

TENDER NOTICE FOR PROVIDING OUTSOURCING SERVICES -OTHER THAN HOUSEKEEPING, AT IIT HYDERABAD.

Tender Notification No. IITH/103/MS/Outsourcing-2/2026



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

Indian Institute of Technology Hyderabad

INDIAN INSTITUTE OF TECHNOLOGY HYDERABAD

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Tender Notice

1. The Director, Indian Institute of Technology Hyderabad, invites online bids for providing Outsourcing Services -other than Housekeeping (**Supply of Highly Skilled, Skilled, Semi-skilled and unskilled manpower**) at IIT Hyderabad.
2. The Tender Document can be downloaded from the Institute website- <https://iith.ac.in/tenders> and from the GeM portal <https://gem.gov.in/>. The bid is to be submitted online on GeM portal up to the last date and time of submission of tender. **No manual bids will be accepted.**
 - Before filing the bids, the bidders are requested to consider all the amendments/ clarifications, if any, issued by this Institute and placed on its website/GeM.

Important Dates:	
Date of Online Publication/Download of Tender	As per GeM bid document
Pre bid Meeting	
Bid Submission Start Date	
Bid Submission Close Date	
Opening of Bids	

3. Interested bidders are advised to visit the IITH Campus on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding. Details of campus visit are required to be submitted in Annexure 'J' before submission of bid. The declaration should be countersigned by the IITH officials (Management Services Section) designated for this purpose.
4. **Estimated value of the contract: Rs. 5.32 cr. (approx.).**
5. **Tender Fee:** A non-refundable tender processing fee of Rs. 1,180/- (Rupees One Thousand One Hundred and Eighty Only) including GST to be paid online to institute bank account, and upload scan copy of proof of payment along with their bid. **The tender fee is exempted for MSME/NSIC registered bidders.**
6. **Earnest Money Deposit:** The bidders are required to deposit Rs.10,64,000/- (Rupees Ten Lakhs Sixty-Four Thousand Only) towards bid security through online payment to institute bank account, and upload scan copy of proof of payment along with their bid. **The EMD is exempted for MSME/NSIC registered bidders.**
7. **IIT Hyderabad** bank account details are as follows:

Bank Name	SBI	Bank Account No	30412797764
IFSC Code	SBIN0014182	Account Name	Indian Institute of Technology Hyderabad
Branch	IITH Kandi		

8. **Performance Guarantee:** The successful bidder will have to submit a performance guarantee of 5% of the annual value of the contract (security deposit) in the form of Demand Draft or bank guarantee within 20 days of commencement of the contract. The Performance Guarantee shall cover the entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If the contract is further extended beyond the initial period, the PBG will have to be renewed for the extended period.
9. The IIT Hyderabad (IITH) through its Director, reserves the right to amend or withdraw any of the terms and conditions mentioned in the tender document or to reject any or all the tenders without giving any notice or assigning any reason any time before award of the contract. Further, IITH is not bound to accept the lowest tender, but has the liberty to close the tender process without awarding the contract to anyone if the lowest quote is found to be unreasonably high. The decision of the Director, IIT Hyderabad in this regard shall be final and binding on all.
10. In case any document produced in support of eligibility criteria turns out to be not genuine before or after award of work, the IITH reserves the right to blacklist or debar the bidder concerned from participating in the future tendering process at the Institute.
11. The details of scope of work, eligibility and other terms and conditions of the contract may be perused in the following pages.

Check List for bid submission

The Bidders are requested to upload the below-mentioned documents mandatorily to ease the evaluation process. Those who failed to upload the below required documents, their bids will be deemed to be rejected.

S.No.	Name of the Document	Submitted (Yes / No)
1.	Financial Break up statement which can be downloaded from the GEM Bid document. The same must be uploaded on the GEM Bid	
2.	Firm Registration Certificate	
3.	Trade license	
4.	PAN	
5.	GST Certificate	
6.	Declaration of Registered office/Branch at Hyderabad/Sangareddy	
7.	Valid Labour license under Contract Labour (R&A) Act.	
8.	EPF Registration certificate	
9.	ESI Registration certificate	
10.	Annexures-A, B, C, D, E, F, G, H, I, J & K (should be filled in all respects)	
11.	Signed and Stamped (by the bidder) Tender document	
12.	*QAS-cum-Experience Certificates – on client letter head (in providing MANPOWER services - as per the eligibility criteria clause 2.b, pg.no.7, Format as per Annexure-B) [Note: GeM contract order, work order, Agreements will not be considered as experience]	
13.	Annual Turnover Certificate issued by Chartered Accountant	
14.	Income Tax Returns Acknowledgement for the years AY 22-23, 23-24 & 24-25.	
15.	Proof of Tender Fee and EMD. (In case of Exempted firms, please upload the certificate issued by the concerned authority.)	

