Delhi invites Sealed bids from registered security service providers having license to engage in the Business of Private Security Agencies at Research & Innovation (R&I) Park' IIT Delhi in an area of 2,10,000 Square feet.

The Foundation for Innovation & Technology Transfer intends to engage one agency having the capacity and proven track record to provide Security Services with suitable and uniformed trained manpower through the process of tendering. The FITT and the agency identified thereby should form parties to the contract to be signed between the FITT and the selected agency.

FITT encourages participation from vendors aligned with **social inclusion, environmental sustainability, and disabled-friendly employment.**

1.	Type of work	Security Services at R&I Park' IIT Delhi
2.	Date of Announcement Tender	30 th May'2025
3	Pre-Bid meeting & Details	A Bid meeting & related queries will be taken by the designated person and will be held as on 10 th June'25 at 1500 Hrs. to 1600 Hrs.- Any doubts or queries of the potential bidders will be addressed during the meeting. Venue: R&I Secretariat, Research & Innovation Park Indian Institute of Technology Delhi Hauz Khas, New Delhi - 110016
4.	Last date and time for submission of Tender	20 th June'2025 up to 1500 Hrs. (The Technical bid and Commercial Bid are to be sealed in separate envelopes super-scribing Technical Bid and Financial Bid respectively)
5.	EMD Amount	Bidder is required to deposit along with RFP Rs.10,000/- (Rupees ten Thousand only) in the form of demand draft in favor of "Research and innovation park, FITT IIT Delhi" payable at Delhi be submitted along with Technical Bid of the tender while submitting the tender.
6.	Performance Security deposit.	10% of Total Annual Cost of Work. (To be submitted on the award of contract)
7.	Address of Submission	R&I Park Secretariat, Research & Innovation Park

		Indian Institute of Technology Delhi Hauz Khas, New Delhi - 110016
8.	Mode of Submission of Tender documents	By hand or through post/courier so as to reach before the due date and time. The Tender submitted through courier must mention on the main envelope 'Tender for Security Services at Research & Innovation Park' IIT Delhi'
9.	Contact Person	Bhupander Kumar Sr. Facility Manager- Research & Innovation Park Mob No. 9911954868 Email: bhupanderkumar@fitt-iitd.in

The bidders may visit the office for assessment of the work during working days (Monday to Friday) between 1500 hrs. – 1600 hrs.

FITT shall not be liable for any postal delays whatsoever in receipt of the bid after the stipulated date and time shall not be entertained. Tenders submitted without EMD will be summarily rejected.

Parties interested in pre-bid conference & site-visit may get in touch for invitation at 9911954868 or bhupanderkumar@fitt-iitd.in

GENERAL TERMS AND CONDITIONS

1. Sealed tenders are invited on behalf of the Managing Director, FITT under “Two Bid System”.
2. The bid shall be submitted in two separate sealed envelopes, namely Technical Bid (Annexure 1) and Financial Bid (Annexure 2).
 1. Technical Bid in separate sealed envelope should be super- scribed with “Technical Bid for Security Services of the Research & Innovation Park’ IIT Delhi”.
 2. Financial Bid in separate sealed envelope should be super-scribed with “Financial Bid for Security services of Research & Innovation Park’ IIT Delhi”.
 3. **All documents as per checklist and the sealed envelopes for Technical Bid and Financial Bid should be placed in separate sealed envelope (main envelope) super-scribed with “Bids for Providing Security Services at the Research & Innovation Park’ IIT Delhi” along with bidder’s name, Address, Official Email ID, Contact Number.**
 4. **EMD to be submitted in a separate envelope along with Technical Bid.**
3. A copy of the complete tender document and amendments, if any duly signed on every page by the bidder or the authorized representative, shall be enclosed as part of the bid as proof of having read and accepted the terms and conditions of the tender document. The tender shall be type written in indelible ink and shall be signed by the bidder or persons duly authorized to bind the bidder to the contract with tender inviting authority.
4. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other company/firm/agency/contractor without the prior written consent of FITT.
5. The agency will be bound by the details furnished by it to FITT, while submitting the tender or at subsequent stage. In case any of such documents furnished are found to be false at any stage, it would be deemed to be a breach of terms of contract, making the firm liable for legal action besides termination of contract.
6. The tender terms once submitted will not be altered in any case. It should not have any scope of ambiguity, cutting or overwriting. In case of overwriting /cutting if any, it must be authenticated with signature of the bidder. The documentary evidence (other than those regarding supply and past performance) submitted along with the tender shall be produced, duly attested by the bidder, on every page and serially numbered. Any interlineations, erasures or overwriting shall be valid only if they are initiated by the person(s) signing the offer.
7. To accept bid quoting NIL charges/consideration/abnormal charges will be the decision of the FITT.
8. Financial bids of only those agencies that are technically qualified shall be evaluated.
9. Tenders without earnest money shall be rejected on the spot and will be considered technically unqualified. However, bidders registered with micro and small enterprises (MSES) as defined in MSE procurement policy issued by the department of micro, small and medium enterprises (MSME) are exempted from the submission of earnest money (exemption certificate to be

submitted).

