



IIT BOMBAY
RESEARCH PARK
aspire

IIT BOMBAY RESEARCH PARK FOUNDATION

11th Floor, Research Park Building,
IIT Bombay campus, Powai, Mumbai - 400076

Tender Document

for

Security Services

at IIT Bombay Research Park

2026 - 2027

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1. Tender Notice

The IIT Bombay Research Park Foundation (hereinafter referred to as IITBRPF) invites proposals for the selection of a qualified and experienced Security Service Provider (hereinafter referred to as the SS COMPANY) to provide comprehensive security services for the common areas of the newly developed, state-of-the-art Research Park building.

The Research Park has been designed to foster an innovative and collaborative environment for its tenant companies. Ensuring a safe, secure, and well-regulated environment across all common areas is essential for the smooth functioning of the facility and the well-being of all occupants.

The Research Park building comprises 14 floors and includes, but is not limited to, lobbies, corridors, auditorium, meeting rooms, food court, washrooms, semi-open terraces, open terraces, fine-dining areas, and external premises. These areas are integral to daily operations and occupant experience, and therefore require round-the-clock security, access control, surveillance, and emergency response to maintain safety and order at all times.

Accordingly, IITBRPF seeks a professional security agency capable of delivering reliable, trained, and technology-enabled security services in line with statutory requirements and best industry practices.

Sr.no.	Particulars	Details
1	Tender No.	IITBRPF/Infra/Tender/05 /25-26
2	Tender Date	21/1/2026
3	Designation and Address of the RFP Inviting Authority	To, The PIC, IITB Research Park Foundation, 11th Floor, Research Park Building, IIT Bombay campus, Powai, Mumbai - 400076
4	Nature of work	Security Services at IITB Research Park Building
5	Supply/work to be carried out at	IITB Research Park Building
6	Contract Period	1 year
7	*Earnest Money Deposit (EMD)	Rs 1,00,000
8	Pre-Bid Meeting & Site visit	30/1/2026
9	Last Date and Time for Submissions of tender	10/2/2026
10	Date and Time of Opening of the technical bid	16/2/2025
11	Date and Time of Opening of the Commercial bid	To be announced

** EMD & Security deposits are detailed in clause 1 under Terms and Conditions.*

2. SUBMISSION OF BIDS

Both the bids (Technical and Financial) duly signed Authorized Signatory should be submitted in two separate sealed envelopes as described below:

All details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted.

- A. **Envelope 1:** Containing Technical Bid duly completed in all respects all relevant documents and the envelope should be superscribed in bold letters with the statements 'TECHNICAL BID FOR PROVIDING SECURITY SERVICES IN IITB RESEARCH PARK BUILDING

- B. **Envelope 2:** Containing the Financial Bid, and the envelope should be superscribed in bold letters with the statements 'FINANCIAL BID FOR PROVIDING SECURITY SERVICES IN IITB RESEARCH PARK BUILDING

Finally, the above-mentioned envelopes should be kept in a single sealed cover/envelop and the envelope super-scribed in bold letters with the statements – SECURITY SERVICES at IITB RESEARCH PARK BUILDING and to be submitted at:

Professor-In-Charge,
IITB Research Park Foundation,
11th Floor, Research Park Building,
IIT Bombay campus, Powai, Mumbai - 400076

3. Eligibility Criteria

Bidders should submit copies of the following documents in the technical bid (along with other supporting documents mentioned under Technical Evaluation Criteria in this document) for the IITBRPF Security services work contract for the Research Park building.

- a) The bidder/ SS Company must be incorporated & registered in India, under the Indian Companies Act, or the Limited Liability Partnership Act. and should be in operations in India for minimum period of 03 years as on 31/03/2025.
- b) The bidder shall not be blacklisted/debarred by any Central/State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as on the date of submission of the proposal.
- c) The aggregate of the net profit of the bidder/SS Company during last three Financial years (2022-23, 2023-24 & 2024-2025) and the net worth of company during these financial years should be positive as revealed by audited balance sheet.
- d) Experience of having Successfully completed similar works during the last 7 years ending previous day of the date of submission of tenders month of as per b and c'.
- e) Copies of three similar completed work orders for projects with a one-year period not less than 3 crores, along with work completion certificates and performance certificates (in FORM B format), and copies of three ongoing works of similar scope and scale with details such as the date of start, stipulated and actual completion date, the value of work etc.
- g) A copy of one single work order for any completed work, with work completion certificate, performance certificate (in FORM B format) or any format, and costing for a one-year period not less than 3 crores in a Government, Semi-Government, or Public Undertaking organization or large private organization.
- h) Valid certified copy of labor license issued by the State/Central Labor Commission office for a minimum engagement of 100 casual laborers per day in a single security service work contract.
- i) Certified copies of company registration, PF & ESIC registration certificates, and copies of PF & ESIC challans for proof of payment to respective authorities for the last six months (based on the labor engaged during a particular month), along with a GST registration certificate.
- j) Copies of pan card & Income tax return statement of last three years 2022-23, 2023-24 & 2024-25.
- k) The SS COMPANY should have an average annual turnover of Rs. 10 crores during the last three financial years ending 31/03/2025. This should be certified by a chartered accountant and should not have incurred any loss in more than two years. The format of submission as per FORM A in this document.
- l) Planning Vision & Approach – Provide a detailed description of how your firm can assist IITBRPF in achieving the goals described in the tender document.
- m) Submit copies of work orders and work completion certificates as mentioned in Sr. No. (b) & (c). Failure to submit these documents will result in the bid capacity not being calculated, and the technical bid will be summarily rejected without opening the financial bid.
- n) All bidders should submit an EMD of Rs 1,00,000 in the form of demand draft to

the IITB Research Park on or before 4:00 PM, 9th February,2026 in favor of the IITB **Research Park Foundation**. Also bidders have to send a scanned copy of the same D.D. along with technical documents. If EMD is not received from any bidder as detailed above, the tender of that bidder will be liable for rejection. EMD without interest of all unsuccessful bidders will be returned after the completion of tender process and award of contract.

- o) Provide a description of the company and its relevant capabilities including but not limited to advanced APPS developed.
- p) Bidders should submit the undertaking certificate as specified in Annexure 1 in this document.
- q) Litigation history of the agency is required to be submitted (in letter head) along with the application. A tender would not be awarded if any inquiry proceeding related to the criminal case. Also if the contract is terminated in the last 07 years due to noncompliance with the statutory provision, they cannot participate in this tender and will be summarily rejected.
- n) Proof of Constitution: An affidavit in case of Sole Proprietorship, Partnership Deed for partnerships, and Articles of Association for Private/Public Limited Companies must be submitted.
- o) In the event that the SS COMPANY has previously executed a similar assignment for IITBRPF and its performance was found to be unsatisfactory, the SS COMPANY shall be rendered ineligible to participate in this tender for the next 2/3 years, as per the prevailing rules and norms of IITBRPF.
- p) Self attested copy of a valid PSARA license issued by the competent authority.

Evaluation of applications for eligibility: -

- The applications will be evaluated for conformity to the eligibility criteria under Sr. No. a, b, c, d, e, f, g, h, i, j, k, l, m and n as per the prescribed format, along with a copy of relevant documents and certificates. All the documents should be signed and sealed by the authorized signatory.
- Only those applications found eligible as per the criteria above will be considered for the technical evaluation, as outlined in the next stage.