I/We certify that all the required documents as mentioned above (sl.no. 1 to 15) are submitted on the GeM portal.

Bidders are advised not to upload GeM Contract Orders, Work Orders Agreements, as they are not considered as Experience certificates.

Only QAS-cum-Experience certificates issued by the clients on their letterhead with contract duration and contract value will be considered for evaluation purposes.

Signature of Bidder(s) with Stamp, Address

Note:

- The Director, IIT Hyderabad, reserves the right to reject any or all bids at any time before or after opening of the bids without assigning any reason, therefore.

- The terms and conditions of contract & instructions to bidders contained herein shall form part and parcel of and shall be taken as if they were included in the contract agreement to be entered into by the successful Bidder
- Violation of any terms and conditions by the successful bidder will lead to termination of the contract agreement and will result in forfeiture of Security Deposit to the extent as would be decided by the Director, IIT Hyderabad.

Scope of Work

1. In brief the job function is to **Supply of Highly Skilled, Skilled, Semi-skilled and Unskilled Manpower to IITH, Kandi, Sangareddy** for carrying out various jobs such as Drivers, OAT/AV Technicians, Life Guard (swimming pool), gardening, shifting of equipment/material, providing assistance in various offices, laboratories and classrooms etc.
2. The service provider shall be responsible for supplying qualified and suitable manpower for day to day work in IITH. The persons to be provided should be acceptable and meet the requirements of the Departments concerned. Only such persons as are approved by IITH shall be provided by the qualified bidder.
3. The number of workers may be increased or reduced during the tenure of the contract.
4. IITH through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.
5. The contractor's workers will be present in the premises and carry out duty for the entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.
6. The contractor shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Administration In-charge/Hostel In-charge for perusal and signature on a daily basis.
7. **REQUIREMENT OF WORKERS/MANPOWER:**
 - i. The present requirement of manpower is as follows. The requirement may vary by $\pm 20\%$ during the currency of this tender:

Sl. No.	Description	Number
1	Highly Skilled (Driver, OAT Technician)	02
2	Skilled workers: Drivers, Office/Lab Attendants, register Keeper cum Storekeepers and forklift operators.	23
3	Semi-skilled workers: Office/ Lab Attendants.	07
4	Unskilled workers: Office/ Lab Attendants.	93
TOTAL		125

The break-up of the total strength of supervisors and workers between male and female are as follow: -

Type of worker	Total strength	Male	Female
Highly skilled	02	02	0
Skilled workers	23	23	0
Semi-skilled workers	07	05	02
Unskilled workers	93	65	28

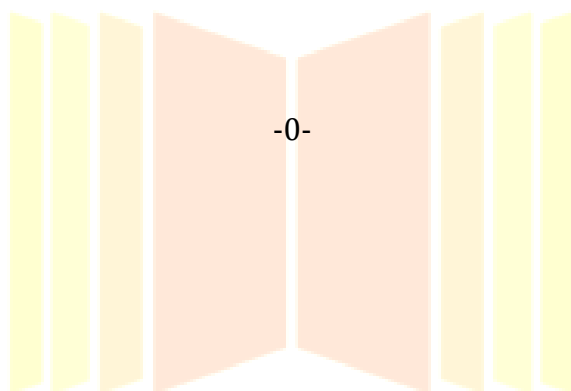
Note 1: On holidays, Saturdays and Sundays the deployment will be restricted to the minimum required number.

Note 2: The number of manpower requirements may increase or decrease during the contract tenure. As per the requirements from time to time, the successful bidders shall arrange the manpower on temporary basis during short term events such as daily/weekly/monthly basis with compliance of applicable statutory norms.