10. FITT reserves the right to revise the manpower requirements, including an increase or decrease in the number of deployed personnel, at any point during the validity of the contract. FITT may also require the deployment of additional professionals, as deemed necessary. Such changes shall be implemented based on mutually agreed upon rates and shall be subject to the same terms and conditions as specified in the contract.
11. Canvassing in connection with the tender is strictly prohibited and the tender of anyone resorting to canvassing shall be liable for rejection on that ground alone.
12. It shall be the duty of the contracting agency to pay salary/wages to the staff engaged in the service contract in time, i.e. on and before 7th of every month through cheque or ECS transfer only, and it should not be linked with the payment of the R&I Park to the bidder. Proof of such payment along with all compliance documents to be provided every month at the time of claiming the charges from R&I Park.
13. Agency must have following valid statutory registrations wherever applicable.
 1. PSARA License (Private Security Agencies Regulation Act)
 2. Registration with EPF, registration with ESI.
 3. Registration under Contract Labour (regulation & abolition) act 1970 and rules.
 4. Registration of GST number.
 5. EMD exemption certificate, if exempted.
14. Once the order is placed, it will be the vendors' responsibility to make the project/work order functional. Any additional cost incurred for completing the project/Work order and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
15. That on the expiry of the agreement, the service provider will clear all the contract workers' accounts by paying them all their legal dues. In the case of any dispute on account of termination of employees or non-employment by the workers of the service provider, it shall be the entire responsibility of the service provider to pay and settle the same. In case of non-compliance of the same, security deposits of the Service Provider shall be liable to be forfeited, and such other penalties as are reasonable and justified shall be liable to be imposed and will be recovered from his security amount or revoking bank guarantee.
16. No additional charge except Commission of Service Provider, Statutory payments and applicable taxes should be imposed either to the FITT or to the deployed workforce.
17. FITT may or may not amend the terms and conditions of the tender document on the basis of feedback obtained, based on the published tender, with a view to obtaining the maximum number of competitive bids.
18. Minor infirmities in the submission of the documents will be allowed to be rectified so as to ensure the qualification of maximum number of competitive offers to the final round.
19. FITT shall always have the right and liberty to conduct surprise inspection at its duty offices /sites.
20. The services rendered by the Service Provider under this agreement will be under close

supervision, co-ordination and guidance of the FITT. The Service Provider shall frame appropriate procedure for taking immediate action as may be advised by the FITT from time to time.

21. There will not be any individual communication with respect to general notices, amendments etc. The prospective offers are advised to reach out for queries. Individual communications will only be issued in exceptional cases, at the discretion of the tender inviting authority. Notices/information will also be disseminated through the tender inviting authority's website, and it will be binding on the bidders. The prospective bidders are advised to browse the website of the tender inviting authority on a day-to-day basis till the tender is concluded.
22. The Service Provider shall issue identity cards, on its own name and trading style, to its personnel deputed for rendering the said services, which at the option of FITT would be subject to verification at any time. Service Provider is also responsible to conduct police verification of the staff time to time basis. The FITT may refuse entry into its premises to any personnel of the Service Provider without wearing such an identity card or being perfectly dressed.
23. The personnel of service provider deputed at various locations shall always be smartly turned out and the Service Provider shall ensure that they always report in proper uniform.
24. The Service Provider shall nominate a Supervisory Officer, who shall remain in constant contact with the FITT. FITT shall communicate all its requirements to the Service Provider through such a nominated supervisory officer. Whenever a problem is reported by the FITT to such supervisory officer, he shall take prompt action for solving problems without any loss of time.
25. The Service Provider shall specifically make sure that the persons deputed for security duties shall never be in the influence of liquor or any other intoxicants during hours of duty. Supervisory officer shall also never visit any premises of the FITT under the influence of liquor or any other intoxicant.
26. Service Provider will ensure that each person so deployed is covered under the ESI Scheme, wherever applicable and ESI card is issued to them so that he/she can avail the benefits of this account. It should be ensured that UAN is got issued to every person so deployed and their details like UAN, Mobile No., Bank Account No. & Aadhar Card No. are made available to the FITT along with the details of wages paid, PF deposited (both employer's & employee's share), so that FITT may verify the details of the amount having been deposited through UAN No. before its payment is released to the Service Provider.
27. It needs to be clearly understood that FITT shall not be treated as the employer by any person engaged/employed by the Service Provider for any purpose, whatsoever, nor would FITT be liable for any claim(s) whatsoever, of any such person (s).
28. All T&P required for the work shall have to be arranged by the contractor. No T&P shall be issued by the Department and nothing extra shall be paid on this account.
29. In case of any dispute, the arbitrator shall be appointed by the FITT and his decision shall be final as well as binding on both the parties.
30. The contractors are advised to get acquainted with the proposed work, including specifications & site requirements carefully before quoting. No claim of any sort shall be entertained on account of any site conditions' ignorance or of specification & additional conditions. The work shall have to be carried out as per the site requirements.
31. In the event of the failure of the Service Provider to provide the services or part thereof as agreed, for any reasons whatsoever, FITT shall be entitled to procure services from other