Note:

- The available bid capacity will be calculated based on the above information received from the agencies and the agencies that have sufficient bid capacity, ie. bid capacity of more than 3 crores will only be considered. The tender of agencies having less bid capacity will be rejected.
- If required, contractors/Agencies/proprietors should submit the power of Attorney to their representative to deal on any matter with any officer or Staff of IITBRPF on behalf of them or their agency.
- Tender will be rejected if white ink is used in tender documents.
- SS COMPANY who wishes to attend pre bid meeting shall intimate IITBRPF with a number of visitors attending it with their names at infra@iitbresearchpark.com in advance on or before.
- Tenderers should send by email all their queries, latest by 15 hours one day before to the scheduled pre- bid meeting date to infra@iitbresearchpark.com
- If there are varying or conflicting provisions made in any one document forming part of the contract, the IITBRPF shall be the deciding authority with regard to the

interpretation of the documents and its decision shall be final and binding on the tender.

- IITBRPF reserves its right to verify all the credentials, quality, quantity, workmanship, other required details etc. of the bidders/ SS COMPANY with their clients along with ongoing/completed work based on-site visit and other sources before finalization and award of the work. In case of requirement/emergency IITBRPF reserves its right to award any quantity of works to any other SS COMPANY /agencies at its own risk and cost.
- IITBRPF reserves its right to reject/accept any tender forms and / or accept/reject any tender or re-invite the tenders without assigning any reason and without any reference.

4. Technical Evaluation Criteria

Quality/ schedule/ performance / compliance evaluation of completed works shall be conducted by an Evaluation committee constituted by PIC/CEO, IIT Bombay Research Park. Evaluation will be based on the following performance: -

1. Firm Turnover - 20 marks.
2. Scale & Size of Operation - 20 marks.
3. No. of Projects - 10 marks.
4. Manpower on Roll - 10 marks.
5. Presentation - 20 marks.
6. Litigation History - 10 marks
7. Compliance document/PSARA - 10 marks

Note: All bidders must submit relevant and verifiable supporting documents for each of the criteria to obtain scores. All the documents/reports should be signed and sealed by the authorized signatory. Failure to provide appropriate documentation may result in zero marks being awarded for that criterion.

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Documents for submission in technical bid folder
01	Firm Turnover	20	<p>a) If firm turnover > 50 Cr = 20 Marks</p> <p>b) else If firm turnover is more than 30 Cr but up to 50 Cr range =15 Marks</p> <p>C) else If firm turnover is more than 10 Cr but up to 30 Cr range = 10 Marks</p>	<p>a) Firm turnover is defined as the average turnover from security services over the last 3 Years</p> <p>b) Chartered Accountant verified / audited turnover statements to be furnished as proof for the same. Bidder shall ensure that any certificate/reports issued/attested by a practicing-chartered accountant in India and submitted in the bid shall mandatorily include the UDIN number. Certificate/reports issued/attested without UDIN number of practicing chartered accountant in India shall not be considered for evaluation.</p>

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
02	Scale & Size of Operation	20	<p>a) Single work of similar nature > 5 Cr during awarded work duration- 20 Marks</p> <p>b) Single work of similar nature greater than 2 Cr but up to 5 Cr during awarded work duration - 15 Marks</p>	<p>a) Similar works mean - security services(including the mentioned scope of work in this document) at Educational Institute, Residential PSU colonies/ Government / non-residential corporate office buildings, metro rail premises etc.</p> <p>b) Provide the client certificate (performance certificate) of similar work executed over the last 7 years. This Client certificate should show</p>

			c) Single work of similar nature greater than equal to 1 Cr. But up to 2 Cr. During awarded work duration- 10 Marks	the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work c)Level of satisfaction of the client with work needs to be mentioned in the work experience certificate. d)Highest work value performed over the last 7 years of the single work will be considered for evaluation with min. of 1 year of execution of contract completed (Ongoing works meeting above criteria will be considered)
03	Number of Projects	10	a) No. of works of similar nature >= 7 Nos in the past 7 Year = 10 Marks b) No. of works of similar nature greater than 4 but lesser than 7 in the past 7 Year = 8 Marks c) No. of works of similar nature greater than or equal to 2 and lesser than or equal in the past 7 Year = 5 Marks d) No. of works of similar nature lesser than 2 in the past 7 Year - 03 Marks	a) Definition of similar works - same as above but with at least 1 year duration. Work can be completed work / ongoing work and should have at least 1 year of work executed and should have been performed over the last 7 years. b) Value of each work contract should not be < 3 Cr over awarded duration. c) Self-Attested copy of experience certificates for completed work / ongoing work issued by the Organization awarding work shall be acceptable. References of clients are also requested.

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
04	Manpower on Roll	10	a) Overall manpower on roll > 200 - 10 marks b) Overall manpower on roll between 100-200 - 8 Marks c) Overall manpower on roll between 50-100 -5 Marks	a) Duly CA audited statement of manpower wages/ manpower roll for the previous four quarters to be submitted as part of the technical bid. b) For winning contractor, EPFO Challan /bank account statement in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters may be verified during award of contract. Inability to produce the same will lead to blacklisting of agency from future or any other equivalent document to prove the overall manpower
05	Presentation	20	The presentation by the bidders need to cover the following aspects for	a) 'Presentation will be evaluated by a panel appointed by IITB Research Park.

			<p>evaluation assessment by IITBRPF.</p> <p>a) Client list, and size/distribution of contracts completed / under execution</p> <p>b) Number of employees on payroll</p> <p>c) Client satisfaction certificates and OHSAS:18001 (>3 yr)</p> <p>d) Systems and processes followed for recruiting and training the employees</p> <p>e) Comprehensive operational plan (with all details) given in the technical bid for delivering security services to IITBRPF.</p> <p>f) Security related equipments/apps (as per your calculation and assumption)</p>	<p>b) Bidders are encouraged to study the referred Educational Institute, PSU Government, Private sector, University, residential Complex, Corporate Office Building and also suggest improvements for upkeep. Bidder is supposed to explicitly detail out the work plan of manpower deployment (quantity and qualifications) as well as security related equipment in the presentation.</p> <p>c) Work plan details of manpower etc as well as innovations showcased in presentation will be added to the work contract / agreement and the contractor will be bound to adhere to it at all costs.</p> <p>Presentation needs to be given In-person and Date of Presentation will be intimated.</p>
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Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
			<p>g) Manpower to be proposed (numbers, designation, experience, qualification etc.) as per your calculation to meet the needs of Research Park.</p> <p>h) Reporting and Review Systems to be proposed</p> <p>i) Machinery/equipment planned to be stationed at IITBRPF bidder's cost</p> <p>j) Transition/takeover plan for security management services</p> <p>k) Complaint redressal system to be proposed</p>	
06)	Litigation History	10	Bidder must submit a self-declaration on company letterhead confirming no litigation history involving fraud, contractual disputes,	<p>a) Full marks (10) will be awarded only if the bidder has no litigation history during the past 10 years.</p> <p>b) Any litigation / arbitration disclosed will result in zero marks under this criterion.</p> <p>c) IITBRPF reserves the right</p>

			blacklisting, or arbitration during the past 10 years	to verify the declaration; suppression of facts may result in rejection/blacklisting.
07)	PSARA License	10	The bidder shall possess a valid PSARA (Private Security Agencies Regulation Act) License issued by the competent authority for the State of Maharashtra. A self-attested copy of the license shall be submitted along with the bid.	The license must remain valid for the entire contract period. Non-submission or submission of an invalid/expired PSARA license shall result in rejection of the bid.