8. DEPLOYMENT OF WORKERS, SUPERVISION OF WORK, AND PERFORMANCE:

- i. Working timings are from 09:00 am to 05:30 pm, with half an hour lunch recess from 01:00 pm to 01:30 pm and wherever required staggered duty/shift duty/night duty for 8 hours' shift will be adopted. The service of the workers may be required on all days in a month irrespective of holidays and they should be prepared to work in shifts as may be required.
- ii. As and when any of the personnel comes late or proceeds on leave or absent himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute. It may please be noted that **NO** OTA will be paid by the Institute to any Manpower/ worker(s) unless and until specifically approved by the IITH.
- iii. The services of employees of contractor, should be made available on all days on a six -day week basis irrespective of holidays and Sundays, if required.
- iv. **Supply of Uniforms:** The Service Provider shall supply stitched uniforms to all personnel deployed under this contract, based on the recommendations of the IITH Committee comprising representatives of staff/supervisory personnel associated with the contract. The fabric, colour, and design of the uniforms shall be finalized by IITH. All deployed personnel shall wear the prescribed uniform daily while on duty. Personnel shall maintain proper personal hygiene and adhere strictly to the uniform. Personnel not complying with these requirements shall not be permitted to perform duties. The deployed personnel shall maintain the highest standards of discipline and shall behave courteously and professionally with faculty, staff, students, and visitors at all times. Any form of argument, misconduct, or inappropriate behaviour shall not be permitted.

- v. **Supply of Footwear:** The Service Provider shall procure and supply footwear to all personnel deployed under this contract, in quantities and specifications as recommended by the Committee constituted for the contract, comprising representatives of the staff/supervisory personnel. The design, type, and quality of footwear shall be subject to approval by IITH. All deployed personnel shall wear the prescribed footwear while on duty every day. Personnel not complying with this requirement shall not be permitted to undertake work at the site.
- vi. **Supply of ID Card:** The Service Provider shall issue standard identity cards to all personnel deployed under this contract, in accordance with the Service Provider's norms, clearly indicating "Place of Work: IIT Hyderabad." A sample of the ID card shall be submitted to and approved by the MS Section prior to issuance. All deployed personnel shall wear the identity card in a visible manner while on duty. Personnel failing to comply with this requirement shall not be permitted to enter the premises or undertake work. In addition, Service Provider shall arrange "Entry Pass" to all the staff deployed through IITH Security by paying the required charges.



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Special Terms and Conditions

1. **Period of Contract:** The contract will be for a period of one (1) year initially with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with One-month notice. The IITH may renew/extend the contract to such further period (s), as it may deem proper and in any case not exceeding three years from the date of commencement of work, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.

2. Eligibility Criteria

A. The tenderer should be a registered Service Provider/firm/company/co-operative society having a valid license under The Contract Labour Act and should furnish proof of his experience of providing sanitation/MANPOWER services in Government/Private Organizations/Public Sector Undertakings/large hospital or any other similar organization of repute.

B. Experience:

The service provider should have a minimum of five years' experience (in Govt., PSU, R&D organizations, or Educational institution of repute) of having executed/ completed similar MANPOWER Services during the last 5 years as follows: -

- a) Three contracts valuing not less than 40% of the annual estimated cost; OR
- b) Two Service contracts valuing not less than 50% of the annual estimated cost; OR
- c) One Service contract valuing not less than 80% of the annual estimated cost.

Note:

- I. The bidder must produce work done certificates for completed contracts or current running contracts from the clients. The work completion certificate (as per the QAS certificate format) should mention the details of work executed, the annual value of the contract, the date of commencement and date of completion of the contract.
- II. Those bidders having experience with IITH should mandatorily obtain Experience and QAS certificate from IITH and include the same in their bid, failing which the bid stands disqualified.
- III. The average score of the QAS of all eligible contracts submitted in support of eligibility must be 40 or more out of maximum score of 50. The bids with less than 40 will be rejected.

Copy of work order and/or self-certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience (as per the QAS certificate format) is produced, such document will not be accepted as relevant. Tenders not accompanied by certificates of experience issued by the client will be automatically disqualified.

C. Annual Turnover:

The service provider should have an annual turnover in the last three (i.e. till FY 2024-25) years not less than Rs.15 Crores, a valid certificate from the Chartered Accountant (with validated UDIN No.) should be submitted in this regard.

3. Bid Evaluation Process

Part-I (Technical Bid): Only the Technical Bid will be opened and evaluated by the Tender Committee at the time of Technical Bid meeting.

- After verification of Part-I (Technical Bid), Part-II (Price bid) of only those tenderers who satisfy all the eligibility criteria laid down in Part-I and this notification will be opened. In case any document

produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise. The final award of the work will be issued to the least-cost bidder.

- Marks for Evaluation: The below is the bid qualifying criteria.