- sources and the Service Provider shall be liable to pay forthwith to FITT the difference of payments made to such other sources, besides damages at the rate of payment.
32. The selected vendor should provide the electronic challan cum return (ECR) in respect to wages, EPF, EPS etc. For each manpower along with the bill every month.
 33. The rate shall include all statutory dues like E.P.F., E.S.I., GST, service charges and employee, Deposit link insurance scheme etc.
 34. In the event of the failure of the Service Provider to provide the services or part thereof as agreed, for any reasons whatsoever, FITT shall be entitled to procure services from other sources and the Service Provider shall be liable to pay forthwith FITT the difference of payments made to such other sources, besides damages at the rate of payment.
 35. FITT may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
 36. The quoted rates of offer quoted through tender will be valid for a period of 90 days.
 37. Before the award of contract, all original documents will be checked by the FITT and at that time attested photocopies are required to be furnished.
 38. In case, tie is observed in the price bid, the applicant with greater experience since commencement of the entity will be considered for the award of contract, if otherwise eligible.
 39. The FITT reserves the right to award the contract in full or part to any tenderer/applicant without assigning any reasons.
 40. Tenders incorporating additional conditions are liable to be rejected.
 41. Agencies or Organizations who have been rejected earlier by the FITT for unsatisfactory performance at this site, need not apply and if applied will not be acceptable for the FITT.
 42. In the event of unsatisfactory services being provided by the Service Provider or repeated defaults in terms of provision of this agreement are caused by the Service Provider, FITT shall be at liberty to unilaterally or pre-maturely terminate agreement and engage another Service Provider for the same purpose. In such eventualities, security deposits of the Service Provider shall be liable to be forfeited, and such other penalties as are reasonable and justified shall be liable to be imposed and will be recovered from his security amount or revoking bank guarantee.
 43. Performance Security should remain valid for thirty (60) months from the date of commencement of the contract. No interest would be paid on the amounts.
 44. The FITT reserves the right to deduct an appropriate amount from the Security deposited in lieu of any unpaid statutory dues or any other dues. In case of pendency of any dispute related to non-payment/less payment of salary/noncompliance of statutory obligations by the contracting bidder which may results into financial liabilities for the FITT, in such cases the FITT reserves its right to withhold such Performance Security deposit for a period beyond six months after expiry / termination of the contract or otherwise the amount will be refunded without any interest.
 45. Reliever shall be provided by the Service Provider without exceptions.
 46. The Agency shall maintain all relevant registers on the premises of the R&I Park which may have to be presented for inspection by the concerned Labour welfare Authorities. The agency shall also put up a noticeboard displaying the minimum wages prescribed by the Government from time to time.

INDEMNIFICATION

1. The Service Provider shall at its own expenses make good any loss or damages suffered by the FITT as a result of the acts of commission or omission, negligently or otherwise of its personnel while providing the said services at any time at the premises of the FITT or otherwise.
2. The Service Provider shall at all times indemnify and keep indemnified that FITT against any claim on account of disability / death of any of its personnel cause while providing the service within/ outside the site or other premises of the FITT which may be made under the workmen's Compensation Act, 1923 or any other acts or any statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the working of their personnel or in respect or any claim, damage or compensation under labour laws or other laws or rules made thereunder by any person whether in the employment of the Service Provider or not, who provided or provides the service at the site or any other premises of the FITT shall be as provided herein before.
3. The Service Provider shall at all times, indemnify and keep indemnified the FITT against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the FITT's premises or before and after that.
4. That if at any time, during the operation of this agreement or thereafter FITT is made liable in any manner whatsoever by any order, direction or otherwise of any Court authority or tribunal, to pay any amounts whatsoever in respect of or to any of present or ex-personnel of the Service Provider or to any third party in any event not restricted but including as mentioned in sub-clause no. (1), (2) and (3) hereinabove, the Service Provider shall immediately pay to the FITT all such amounts and costs also and in such cases/ events the decision of FITT shall be final and binding upon the Service Provider. The FITT shall be entitled to deduct any such amounts as aforesaid, from the security deposit and or from any pending bill of the Service Provider.
5. It shall be Service Provider's responsibility to ensure compliance of all the central and State Government Rules and Regulations with regard to the provisions of the Services under this agreement. The Service Provider indemnifies and shall always keep FITT indemnified against all losses, damages, claims actions taken against FITT by any authority / office in this regard.
6. It shall be the Service Provider's responsibility to protect its employees against accidents or any other mis-happenings etc. Service provider shall indemnify the FITT against any claim for damage or for injury to person or property resulting from and in the course of work as laid under the provision of workmen's compensation act or any other laws.
7. In case any employee of the Service Provider so deployed enters into dispute/