* A Bidder should mandatorily secure a minimum of 70% marks (i.e. 70 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weight-age and subsequently for opening of financial bids. The authority reserves the right to lower the qualification marks to 60% if at least 2 bidders do not achieve 70 marks out of total 100 marks.

TOTAL MARKS= 100

Kindly Note:

- The bidder shall submit documents/report detailing each of the above 6 items signed by the authorized signatory and should be part of the bid.
- Work order, work completion certificate & Performance certificate (format given in FORM B) of each work should be submitted in the technical bid
- To qualify, the applicant must secure at least 60% (sixty percent) marks in each of the above criteria and 70% (seventy percent) marks in aggregate.
- The evaluation of the proposal will be based on a weightage distribution of 70% for technical proposal and 30% for commercial proposal.
- Invitation for presentation and Site visit does not mean the bidder is technically qualified.
- Date of presentation shall be intimated to the bidders after opening of technical bid with prior notice.
- IITBRPF reserves the right to restrict the list of eligible Tenderers/bidders to any number deemed suitable.
- Even though an applicant may satisfy the specified criteria, he/she would be disqualification if he/she has: -
 - a) Made misleading or false representations or deliberately suppressed the Information in the form statements and enclosures required in the application for eligibility.
 - b) Record of poor performance such as, slow progress of work, abandoning of work, not properly completing the contract, or financial failures/ weaknesses etc.

*The IITBRPF reserves the right to accept or reject any application and to annul the qualifications process /Tender process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.

5. FINANCIAL BID

Price Bid of only technically qualified bidders shall be opened at later date in presence of Evaluation committee constituted by PIC/CEO, IIT Bombay Research Park. The date & time of opening the price bid shall be communicated to the technically qualified bidders. In case if the price bid is found to be tampered/modified in any manner, tender will be completely rejected. Do not quote price in the Technical Bid which would lead to bid getting disqualified without any further reference to the bidders. IITBRPF reserves the right to negotiate the quoted price with the successful bidder. The quoted rates shall remain firm throughout the first year of the contract and no revision is permissible for any reason.

List of documents to be submitted by the bidders in the financial bid are as follows:

- 1) FORM D – Employee Deployment Plan
- 2) Commercial proposal as per employee deployment plan as given in the table in form D. Please note that proposals should be based on central wages rules. Wage breakup is given in FORM E.
- 3) FORM C – List of SECURITY RELATED EQUIPMENTS quantity, make model, monthly rental cost etc.

FORM A

FINANCIAL INFORMATION

(To be duly filled, signed and uploaded along with a technical bid by the tenderer.)

I) Financial Analysis:-

Details to be furnished duly supported by figures in Balance sheet/profit and loss Account for the last three years duly certified by the Chartered Account, as uploaded by the applicant to the Income- Tax Department(Copies to be submitted separately).

Sr. No.	Details	Year ending 31 st March of		
		2022-23	2023-24	2024-25
1	Gross annual turnover in Security Service work			
2	Profit(+)/Loss(-)			

II) Financial arrangement for carrying out the proposed work.

III) Income Tax Pan details (to be uploaded separately)

IV) Solvency certificate from Bankers of Applicant (to be uploaded separately).

SIGNATURE OF APPLICANT (S)

SIGNATURE OF CHARTERED ACCOUNTANT WITH SEAL

FORM B

(To be duly filled, signed and uploaded along with technical bid by the tenderer)

PERFORMANCE REPORT FOR WORKS REFERRED (At least three)

1.	Name of the work & Location.
2.	Scope of work: -
3.	Agreement No.
4.	Tendered Cost
5.	Value of work done
6.	Date of start
7	Date of completion
i	Stipulated date of completion
ii	Actual date of completion
9	Amount of compensation levied for Unsatisfactory security services
10	Performance report based on quality of work
11	Excellent/very good/ Good/ Fair

Date :

(*Signature and seal of the client/owner to whom the work executed)

*** Certified by self will not be accepted**

FORM C

List of Security Equipment/Assets for Security Services work

Name of Work: - Integrated Security Services at IIT Bombay Research Park

Name of the SS COMPANY: -----

Sr. No.	Description	Make	Model	Monthly Rental Cost (INR)	Qty	Total Rent (INR)
	Walkie Talkies					
	Metal Detector					
	Desktop					
	Frisking Machine					

The successful bidder shall finalize the list of security equipment, quantity, and deployment locations after approval from the IIT Bombay Research Park team. Any additional equipment required for effective security operations shall be provided by the SS COMPANY with prior approval.

FORM D

Employee Deployment Plan

As part of the Security Services required for the G+14-storey Research Park building, the appointed Security Services Company (SS COMPANY) shall be responsible for providing comprehensive security coverage across all common areas, access points, and critical facilities of the building.

Please find below the manpower requirements based on the current occupancy and operational needs. The manpower deployment may be revised depending on changes in occupancy and operational requirements. The final manpower deployment shall be communicated to the successful bidder prior to commencement of services.

Sr.No	Area/Function	General Shift	Shift 1	Shift 2	Shift 3
	Security Supervisor		1	1	1
	Security Guards	3	7	7	7

FORM E

Employee Wage Break-Up

A)	BASIC
	DA
	HRA (5 %)
	TOTAL GROSS SALARY
B)	Deductions
	MLWF - June & December @Rs.25/-
	EMPLOYEES SHARE
	PF @ 12% (up to the capping of wages Rs. 15,000/-)
	ESIC @ 0.75%
	PROFESSIONAL TAX
	TOTAL DEDUCTION
C)	NET SALARY PAYABLE (A-B)
D)	EMPLOYERS CONTRIBUTION
	PF @ 13%
	ESIC @ 3.25% OF GROSS
	MLWF -Rs.75/- per employee
	Service Charges.
E)	NET EMPLOYERS' CONTRIBUTION
	TOTAL COST PER PERSON (C+D)

Annexure 1

UNDERTAKING CERTIFICATE

To,
PIC,
IIT Bombay Research Park,
Powai, Mumbai, Maharashtra- 4000076

Name of Work: - Security Services at IIT Bombay Research Park

We hereby submit our bid for the open tender for Security Services at IIT Bombay Research Park and confirm that we have quoted all rates for the attached schedule of tender for the above-mentioned work.

We hereby accept and agree to all the General Terms and Conditions of the Contract and confirm that the same have been read, understood, and accepted by us without any reservations.

We further agree to keep the validity of our bid for a period of 180 days from the date of opening of the tenders, without any modification to the quoted terms and conditions.

We also submit below the details of security manpower proposed to be deployed for execution of the contract. We assure that all personnel deployed shall possess the required qualifications, training, experience, and statutory certifications, as applicable for security services.

Sr. No.	Designation	Qualification	Years of experience

Note: The above information is mandatory and shall be provided by the Security Services Company (SS COMPANY). Failure to furnish the above details shall render the tender incomplete, and the bid shall be liable for rejection.