Description	Marking	Max. Marks
QAS (Average QAS Score)	Average of the QAS of all eligible contracts submitted in support of eligibility	50
Turnover of the bidder in similar works	15 Marks for annual turnover of Rs.10 Crs and 1 Mark each for each additional 2 Crore of the average annual turnover over and above the minimum required turnover of Rs.10 Cr.	20
No. of Contracts	8 marks for each eligible contract of value 80% of estimated contract cost. 5 marks for each eligible contract of value 50% of estimated contract cost. 4 marks for each eligible contract of value 40% of estimated contract cost.	20
No. of Manpower	5 marks for 300 employees engaged for each contract, and 1 mark each for each 100 employees engaged over and above 300 employees in each contract. Supporting documents: 1) March 2025 EPF ECR and challan is to be enclosed. 2) Experience Certificate to be enclosed duly mentioning the Number of Manpower.	10
Total Technical Score		100

No scores will be awarded without if no proper supporting documents submitted.

- Minimum score for bid qualifying is 60 marks. The bids receive less than the 60 marks stands automatically disqualified.
- Those bids get 60 and above marks in technical bids, and will become eligible for financial bid opening. The L1 bid in financial evaluation will be identified as a successful bidder.

3. Reasonability of Service Charge:

- Uniform, etc.: For each year, the workers must be provided with [a] two sets of uniform, [b] two pairs of footwear (immediately after commencement of service). [c] Field officer wages and [d] Ground cleaning tools. Entire expenditure towards [a], [b], [c] and [d] should be borne by the Service Provider from his service charges.
- Quoting unduly lower rate of Service Charge: The Service Provider has to quote service charge that takes care of TDS, expenditure towards items stated in 3.i, expenditure towards identity card, all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the Service Provider from the workers, etc. thereby affecting the performance of the workers.
- Details of expenditure vis-à-vis service charges: With a view to prevent instances briefly stated in 3.ii above, the Service Provider has to submit details of expenditure in Annexure-C along with documentary evidence like Estimates in support of expenditure, along with the price bid.
- Decision on reasonability of service charge: Institute reserves right to take a view on the reasonability of the rate of service charge. The decision of the Institute in this regard shall be final and binding. No representation will be entertained and replied to.

4. Representative/Field Officer

Service provider shall appoint or deploy his representative/field officer at IITH, whose wages shall not be less than the minimum wages under skilled category. These wages are to be borne by the Service Provider from their service charges. The representative/field officer shall be a graduate level person, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is preferred.

The representative/field officer shall report daily to the concerned at IITH and take instructions for the work to be done. A Register shall be maintained exclusively for this purpose. She/He shall preserve the said book and produce the same as and when required. She/He should approach the concerned Section, if he needs any instructions/help or has any difficulties. She/He should be available all the time at the work site during the course of his work. The Field officer is required to record attendance through biometric system without exception.

The Representative/Field Officer employed by the Service Provider shall be responsible for allocating duties and extracting work, managing work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the campus. It is the responsibility of the Field Officer to ensure that all workers are in full uniform, including appropriate footwear and identification cards. Any worker found without proper uniform will be subject to the penalties mentioned clause No.15 under Special Terms & Conditions.

He/she should coordinate between the Departments/Institute and Service Provider and support the workers in their regular ESI/PF/Medical etc., matters.

5. The Service provider shall depute experienced persons (Technicians) for execution of the job.
6. The Service Provider shall ensure the availability of additional skilled manpower as and when required, upon assessment of their technical competencies. Such manpower must be deployed within a maximum period of one month from the date of request. Failure to provide the required personnel within the stipulated time frame will attract a penalty equivalent to one day's wage for each un provided individual, per day of delay.
7. The Service Provider shall pay his workers' wages not less than the higher of the minimum wages fixed by the Central Govt. and all other statutory dues like EPF, ESI, bonus, etc. (wherever applicable), throughout the tenure of contract.
8. In the event of local problems arising while discharging the functions at IITH the Service Provider will deal with them appropriately and he will not bring IITH on the scene for such matters.
9. NO Overtime allowance shall be paid separately.

10. Report:

1. The Service Provider shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor/Field Officer of the Service Provider. The registers should be submitted to Administration In-charge/Hostel In-charge for perusal and signature on a daily basis.
2. The Field Officer shall daily report to the Management Services Section, IITH to supervise the work under the contract and take instructions every day for the work on a Book/Register maintained by the Service Provider exclusively for the purpose. He shall preserve the said book and produce the same as and when required. For Hostel areas the Service Provider or his representative shall daily report to the Hostel Office to take instructions every day. Daily reports will be taken by the Hostel office against the account of work given.
3. The Service Provider or his representative/Field Officer should approach the Management Services Section, if he needs any instructions/help or has any difficulties.
4. The Service Provider or his representative/ Field officer should, all the time, be available at the work site during the course of his work. In case of non-availability of field officer, service providers shall arrange a suitable substitute under intimation to the IITH.
5. A sufficient number of staff shall be posted by the Service Provider to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments from truck within IITH as and when required in the exigencies of work without any additional payment.