litigation of any nature whatsoever, it shall be the sole responsibility of the Service Provider to contest/ defend the same case, the entire cost on this account shall be borne by the Service Provider himself and it shall ensure that no financial or other legal liability of any nature comes on FITT in this respect.

ACCOUNTS AND RECORDS

1. The Service Provider shall maintain accurate accounts and records, statement of all its operations and expenses in connection with its functions under this agreement in the manner specified by FITT.
2. The Service Provider shall forthwith, upon being required by FITT allow FITT or any of its authorized representatives to inspect, audit or to take copies of any records maintained by the Service Provider. The Service Provider shall also cooperate in good faith with FITT to correct any practices which are found to be deficient as a result of any such audit within a reasonable time after receipt of the report from FITT. However, upon discovery of any discrepancies or under payment the Service Provider shall immediately reimburse the FITT for such discrepancies or overcharge.

CONDITIONS & CRITERIA FOR EVALUATION:

1. Financial bids of only those agencies that are technically qualified shall be evaluated.
2. FITT may ask for clarifications if any during the evaluation and the bidders are expected to respond. Lack of response from them will enable the FITT to arrive at its own decision about such bids.
3. Technical Evaluation criteria –

Attributes	Minimum Eligibility Criteria
License	PSARA License
Experience	Minimum 5 years
Experience with State/Central /PSU/Statutory body for at least 3 years in continuity.	Minimum 3 entities
Turnover	Minimum annual average Turnover 1 crore (Exempted for MSMEs)
Full-fledged office in Delhi with numbers of manpower on payroll (ECR of PF may be submitted)	Minimum 100 numbers

Preference Given	<p>FITT encourages participation from vendors aligned with social inclusion, environmental sustainability, and disabled-friendly employment.</p> <p>Team Details: - If including physically challenged or disabled/socially deprived/adults with physical, intellectual & psychiatric disabilities. Work done in the direction of environmental sustainability, recycling, upcycling of waste, social cause or towards social responsibility</p>
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4. Since IIT Delhi is an Inclusive Campus. Bringing Sustainability and awareness towards society is the motive behind. Entities shall be preferred who are engaged in such ecosystem and believe in equality of rights socially & economically for all the sections of society.
5. Eligibility will start only after fulfilling the minimum eligibility criteria in each category.

PERIOD OF CONTRACT:

1. The contract shall initially be awarded for a period of two (2) years from the date of commencement of work. Subject to satisfactory performance by the contractor, the contract may be extended on a yearly basis thereafter, for up to three (3) additional years (i.e., on a 1+1+1 basis) at the same terms and conditions of the tender.
2. The agency shall deploy its resources immediately after the contract is signed.

BID EVOLUTION

1. Price bids shall be evaluated to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.
2. Prior to detailed evaluation, FITT will determine the substantial responsiveness of each bid to the bid document. The tender submitted in other than prescribed format shall be rejected by FITT during the evaluation.
3. The procedure adopted for comparison of bids shall be on the total cost of hire of the services, including service charges, excluding GST.

CANCELLATION/ TERMINATION OF CONTRACT:

1. FITT shall not be bound to accept the lowest or any tender and reserves to itself the right to accept or reject any bid or to accept whole or a portion of tender, as it may deem fit, without assigning any reason thereof and without incurring any liability to the affected bidder(s) for the action of FITT.
2. If at any point of time during the period of contract, it is observed by the officer in charge that the service rendered by the contracting agency is not to the satisfaction of the R&I Park or any terms of contract are violated, In cases of poor workmanship and non-compliance of tender/agreement, performance counselling would be issued by the engineer-in-charge. The issue of more than 3 counselling letters, FITT reserves the right to terminate the contract with immediate effect without any notice or compensation thereof.
3. The agreement can be terminated by either party giving 1 (one) months' notice in advance. If the service provider fails to give one month's notice in writing for termination of the agreement, one month's wages, etc. and any suitable amount due to the service provider from R&I Park shall be forfeited in favor of the R&I Park.