Thanking you,

Yours faithfully,

Signature of the authorized signatory of SS COMPANY
with the official Seal/ stamp of the firm.

Annexure 2

Billing Format

Invoice No:

Date:

Sl no.	Description	Amount
	Gross Salary as per register	
	Employers Contribution towards P.F @ 12%	
	Admin Charges towards P.F @ 1%	
	Employers contribution towards ESIC @ 3.25%	
	M.L.W.F. Employer contribution	
	Total Amount	
	Add Service charges on gross salary	
	Total	
	C.G.S.T 9%	
	S.G.S.T 9%	
	Gross Total Amount	

6. Terms & Conditions of the Contract

- 1)** Retention Money @ 5% will be deducted from all monthly bills for the contract period . Deduction of Income Tax @ 2% or as per notification issued by the Income Tax Department from time to time and any additional charges /taxes as levied by the authorities will be recovered from the bill as per the conditions of the contract accepted by the successful SS COMPANY. Tenders uploaded without earnest money Rs 1,00,000 will not be considered. The earnest money of the unsuccessful bidders will be refunded without any interest after the award of the contract. The earnest money of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job.
- 2)** The Security Deposit thus recovered will be refunded after completion of 12 months from the date of commencement of work, after the receipt of the application from the SS COMPANY along with proof of payment of provident fund & yearly online statement of all workers and ESIC payment details of the same period to that effect. If the application is not received within three years, the amount will be credited to the IITBRPF account, and thereafter no claim will be entertained. If the SS COMPANY fails to make the statutory payment of P.F., E.S.I.C., PT, LWF, GRATUITY & any other liability then the unpaid amount along with penalty if any, will be recovered from the amount of security deposit.
- 3)** SS COMPANY is discouraged from subletting the work to any sub-contractor.
- 4)** The SS COMPANY should work as per the terms and conditions of these tender documents and this work order will be part and parcel of this contract.
- 5)** The SS COMPANY shall follow all the provisions of the Contract Labour (Regulation & Abolition) Act 1970 and Rules 1971, Workmen's compensation Act, C.L. (R & A) Act, Private security agencies Act 2005, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Inter-State Migrant Workmen (RE&CS) Act, Workmen Compensation Act, Industrial Disputes Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and local governmental agency or authority.
- 6)** The SS COMPANY shall provide PF & ESIC facility to the workers as provided in the PF & ESIC Act. The SS COMPANY shall remit PF, ESIC, GRATUITY, PT, and LWF within the stipulated time. The SS COMPANY is liable for timely remittance. Damages, if any, charged by the concerned department, have to be borne by the SS COMPANY.
- 7)** The SS COMPANY shall pay salary to the workers at least by the first week of every month.
- 8)** Every month's salary register & attendance Register shall be submitted to IITBRPF before the release of payment for checking. The SS COMPANY shall issue wage slips to all the workers at least one day before the disbursement of wages. The contractor shall issue an Employment Card, e Pehchan Card, and UAN No. to all the workers. The SS COMPANY has to procure a biometric attendance machine at his own cost and maintain the same during the contract period for attendance of the concerned workers deployed by the SS COMPANY. This monthly record of biometric attendance should be enclosed along with the monthly bill of the SS COMPANY.
- 9)** The SS COMPANY shall obtain the required license from the Assistant Labour Commissioner (Central) within 15 days from the date of issue of the work order. All returns as per the rules shall be submitted to the ALC (Central) and concerned authorities by the SS COMPANY.

- 10)** The SS COMPANY should maintain a muster roll for each site and workers should sign the muster of the SS COMPANY and do the Biometric attendance twice a day (on joining & leaving the duty).
- 11)** The SS COMPANY should complete all daily, weekly, monthly, and once in two months/ three months, six months work as per the scope of work for all working days, Saturdays, Sundays, and Holidays during the contract period.
- 12)** Any liability/Penalty arising out of complaint from the worker or as directed by the Labour Commissioner's office/court or any other Govt., Semi-Govt. office shall be deducted from the bill/S.D/EMD amount of SS COMPANY.
- 13)** A copy of the license shall be displayed permanently at the premises where the work is being carried out. Also, a notice board shall be displayed by the SS COMPANY containing the details of the Rate of minimum wages, Date of payment of wages, Working hours, Weekly holiday, and Name and address of the Inspectors having jurisdiction.
- 14)** Workers engaged by the SS COMPANY to complete work should attend to the duty in uniform with their identity card. The SS COMPANY can obtain temporary gate passes for their workers from IITBRPF. Also, the SS COMPANY should submit the list of workers who are working in the IITBRPF Building with P.F. & ESIC number, details to the IITBRPF Management.
- 15)** All safety & security rules, regulations, and practices prevalent in the IITBRPF should be strictly followed by the SS COMPANY and their workers.
- 16)** The SS COMPANY should fill out the form of P.F. & E.S.I.C. and get the P.F. number & E.S.I.C. card of all workers within 30 days from the date of commencement of the contract. The worker whose PF and ESI number is not generated, will not be allowed to join duty.
- 17)** The SS COMPANY shall be responsible for any injury or loss caused to his workmen while on duty. He shall obtain the necessary E.S.I.C. card and also any additional coverage, if any, and relieve IITBRPF from the responsibilities/liabilities in this respect.
- 18)** The SS COMPANY should make necessary arrangements for the welfare and health of their workers at their own cost.
- 19)** The SS COMPANY shall submit a bill in respect of the services rendered by them in duplicate on a calendar month basis with daily, monthly & once in two-month work reports in the prescribed format duly signed by the authorized representative. A Xerox copy of the salary register, Attendance sheet P.F., E.S.I.C., P T, LWF & GST paid challans with a statement of all workers of the same month.
- 20)** A temporary office will be required to be present on the IITBRPF building and at the time of final bill or after contract period ends, the same will be removed by the SS COMPANY.
- 21)** IITBRPF reserves its rights to address the complaints related to the compliance, to investigate the matters, and if any claims are found to be correct, the said amount will be adjusted through RA bills/security deposit/performance deposit of the SS COMPANY and

release the said payment to the concerns.

22) The SS COMPANY shall be responsible for the recruitment/engagement, discharge, and payment of persons engaged by them and the completion of all work as per the scope of work of this contract.

23) It will be the whole responsibility of the SS COMPANY to supervise the jobs carried out by their workers as per the schedule & scope of work given by IITBRPF.

24) The employees of the SS COMPANY shall not accept or receive any gifts, bonuses, gratuities, or other forms of reward from the IIT Bombay Research Park staff or its representatives during the tenure of the contract.

25) For irregular/incomplete/unsatisfactory service, a penalty shall be imposed on the SS COMPANY as per clause 74 in the terms and conditions. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given, or warning letter will be issued if such instances occur more than twice.

26) In the event of failure to carry out the work assigned as indicated in this tender document, to the satisfaction of IITBRPF, IITBRPF reserves the right to get the work done through alternate sources at the cost and risk of the SS COMPANY. Performance will be evaluated by the performance monitoring committee and necessary deduction will be made from security deposit.