SETTLEMENT OF DISPUTE

1. All disputes regarding interpretation of the contents of the agreement or its implementation shall be resolved by mutual discussion/reconciliation in good faith by the agency and The Foundation for Innovation & Technology Transfer.
2. This agreement shall be governed by the laws of India for the time being in force and subject to exclusive jurisdiction of courts at Delhi.

COMPOSITION AND ADDRESS OF SERVICE PROVIDER

1. The Service Provider shall furnish to the FITT all the relevant papers regarding its constitutions, names and addresses of the management and other key personnel of the Service Provider and proof of its registration with the concerned Govt. authorities required for running such a business.
2. The Service Provider shall always inform FITT in writing about any change in its address or the names and addresses of its key personnel. Further, the Service Provider shall not change its ownership without prior approval of FITT.

DEBARRING CONDITIONS

1. Employees of FITT, along with their family members, either directly recruited or on deputation are prohibited from participating in this tender.

STATUTORY COMPLIANCES

1. Service Provider shall obtain all registration (s) permission(s) / license(s) etc. which are/ may be required under any labour or other legislation(s) for providing the services under the Agreement.
2. It shall be Service Provider's responsibility to ensure compliance of all the central and State Government Rules and Regulations with regard to the provisions of the Services under this agreement. The Service Provider indemnifies and shall always keep FITT indemnified against all losses, damages, and claims actions taken against FITT by any authority / office in this regard.
3. The agency shall be liable for due observation and implementation for the statutory conditions / requirements of labour laws as applicable to workman, during the contract period and the contracting agency shall issue monthly pay slip indicating the gross wages & deductions made from the gross wages to all the workmen/workwomen provided to the R&I Park.
4. The Service Provider undertakes to comply with the applicable provisions of all welfare legislation and more particularly with the contract labour (Regulations and Abolition) Act, 1970, if applicable, for carrying out the purpose of this agreement. The Service Provider shall further observe and comply with all Government laws concerning the employment of staff employed by the Service Provider and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the Service Provider is fully responsible for ascertaining and understanding the applicability of various acts and take necessary action to comply with the requirements of law.
5. The Agency shall be wholly and exclusively responsible for the payment of wages to the

personnel engaged by it, in strict compliance with all applicable statutory obligations under relevant legislation, including but not limited to the Minimum Wages Act (as applicable in the respective State), Employees' Provident Fund Act, Employees' State Insurance Act, and any other applicable labour laws. FITT shall not be liable for any expenditure, claim, or liability arising out of or in connection with the employment of such personnel by the Agency.

6. It is obligatory on the part of the agency to ensure that wages paid should not be less than the Minimum Wages fixed by the States Government from time to time. The FITT reserves the right to fix the wages more than the Minimum Wages fixed by the state's government. All relevant statutory requirements must be incorporated in the amount to be paid to each employee.
7. Further, whenever there is a revision in the minimum wages as notified by the appropriate Government authority, it shall be the responsibility of the Agency to seek prior approval from FITT for the corresponding wage revision. Such a request must be supported with a copy of the relevant Government notification and a detailed impact analysis. Upon approval, the revised wages shall be implemented by the Agency and the corresponding cost shall be reimbursed by FITT.

FINANCIAL TERMS AND CONDITIONS:

1. It is obligatory on the part of the agency to ensure that wages paid should not be less than the Minimum Wages fixed by the States Government from time to time. The FITT can fix CTC per month per job category which in any case shall not be less than the Minimum Wages prescribed by the States Government. This fixed CTC includes all expenses incurred for each person deployed under specific job category which will be inclusive of all statutory charges. All relevant statutory requirements must be incorporated in the amount to be paid to each employee.
2. Any additional charge not covered under this tender shall not be imposed either on the FITT or on the staff deployed.
3. The successful bidder would be the technically qualified bidder having lowest (L1) Financial Bid.
4. Submission of Earnest Money Deposit (EMD) of Rs. 10,000/- DD in favour of "Research and Innovation Park, FITT IITD", payable at Delhi is one of the compulsory conditions for the qualification of technical bid. The bidders who are registered with the Ministry of Micro, Small and Medium Enterprises (MoMSME), Government of India are exempted from the submission of earnest money, subject to submission of relevant certificate.
5. The DD towards EMD submitted by the unsuccessful bidders will be returned within 30 days after the award of the contract. No interest on EMD will be paid by the FITT. The EMD of the successful bidder will be converted into Performance Security as mentioned in below point.
 - A. Performance Security – to ensure due performance of the contract, Performance Security of 10% of annual cost of work to be paid by the successful bidder to whom the

contract was awarded. The bidder, who deposited the EMD will deposit the balance amount as deposited EMD will be converted into Performance Security. Performance Security may be furnished in the form of an account payee demand draft or bank guarantee from a commercial bank or online payment.

- B. Performance Security should remain valid for thirty (60) months from the date of commencement of the contract. No interest would be paid on the amounts.
 - C. The FITT reserves the right to deduct an appropriate amount from the Security deposited in lieu of any unpaid statutory dues or any other dues. In case of pendency of any dispute related to non- payment/less payment of salary/noncompliance of statutory obligations by the contracting bidder which may results into financial liabilities for the FITT, in such cases the FITT reserves its right to withhold such Performance Security deposit for a period beyond six months after expiry / termination of the contract or otherwise the amount will be refunded without any interest.
6. The FITT reserves the right to pay allowance / incentive and any internal adjustment about the payment to contractual staff which will be instructed to the successful bidder and the successful bidder has the obligation to fulfill the requirement of the FITT.

Scope of work

a) The Service Provider agrees to provide round-the-clock Security Services at R&I Park. The scope of work of the Agency plan shall ensure the protection of the personnel and property R&I Park. This includes access control, Patrolling, surveillance and training of security personnel. The agency is also expected to support fire and safety, medical first aid and emergency management as the first responder of the Complex.

b) Main Function

- Access/Exit Control- Personnel, material, vehicle.
- Surveillance and -CCTV system, monitoring and control room operations.
- Patrolling- Perimeter, parking, access points, open areas.
- Training and compliance- deployment and training of security guards and supervisors as per PSAR Act mandate (Private Security Agencies Regulation)

c) Supporting Functions

- Fire and Safety – Be the first responders in case of fire and safety incidents and security of firefighting infrastructure.
- Medical First Aid- Provide support as first responder to medical incidents.
- Emergency – Provide support as first responders to natural, accidental and man-made emergencies.

d) Indicative Duties and responsibilities of Security Guards and Security Supervisors

- The role of the Security Provider is to provide Security Services to the premises through use of well-trained personnel's, prevention activities and timely response to request.
- Security Guards/ Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
- No outsiders are allowed to enter in the building without proper ID Proof/Gate Pass issued by the Authorized Officer of R&I Park.
- No items are allowed to be taken out without proper Gate Passes issued by the competent authorities of R&I Park.
- As part of the duty, it will be incumbent upon the Security Guards/ Supervisor to take round of all the important and sensitive points of the premises.
- The Guards on duty will also take adequate traffic management of the R&I Park and take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the complex and of the visitors.
- The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and ensure the same are safeguarded.
- The agency shall be responsible for protection, monitoring of the security gadgets installed at the R&I Park premises and ensure proper access control mechanisms.
- It should be ensured that flower plants, trees and grassy lawns are not damaged.
- In emergent situations, Security Guards/ Supervisor deployed shall also participate as per their role defined in the disaster plan, if any. Security Guards/ Supervisor should be sensitized for their role in such situations.
- The Security Guards/ Supervisor are required to display mature behaviour, especially towards

female staff and female visitors. They must be courteous and polite at all the times.

- The Security Guard on duty shall not leave the premises until his reliever reports for duty.
- The agency will be required to provide regular training to the security personnel on Fire training for hydrants and fire extinguishers, communication, telephone handling, material in / out procedures, search procedure, emergency procedures and evacuation procedures
- The agency will plan and implement once in 3 months mock drill by simulating fire alarms and evacuation of the buildings. Security agency will identify the assembly points and mark these permanently. The Contractor shall also conduct mock-drills for the benefit of the employees and other contractual staff.
- After any event to ensure that all the assets like furniture etc are in existence / in place. The guards will also ensure that no one is there in the (Auditorium/ Conference /AV Room) and are locked when not in use. It also needs to be ensured that before locking up rooms the electricity points are not switched on or are in idle mode.
- Security Guards/ Supervisor will have complete and comprehensive control on the keys management of all the internal and external doors, lockers, pedestals etc in consultation with the authorities of the R&I Park. A detailed register must be kept up to date at all the time.
- The Security Guards/ Supervisor will provide daily reports about the status of the security in the campus, their manpower, absentees, gate passes, visitor movement etc
- The security guard should report any unusual incidents or hazardous conditions.
- Any other provisions as advised by the R&I Park may be incorporated in the agreement. The same shall also be binding on the contractor.
- The agency should be able to provide extra security guards (Male/Female) at a day's notice.
- The Agency shall keep the FITT informed of all the matters of security and co-operate in the investigation of any incident relating to security.

e) Physical Standards and Qualifications: The employees of the Agency shall be of Good character and of sound health.