27) The SS COMPANY has to follow all Acts that are in force at present and introduced from time to time, such as Acts enforced by the Employees Provident Fund Organization, Directorate of E.S.I.C. and concerned inspectors under the Act, and all necessary arrangements for worker security, leave, and insurance will have to be made by the SS COMPANY at their own cost including minimum wages declared by the competent authority from time to time.

28) The SS COMPANY should produce the records i.e. worker license, proof of payment of wages, attendance register, P.F., ESIC, GST, Gratuity & any other Govt. authority payments, etc., as and when demanded by the IITBRPF.

29) The SS COMPANY shall indemnify IITBRPF against any actions, awards, proceedings, claims, and demands that may be made against it due to any act of negligence, default, etc. made by the SS COMPANY or his workers during the contract period.

30) The IITBRPF reserves the right to terminate the contract with advance termination notice of one month for noncompliance/violation/contravention of any of the provisions of worker laws, non-implementation of court orders, orders from worker law authorities received from time to time, and terms & conditions of work order and agreement, in such case, EMD/security deposit will be forfeited.

31) Reporting about the status of the job on a day-to-day basis shall have to be ensured by SS COMPANY to the infrastructure team of IITBRPF

32) SS COMPANY shall determine the working hours and shift schedules for its staff only after consultation with, and agreement from, the IIT Bombay Research Park team. Any shift schedules or timing changes must receive prior approval from IITBRPF before implementation.

33) Minimum wage rates are calculated as per Notification of Chief labor commissioner (C) New File No.1/27(5)/2024-LS-II dated 25/09/2024. Any increase or decrease in the basic pay, dearness allowance, P.F., and E.S.I.C. contribution will be paid by the SS COMPANY to the laborers or concerned authority. The IITBRPF will reimburse the difference between initial pay & increased pay in the basic, D.A., P.F. & E.S.I.C. after the submission of payment proof made to their workers. The contractor shall ensure payment of wages to all deployed personnel strictly in accordance with the Minimum Wages as notified by the Central Government from time to time. Any revision in minimum wages by the competent authority shall be implemented by the contractor with immediate effect and without delay.

34) If the SS COMPANY wants to withdraw the contract due to inaccessibility, personal reasons, or local issues, before the contract expiring date, at that time, the SS COMPANY should give a written notice at least three months in advance to IITBRPF. After withdrawing the contract, the EMD and security deposit amount will not be refunded to the SS COMPANY.

35) The SS COMPANY shall produce a checklist of all daily, weekly, monthly, and once in two months/ three months/six months, schedules one week in advance before starting the new month to carry out the work as per the scope of work.

36) Any unattended, incomplete or delayed work by the SS company will attract a penalty as specified in clause 74 under the terms and conditions. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given or warning letter will be issued if such instances occur more than twice.

37) The SS COMPANY shall be responsible for any damage to the IITBRPF property/assets due to negligence of the agency and the cost of all such damages will be recovered from the bills of the SS COMPANY.

38) The SS COMPANY should not engage any workers below 18 years of age. The SS COMPANY should pay the wages to the workers as per the Minimum Wages Act as fixed by the appropriate government from time to time. If any accident takes place, the SS COMPANY will be fully held responsible and for that, he should provide workmen compensation, insurance/ group insurance/ ESIC scheme.

39) This contract is purely based on the **employee deployment plan** and the work is to be carried out as per the scope of work mentioned in this document. The SS COMPANY is suggested to engage a sufficient/desired number of manpower, supervisors etc including relievers for the same. The cost of incomplete work will attract a penalty as per clause 74 in this document. SS COMPANY has to engage sufficient manpower during weekends and other days to complete work as per the scope of work. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given or warning letter will be issued if such instances occur more than twice.

40) The SS COMPANY shall arrange and provide all required security equipment, communication devices, tools, and accessories necessary for effective security operations at the IIT Bombay Research Park. The SS COMPANY shall submit the list of security equipment proposed to be deployed, as per the format prescribed in FORM C, for approval by the IITBRPF.

All such security equipment, devices, and tools shall be maintained in good working condition and shall be kept permanently at the IITBRPF premises, under the custody,

supervision, and risk of the SS COMPANY.

In the event that any equipment deployed at site is found to be non-functional or not in working condition, the SS COMPANY shall make alternate arrangements and carry out repair or replacement within 24 hours, without affecting the security operations.

Failure to repair or replace faulty equipment within the stipulated time shall attract penalty, as specified in the contract. However, such penalty shall be levied only in case of repeated occurrences, after issuance of a written warning. A warning or warning letter shall be issued if such instances occur more than twice.

If any of the security services under the scope of work are not carried out to the satisfaction of IITBRPF, the payment due to the SS COMPANY shall be at the discretion of IITBRPF.

Further, if any request, complaint, or instruction from the IITBRPF management or resident member companies relating to security operations is not attended to within 24 hours from the time the request is raised, a penalty shall be levied as per Clause 74 under the Terms and Conditions, and the same shall be deducted from the monthly bills of the SS COMPANY.

41) The SS COMPANY shall provide all security-related consumables, uniforms, communication accessories, and minor operational items as required for effective security operations, in consultation with and with prior approval of the IITBRPF team, including details of specifications, brands (where applicable), and quantities.

Unless specifically agreed otherwise in writing, the cost of such security consumables shall be deemed to be included in the quoted rates, and no separate reimbursement shall be payable.

42) The IITBRPF reserves the right to add new areas as per the rates of the work order or remove any area from the contract after awarding the work order. When a new area is added, proportionally manpower number & material quantity will be increased and on removal of area, it will be decreased. An increase or decrease in manpower will be decided by the IITBRPF in coordination with SS COMPANY.

43) The manpower cost includes Basic pay, D.A., PF, ESIC, Gratuity, Bonus, uniform. Therefore, SS COMPANY should consider all these items while bidding and provide them to workers engaged by them.

44) The 26th of January, 15th of August, 2nd of October and 1st of May are paid holidays. SS COMPANY have to give paid holidays to workers who are working in their contract. Workers who are performing duty on these days are entitled to additional wages for those days only.

45) Successful SS COMPANY have to do the Police verification of all their workers who will work under this contract in IITBRPF and submit a report to IITBRPF Management within a month of starting of contract.

46) SS COMPANY should have 3 months payment capacity of their staff against their wages.

51) The SS COMPANY shall pay skilled wages to all supervisory and coordination staff deployed at the IIT Bombay Research Park. The SS COMPANY shall engage qualified, physically fit, trained, and experienced security personnel as per the requirements specified below.

The SS COMPANY shall ensure that all security personnel are:

- Physically and medically fit, with valid medical fitness certificates issued by a registered medical practitioner
- Police-verified, with verification records submitted to IITBRPF prior to deployment
- Trained in security operations, including access control, visitor management, CCTV surveillance, emergency response, fire safety, and basic first aid
- Provided with refresher training periodically or as directed by IITBRPF

The SS COMPANY shall deploy a Security Manager / Supervisor and adequate supervisory staff to ensure round-the-clock security operations across the building, including parking areas, common areas, lifts, and CCTV surveillance rooms.