- **Security Guard:**

- i. Age: Not less than 21 years & not more than 50 years.
- ii. Character: Police verification
- iii. Educational Qualifications: Minimum Matriculate.
- iv. Physical Standards: Height 5 ft 6 inches Minimum. Physically fit
- v. Minimum experience 2 years of Security.

- **Supervisors:**

- i. Age: Not less than 40 years & not more than 55 years.
- ii. Character: Police verification
- iii. Education Qualifications Minimum Sr. Secondary will be acceptable with at least 10 years' experience or Graduates with at least 5 years' experience. Preference will be given to Computer Literate Supervisors.

f) All Guards & Supervisors should be able to read & write HINDI & ENGLISH.

g) If the FITT notices that the personnel of the Service Provider has/ have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider, who will take corrective steps to avoid recurrence of such incidents, and report to the FITT. If the flaw is repeated,

FITT shall be at liberty to take punitive action.

- h) If any of the personnel of Service Provider indulges in theft, negligence or any illegal/ unauthorized activity or misconduct, the Service Provider shall take appropriate action against its erring personnel and intimate accordingly to the FITT. FITT shall be entitled to seek removal of such a person from duty immediately.
- i) **COMPLAINT MONITORING SYSTEM** The contractor shall establish the same within the rates quoted. The system can be excel based on providing daily reports on the complaints pendency and time period for closure. The reports will be generated as per the officer in charge requirement.
- j) The company is responsible for preparing reports related to the housekeeping services such as feedback forms, daily, weekly, monthly, fortnightly cleaning reports etc. and verify with the block in charge.
- k) The regularity of performance of the service will be the essence of this agreement and shall form a central factor in this agreement. The Service Provider shall take all possible steps to ensure cleanliness at R&I park and smoothness of the guest house operations. It is the duty of the service provider to ensure that its personnel have necessary skills, knowledge and expertise to manage/maintain the guest house.
- l) **Formal Training** :-To submit training logs, fire drill attendance, or SOPs.
- m) **Escalation Matrix** :- In case of **emergencies, service failures, or complaints**, an escalation path as tabled below shall be followed-
 - Example- (Guard → Supervisor → Vendor Manager → FITT Contact)
- n) **Service Level Agreement (SLA)** :- Besides operational instructions a Service Level Agreement (SLA) is attached herewith as Annexure -3 to define service metrics or response time KPIs.

Annexure 1**TECHNICAL BID-CUM-INFO RMATION SHEET TO BE FILLED BY BIDDER**

Attributes	Minimum Qualification	(Yes/No)
License	PSARA License	
Experience	Minimum 5 years	
Experience with State/Central /PSU/Statutory body for at least 3 years in continuity.	Minimum 3 entities	
Turnover	Minimum annual average Turnover - 1 crore in the last three years (2021-22, 2022-23, 2023-24) Exempted for MSMEs	
Full-fledged office in Delhi with numbers of manpower on payroll (ECR of PF may be submitted)	Minimum 100 numbers	
Formal Training	SoPs	

1	Name of the Bidder										
2	Address of Delhi Office										
3	Contact person & Designation										
4	E-mail Address										
5	Contact Number										
6	Year of Incorporation/Establishment										
7	Turnover (in Rs.)	F.Y. 2021 – 22									
		F.Y. 2022 – 23									
		F.Y. 2023 – 24									
		Central Govt.									

8	Empaneled as service provider during last 3 years in Central / State Govt. / PSUs / Autonomous Body / Statutory Body (in numbers / count) in continuity	State Govt.	
		PSUs	
		Autonomous Body	
		Statutory Body	

Declaration –

I/We on behalf of organization have understood the job involved and agree to all the terms and conditions as indicated in this EOI/Tender Notice.

I/We on behalf of organization are not debarred and / or / blacklisted by Central State Govt. / PSUs / Autonomous Body / Statutory Body or by the Institute.

I/We on behalf of organization declare that all the facts stated and documents submitted are true to the best of our knowledge and belief.

I/We on behalf of the organization undertake that in case the above is found false/fake the tender may be summarily rejected without assigning any reason.

Seal of the organization

Signature :

Name :

Designation :

Date :

CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Please write YES or NO		
SR. NO.	Particulars	Yes/No
1.	Proof of Establishment, Commencement & Continuity of Business and Annual IT Return for each year business	
2.	PSARA License	
3.	GST Registration	
4.	EPF Registration Certificate	
5.	ESIC Registration Certificate	
6.	Professional Tax Registration Certificate	
7.	Electricity Bill / Rent Agreement of Office	
8.	ECR of EPF & ESIC of employees	
9.	Audited P/L Accounts & Balance Sheets for the last three financial years	
10.	Work Orders / Performance Certificates	
11.	Current list of prominent clients wherein security staff is provided	
12.	EMD / Supporting document(s) for EMD exemption	
13.	Detailed profile of the organization, management, manpower, specialization of staff, variety of services etc.	
14.	Sealed Envelope containing Technical Bid	
15.	Sealed Envelope containing Financial Bid	
16.	Any additional information, please add separate sheet(s)	
17.	Self-Declaration – Non-Blacklisting	

Seal of the organization

Signature:

Name:

Designation:

SELF-DECLARATION – NON-BLACKLISTING

To,
Foundation for Innovation & Technology Transfer
Deans Complex IIT Delhi' Hauz Khas
New Delhi - 110 016, India
Sir,

In response to the RFP Ref No. _____

Dated _____ .

I/ We hereby declare that presently our Company/ Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully

Name of the Party/Parties: -

Authorized Signatory: -

Seal of the Organization:

Date: -

Place: -

Annexure – 2

Financial Bid

(To be kept in a Separate envelope Super-scribing Financial Bid)

Name and Address of the Bidder: _____

S.No.	Description	Total Cost (This would be considered as final quoted cost per annum including ESIC, PF, Bonus, leave encashment, National Holidays etc.)	Remarks
1.	Manpower (Deployed in 24 Hrs. cycle & 365 days) Indicative Manpower Security Supervisor: - 2 Male Security Guard: - 15 Female Security Guard: - 2		
2	Total Amount (Rs.) exclusive GST		

- **L1 vendor would be selected based on the total amount mentioned for Manpower, material and Machinery.**
- All prices quoted by the Contractor shall be inclusive of service charges but exclusive of Goods and Services Tax (GST). The applicable GST shall be paid separately by the Client as per prevailing statutory rates.

Place:

Signature of the authorized signatory of the
Tenderer with seal of the Firm

Date:

Phone No. /Fax No. /Email:

Annexure 3:

Service Level Agreement (SLA)

Security Services at Research & Innovation Park – FITT, IIT Delhi

1. Purpose

This SLA defines the key performance parameters, service quality expectations, response/resolution times, and penalties associated with the delivery of security services at R&I Park.

2. Scope

This SLA applies to the following service areas:

- Access control (personnel, vehicles, materials)
- Patrolling and incident management
- Surveillance (including CCTV support)
- Emergency response (fire, medical, natural disaster)
- Conduct, uniformity, and professional behavior of guards
- Daily reporting and compliance tracking

3. Key Performance Indicators (KPIs)

Service Area	Standard/Expectation	Monitoring Tool	Penalty for Breach
Guard Deployment	100% attendance with relievers	Attendance Register/Biometric Log	₹500 per absence/shift
Gate Access Control	Verification of all visitors and materials	Gate Log Register	₹500 per breach
Incident Response	Response within 5 minutes (on-site); reporting within 15 minutes	Incident Register + Supervisor Report	₹1,000 per missed or late escalation
Patrolling Duty	Per shift patrol log with signature	Patrol Log Book	₹300 per missed patrol

Service Area	Standard/Expectation	Monitoring Tool	Penalty for Breach
Uniform & ID Compliance	All guards to be in full uniform with badge and ID	Spot Inspection	₹200 per violation
Training & Drills	Fire & evacuation drills once every 3 months	Drill Report Submission	₹2,000 per missed schedule
CCTV Monitoring Support	Continuous monitoring during assigned shift	Control Room Logbook	₹500 per instance of missed log
Behavior/Conduct	Courteous, no intoxication, proper protocol	Complaints, Feedback	₹1,000 per incident
Daily Reporting	Submission by 10 AM next day	Email Log / Physical Copy	₹200 per missed report

4. Escalation Matrix

Severity	Examples	Response Time	Escalation To
Low	Late report, uniform lapse	Within 4 hours	Site Supervisor
Medium	Missing guard, unrecorded entry	Within 1 hour	Facility Manager
High	Unauthorized access, theft, fire	Immediate (within 15 mins)	Security Head / FITT Officer-in-Charge

5. Review and Monitoring

- Monthly SLA reviews will be conducted with the Security Agency by FITT's designated officer.
- Repeated violations (3 or more in a month) on any KPI may lead to **corrective action, deduction, or notice.**
- Agency must maintain logs and submit:
 - **Daily deployment & handover reports**
 - **Monthly attendance and compliance summaries**
 - **Quarterly fire/emergency drill certifications**