Designation	Minimum qualification and experience required
Security Supervisor	Minimum 12th pass / Ex-Serviceman preferred, with minimum 8 years of experience in supervisory roles
Security Guard	Minimum 10th pass, minimum 2 years of experience, physically fit, trained in access control and emergency handling
Roving / Patrol Guard	Same as Security Guard, with additional experience in patrolling and incident reporting
CCTV Operator	12th pass with minimum 2 years of experience in CCTV monitoring and basic computer knowledge

47) IITBRPF will not entertain any worker's issues. The SS COMPANY must solve all workers' issues related to contract terms & conditions.

48) SS COMPANY shall be responsible for managing unforeseen scenarios that may arise during the execution of services, ensuring minimum disruptions to operations.

49) Every month performance evaluation will be done based on existing terms, conditions, and scope of work. If the performance is not satisfactory, the performance deposit will be forfeited.

50) In the event of any dispute over this contract, IITBP's decision shall be final and binding on the SS COMPANY.

51) The IITBRPF shall have the right to request a change of any Personnel of SS COMPANY at

any given time at its sole discretion. SS COMPANY shall change such Personnel as per the Personnel's term of employment, subject to a maximum of two months 'notice period.

52) In the provision of Services, SS COMPANY shall deploy such Personnel as required by and mutually agreed with the IITBRPF and shall ensure that such Personnel are qualified (including police verification) to perform the responsibilities assigned to each of them, as per the terms of this Agreement.

No such Personnel shall at any time be regarded as employees of the IITBRPF. SS COMPANY shall be solely responsible for the terms and conditions of the services of the Personnel and shall comply with all the statutory laws, labor compliances, notifications, rules, regulations etc. governing the Personnel as may be in force from time to time.

53) SS COMPANY shall always ensure the presence and availability of the number of Personnel as agreed by and reported to IITBRPF. In case of absence/non-availability of any Personnel or any shortfall in the Personnel deployment, for any reason whatsoever, SS COMPANY shall provide necessary replacement of such absent Personnel, always ensuring, continuous and non- disrupted provision of Services. It is clarified that SS COMPANY shall not, at any time, increase the number of Personnel beyond what is agreed by IITBRPF without prior written approval of the IITBRPF.

54) SS COMPANY shall, at its own cost and expenses, obtain and keep valid all the requisite consents, licenses, no objections, or permissions (Licenses) as may be necessary in relation to its business. SS COMPANY shall ensure prompt and timely renewal of Licenses from the competent authorities and undertake not to do any act/omission to act that may lead, inter alia, to cancellation of Licenses or levy of penalties etc.

55) SS COMPANY shall make timely payments of any taxes, duties or charges imposed or levied by any statutory authorities in connection with the Services.

56) SS COMPANY shall be solely responsible and liable for the safety and SS COMPANY's equipment and installations, including but not limited to cables, wires, spares, fixtures, documents, approvals, plans, registers, etc. kept, stored, available at the Property and the IITBRPF shall not, in any manner, be responsible or liable for any loss, theft, damage, pilferage to the same. SS COMPANY shall also be solely liable and responsible for its Personnel, or any other authorized persons working at the Property during performance of its obligations hereunder and the IITBRPF shall not be held liable or responsible for any kinds of losses or damages including any injury or loss of life due to any reason directly attributable to SS COMPANY in performing its obligations under this Agreement. SS COMPANY shall indemnify and agrees to keep indemnified the IITBRPF in this regard.

57) SS COMPANY shall, at all times, keep and cause to be kept records, registers, log books, bills, accounts, contracts etc.in relation to the operation and maintenance of the common areas of the Property and the provision of Services (Records) and the Records shall be made available to the IITBRPF as the case may be, at their request, for the purposes of examination, audit and inspection.

58) After handover of all the affairs and management of the Property by the IITBRPF to the SS COMPANY in accordance with the applicable laws, the IITBRPF shall have the discretion to either continue with SS COMPANY for the provision of the Services or terminate the arrangement.

59) SS COMPANY agrees to keep the IITBRPF, its directors, officers, employees, agents, or representatives indemnified against direct losses, damages, costs, expenses, penalties, payments and liability whatsoever including reasonable legal fees which the IITBRPF may suffer or incur directly as a result of, arising out of the following causes directly attributable to SS COMPANY in rendering the Services.

a) Any misrepresentation or breach of the terms, conditions, warranties, obligations

contained in this Agreement.

b) Any breach or non-compliance of any statute, rules, regulations, directions, orders from any statutory body, agency applicable to SS COMPANY.

c) Any misappropriation or mismanagement, by it or its Personnel, of any amounts collected hereunder from the unit purchasers/occupants at the Property.

d) Any disclosure of Confidential Information.

e) Any claim for any infringement of intellectual rights.

f) Any gross negligence, willful misconduct, theft, misfeasance, or fraud.

60) Upon expiry or termination of this Agreement, whichever is earlier, all documents and all copies of Confidential Information of IITBRPF in the possession or control of SS COMPANY or its current employees, directors, and officers shall be returned to IITBRPF.

61) SS COMPANY will comply with all laws directly relating to the provision of the Services, its staff, employees, and personnel. Notwithstanding anything to the contrary contained in this Agreement and/or any of the schedules/annexures attached hereto, in case of any penalty/fine imposed by any authority/ on the IITBRPF due to the negligence of SS COMPANY, the same shall be borne and paid / reimbursed by SS COMPANY to the IITBRPF. This shall be in addition to any other penalty that may be provided elsewhere in this agreement/schedules attached hereto.

62) SS COMPANY agrees to effect and keep in force during the Term, a comprehensive insurance policy to cover all its Personnel against all kinds of losses, damages etc. including injury and/or loss of life due to any reason/s whatsoever, whether by fire and/or due to any other risks that may arise during rendering the Services. Details of these insurance policies must be provided by SS COMPANY to IITBRPF, if requested by IITBRPF.

63) If the materials, equipment, or assets in the IITBRPF building are damaged by the SS team, including but not limited to damage to furnishings, fixtures, or infrastructure, SS company must repair or replace the damaged items at their own expense. Alternatively, the equivalent cost will be deducted from the monthly payment. The SS COMPANY team is responsible for ensuring that all repairs and replacements meet the required standards of quality and safety. Failure to comply with these terms may result in additional financial penalties or termination of the agreement.

64) The initial period of contract will be ONE year with a provision to extend the contract for a further period of ONE year, subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IITBRPF. In an exceptionally deserving case IITBRPF, at its sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.

65) All disputes and differences arising out of or in connection with the Agreement shall be referred for arbitration under the provisions of the then prevailing Indian Arbitration and Conciliation Act, 1996 as amended from time to time. The Parties agree that the seat of arbitration shall be at Mumbai and the arbitral proceedings shall be conducted by a sole arbitrator to be appointed by the Parties mutually within 15 (Fifteen) days from the date of the first recommendation for an arbitrator in written form from a Party to the other Party. If the Parties fail to decide on the sole arbitrator within a stipulated period of 15 (Fifteen) days, the sole arbitrator shall be appointed in accordance with the provisions of the then prevailing Indian Arbitration and Conciliation Act, 1996. The arbitration proceedings shall be conducted in English

language.

66) Force Majeure" shall mean any event beyond the reasonable control of the IITBRPF or the SS COMPANY, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.

i) If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances there of within fourteen (14) days after the occurrence of such event.

ii) No delay or nonperformance by either party hereto caused by the occurrence of any event of Force Majeure shall

a. constitutes a default or breach of the Contract

b. give rise to any claim for damages or additional cost, or expense occasioned thereby

c. If and to the extent that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

iii) Notwithstanding clause (ii) above, Force Majeure shall not apply to any obligation of the IITBRPF to make payments to the SS COMPANY herein.

67) Black Listing: IITBRPF may debar or blacklist the bidder in case of default as per applicable rules & norms as on date of submission of the proposal.

68) In the event of the SS COMPANY's failure to supply the ordered services as per the contract the IITBRPF reserves the right to procure the services from any other source at the SS COMPANY's risk and cost and the difference in cost shall be borne by the SS COMPANY or Such cost shall be recovered from the bill of the SS COMPANY.

69) The SS COMPANY shall obtain license under the Contract Labour (R&A) Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on submission of the said license. The SS COMPANY would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notices, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.

70) IITBRPF reserves the right to, at any time and in its absolute discretion the following

- a) Accept or reject any or all bids at its sole discretion and without assigning any reason whatsoever including but not limited to the bidder's unsatisfactory past performance.
- b) To permit any bidder to resubmit its shortfall documents
- c) To negotiate the price with bidder
- d) To suspend, discontinue, modify and/or terminate the Tendering process at any time without assigning any reason whatsoever

71) STATUTORY & CONTRACTUAL COMPLIANCE REQUIREMENTS:

The FM Company shall strictly comply with all statutory, regulatory, and contractual obligations as detailed below. Non-compliance with any clause may result in withholding of payments, penalties, or termination of the contract at the discretion of IITBRPF.

- A. The FM Company shall raise the Bonus Bill during the Diwali period on actuals. The Leave Encashment Bill and gratuity bill shall be raised only after completion of the Financial Year (April to March), strictly on actuals. Bills for Uniform shall be raised separately, as and when required.
- B. The FM Company shall obtain a separate Workmen Compensation Policy for all IITBRPF contractual employees who are not covered under ESIC, and a copy of the policy shall be forwarded to IITBRPF.

- C. Minimum Wages, as notified and revised by the Central Government from time to time, shall be paid by the FM Company without exception.
- D. The Contractor shall submit duly signed hard copies of all statutory documents along with each monthly bill, including:
- (i) a separate Salary Statement for employees deputed to IITBRPF;
 - (ii) a separate PF ECR for employees deputed to IITBRPF;
 - (iii) ESIC Contribution History with IITBRPF employees clearly highlighted;
 - (iv) copies of PF Challan, ESIC Challan, PT Challan, MLWF Challan, and other applicable statutory challans; and
 - (v) The Contractor has to obtained Contract Labour from the Central Labour Commissioner, SION, if applicable.

72) Wages of workers shall be paid by online method, A/c payee, cheque, or ATM through bank and Bank statement, Xerox copy of attendance sheet, salary & overtime disbursement sheet, and other documents which are mentioned in terms & conditions of the contract of all workers shall be produced to IITBRPF if asked along with the monthly bill.

73) Upon the completion of the contract period, the SS Company shall terminate the employment of all its employees deployed under the contract and ensure the settlement of all financial liabilities, including but not limited to wages, bonuses, gratuities, and other statutory dues for each employee. The SS Company must collect and submit No Dues Certificates from all employees as proof of settlement, along with termination certificates and any other required documents. The final settlement of bills with the Research Park will be processed only upon the submission of all these documents in full.

74) PENALTY CLAUSE

Sl no	Parameters	Performance Requirement	Frequency	Rectification time	Penalty
	Presentation & Grooming of Security Guards	Security guards not neatly dressed, improper uniform, unclean appearance, unshaven, or not wearing prescribed black shoes	Twice in a month	4 Hours	5000
	Double Duty / Overtime Violation	Deployment of guards on double duty beyond permissible working hours, not in compliance with the Minimum Wages Act /	Twice in a month	4 Hours	5000

		labour laws			
	Implementation of Security Policies & Procedures	Proper entries in all applicable registers, issuing of laptop, visitor passes etc.	Twice in a month	Immediate	5000
	Absence of Guard Without Reliever	Absence of staff on duty without reliever	Twice in a month	4 Hours	5000
	Supply of all security-related materials	No delay in supply of security related material	Twice in a month	24 to 48 Hours	SS company to fulfil the HK material and consumables from local market
	Safety of company assets	Ensuring safety of assets at all times. Responsibility of logging FIR, dealing with Govt. body (if required)	As and when occurrence	Immediate	Depreciated cost of asset value
	Failure to Make Statutory Payments	Timely compliance for PF, ESIC, PT, LWF, Gratuity & any other statutory liabilities	Monthly	7 days	Penalty as per statutory norms / recovery from bill
	Quality of Services Provided	No irregularity, incomplete, unsatisfactory or unattended service; all tasks to be	Twice in a month	Immediate	5000

		completed as per tender scope			
	Failure to Carry Out Assigned Work	All work assigned as per tender must be completed to the satisfaction of IITBRPF	As applicable	Immediate	5000
	Adherence to statutory compliance and compliance audit rating	Regular and full payment of wages in accordance with the latest applicable rates of minimum central wages , contract labour register submission (Form A,B,C,D) timely remittance of ESI,PF,PT, LWF challan before due date,leave and bonus paid on monthly basis	Monthly	7 days	Penalty as per statutory norms / recovery from bill

75) SS Company shall submit monthly invoices strictly as per the Billing Format provided in Annexure-2 of this tender document. No deviation from the prescribed format will be accepted.

76) The terms and conditions stated in this tender document are indicative and may be subject to modification, addition, or deletion at the sole discretion of IITB Research Park. The final and binding terms and conditions shall be those incorporated in the formal agreement to be executed with the selected contractor. In case of any conflict between the tender terms and the executed agreement, the provisions of the executed agreement shall prevail

7. Terms of Payment

- 1.** No advance payment against cleaning bills will be made under any circumstances.
- 2.** Monthly bill will be paid based on employees deployed as per the scope of work of that month. Amount of manpower, incomplete work, and penalty if any will be deducted from the monthly bill.
- 3.** The total retention money of 5% of the monthly bill will be deducted from the monthly

running bill.

4. As per the notification of the central Govt. GST is @ 18% and this amount will be reimbursed by IITBRPF to the SS COMPANY. If GST is changed by Govt., then the SS COMPANY has to pay as per the revised rate and IITBRPF will reimburse the same.

5. The SS Company should submit a monthly bill for payment in two sets along with that month's workers' attendance sheets, salary disbursement sheets, Bank statement of P.F. & ESIC payment, P.F., Gratuity, ESIC, PT, & LWF contribution and online payment detail statements sanitary material challans & copy of tax invoice, GST paid challan, over time payment statements, a sheet of advance given to workers with signature, a sheet of hand gloves, masks etc issued to the worker with signature in particular months and any additional information required to IITBRPF from SS COMPANY related to any payment to worker & Govt. authorities. Payments will be made by IITBRPF to the SS COMPANY within 45 days of the submission of the bills, along with all required documents.

6. The final bill shall be submitted by the SS COMPANY in the same manner as specified in interim bills within three months of the physical completion of the work. No further claims shall be made by the SS COMPANY after submission of the final bill and these shall be deemed to have been waived and extinguished. Upon the completion of the contract period, the SS Company shall terminate the employment of all its employees deployed under the contract and ensure the settlement of all financial liabilities, including but not limited to wages, bonuses, gratuities, and other statutory dues for each employee. The SS Company must collect and submit No Dues Certificates from all employees as proof of settlement, along with termination certificates and any other required documents. The final settlement of bills with the Research Park will be processed only upon the submission of all these documents in full.

8. Scope of work

Sr. No	Nature of Service	Frequency
	Security Services	Daily

<p>1</p> <p>2</p> <p>3</p>	<p>Deployment of Trained Security Personnel at Research Park and Utility Building:</p> <ul style="list-style-type: none"> • Trained and professional security guards are to be deployed across the premises to ensure the safety and security of the property and its occupants. • The guards are responsible for monitoring entry and exit points, conducting regular patrols, and responding to any security incidents or emergencies. • Security personnel also maintain logs of all individuals entering and exiting the premises, ensuring accurate records are kept for security and auditing purposes. <p>Monitoring Surveillance Systems:</p> <ul style="list-style-type: none"> • Manage and monitor an array of surveillance systems, including CCTV cameras, to ensure continuous security coverage. • The surveillance systems are to be regularly checked and maintained to ensure they are operational at all times. <p>Training:</p> <p>i) Induction and Refresher Training</p> <p>Mandatory induction training for all new security personnel before deployment. Periodic refresher training for existing personnel to reinforce procedures, discipline, and emergency response.</p> <p>ii) Fire Safety and Fire Drill Training</p> <p>Fire safety training covering: Identification of fire hazards Use of fire extinguishers Evacuation procedures Coordination with fire services and building management Mock fire drills to be conducted once every 6 months</p> <ul style="list-style-type: none"> a) For security personnel For all occupants of the Research Park, in coordination with the Research Park Team b) Submission of fire drill reports, attendance records, and observations after each drill. <p>iii) Emergency Response Team (ERT) Training</p> <ul style="list-style-type: none"> • Formation and training of an Emergency Response Team (ERT) from the security staff. • Training to include: 	
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	<ul style="list-style-type: none"> ○ Emergency evacuation management ○ Crowd control during emergencies ○ First response during fire, medical emergencies, gas leaks, electrical incidents, and natural calamities ● Coordination with local emergency agencies wherever required. <p>iv) First Aid Training</p> <ul style="list-style-type: none"> ● Basic first aid and CPR training for identified security personnel. ● Training to cover: <ul style="list-style-type: none"> ○ Handling medical emergencies ○ Stabilising injured persons until medical help arrives ● Availability and familiarity with first aid kits at designated locations. <p>v) Road Safety and Traffic Management Training</p> <p>Training on: Internal traffic movement within the Research Park Pedestrian safety Parking management Emergency vehicle movement</p> <ul style="list-style-type: none"> ● Special focus on entry/exit management, visitor safety, and peak-hour traffic control. <p>vi) Safety, Security, and SOP Training</p> <p>Training on: Standard Operating Procedures (SOPs) Access control and visitor management CCTV monitoring and incident reporting Handling of prohibited items and suspicious activities Emphasis on professional conduct, communication skills, and emergency decision-making.</p>	
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<p>4</p>	<p>v) Training Records and Compliance</p> <p>The Service Provider shall:</p> <p>Maintain training schedules, attendance records, and certification details. Submit periodic training reports to the Research Park Team All training activities shall be conducted at no additional cost to the Research Park</p> <p>Material Entry and Exit Monitoring:</p> <ul style="list-style-type: none"> • The security team will be responsible for supervising the movement of materials into and out of the research park. This includes managing loading docks, gates, and any other access points where materials are received or dispatched. • Document Verification: Upon arrival of materials or when materials are being dispatched, the security team will check the permission forms or material movement passes issued by the Research park’s management or The security team will cross-check the materials with the items listed on the permission form. They will ensure that the quantity, type, and description of materials align with what has been approved. • Physical Inspection: Security personnel will conduct physical inspections of the materials to confirm that the actual items match the listed materials on the permission form. • Documentation and Record Keeping: All material movements will be recorded in logs maintained by the security team. • If hazardous or sensitive materials are involved, the security team will coordinate with the EHS team to ensure all safety and compliance protocols are followed during material ingress and egress. • Material Verification with Operations: For larger shipments or critical materials (such as specialized equipment or chemicals), the security team may coordinate with the operations or research teams to verify that the materials are indeed expected and comply with project needs. • Prohibiting Unauthorized Access: The security team ensures that only individuals with proper authorization can bring in or take out materials, reducing the risk of theft, sabotage, or accidental breaches. <p>Monitoring of fire protection system of the Research Park Building</p>	
<p>5</p>	<p>Parking Management:</p> <p>The Security Service Provider shall be responsible for effective parking management within the Research Park premises, including controlling and regulating the movement of vehicles, ensuring orderly parking of two-wheelers and four-wheelers in designated areas, preventing unauthorized or improper parking,</p>	

	managing entry and exit flow to avoid congestion, ensuring clear access for emergency vehicles at all times, and coordinating with the Research Park Team to address parking-related issues.	

AREA DETAILS

Sr.No	Description	Area in Sq. Ft.(approx.)
A)	Meeting rooms with capacity of 6 seater , 20 Seater , 40 Seater, Auditorium , Research Park Office , fine dine, VIP Dining	15,585 sq.ft
B)	Total Common Area corridor area with wash room on each floor ,Semi-open terraces, refuge areas, atrium , Including top terrace	2,40,000 sq.ft
C)	Surrounding area including landscaping area	28,000 sq.ft

Note:

The Research Park requires deployment of an adequate number of personnel from the Security Service (SS) Company, including but not limited to Security Guards (male/female), Lady Guards, Supervisors, Shift In-charges etc, as required for effective security operations of the Research Park building.

The SS Company shall submit detailed manpower deployment information in the format prescribed under Form G.

The SS Company shall assess, determine, and propose the appropriate number of security personnel required for efficient security management of the Research Park, considering 100% occupancy of the building. The deployed personnel shall be responsible for carrying out all security-related duties as defined under this scope of work.

i. Scope of Work

The above scope of work is indicative and not exhaustive. IIT Bombay Research Park Foundation (IITBRPF) reserves the right to add or delete any activities under the security scope as deemed necessary. Notwithstanding the same, the SS Company shall ensure comprehensive and effective security coverage of the entire Research Park premises at all times.

ii. Equipment and Maintenance

All expenses towards procurement, operation, upkeep, and maintenance of security-related equipment, tools, and accessories required for execution of the security services shall be borne entirely by the SS Company.

iii. Uniforms and Personal Protective Equipment

The SS Company shall provide uniforms displaying the SS Company's name, along with shoes, identity cards, hand gloves, personal protective equipment (PPEs), communication devices, and all other necessary tools to all deployed security personnel at its own cost.

iv. Supervision and Operations

Supervisors/Managers of the SS Company shall conduct regular inspections across all designated areas to ensure proper security coverage and compliance with operational requirements.

The SS Company shall ensure that its security team remains fully operational on all working days, weekends, and holidays, providing uninterrupted security services and prompt response to security-related requirements of IITBRPF and its tenant member companies within the building.