11. **Attendance:** The deployed manpower/ workers should attend the daily. Unauthorized absence will be viewed seriously.

12. **Penalties:**

Sl. No	Service Agreement	Penalties for breach		
		1 st Instance	2 nd Instance	3 rd Instance
1	Worker not attended in Uniform (per person) including footwear and ID card	1000 per person per day	2000 per person per day	3000 per person per day
2	Wrong attendance record	Daily wage on that particular day	-	-
3	Absence with information for more than 5 days each month in two consequent months	Warning	Warning	Termination
4	Absence without information for more than 5 days each month in two consequent months	Warning	Termination	-
5	Shortfall in staff by more than 25% in a day	200 per person per day	Number of MANPOWER x Daily wage Rate x 2	Number of MANPOWER x Daily wage Rate x 2
6	Rude and unpleasant behaviour of Service Provider's personnel with Faculty/Staff/ Visitor/Guests	200 per person per incident	Replacement	-
7	Rowdiness and/or rioting in campus	500 per person per incident	Replacement	-
8	Theft and/or carrying of items unauthorizedly	500 per person per incident in addition to the actual cost of item	Replacement	-
9	Inaction on complaint	100 per complaint per day	-	-
10	Damage to the Institute property due to negligence	Book value	-	-
11	Workers/supervisors/managers found sleeping /missing from the place of duty without any reason during duty hours	300 on each occasion	600 on each occasion	Replacement

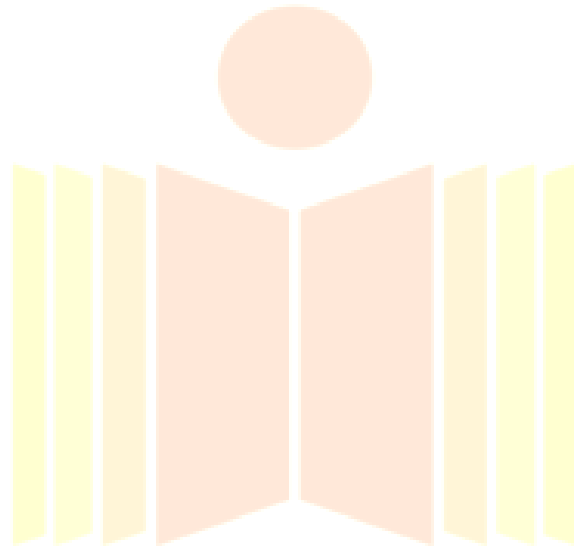
Sl. No	Service Agreement	Penalties for breach		
		1 st Instance	2 nd Instance	3 rd Instance
12	Delay in payment of wages to workers within prescribed period	50% of Service Charges	100% Service charges and termination Notice	Blacklist for future service tenders
13	Non-Supply of Uniforms & Footwear within one month from the contract start date	25% of Service Charges	50% of Service Charges	Lump sum as decided by Institute
14	Non-supply of ID Card within 15 days from the contract start date	25% of Service Charges	50% of Service Charges	Lump sum as decided by Institute
15	Delay in deployment of Field Officer or Representative of the Service Provider	1000 Per day	-	-
16	Consuming Alcohol or Intoxication while on duty or coming to duty	Replacement	-	-

Note:

- The penalty shall be deducted from the Service Charge of the Service Provider from the monthly Bills or from the Security Deposit. In case of Sl.No.1 the person(s) not wearing uniform, the penalty shall be deducted from the payable bonus or other allowances, if any, of the work. In case no such amount is available in worker wages, then the penalty will be deducted from the service charges.
13. For any act of inadequate performance of contract not specifically stated herein, the person authorized by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the Service Provider.
14. In the event of the Service Provider failing to execute the work under contract in whole or in part an alternative arrangement will be made by the IITH totally at the cost & risk of the Service Provider besides any suitable fine /penalty.
15. **HANDOVER THE MANPOWER PERSONNEL FILES:** The outgoing Service Provider should handover the ESI, PF and any other manpower Workers related information to the successful next bidder for smooth transition of the work. The Service Provider should submit a joint certificate within one-week after commencing a new contract.
16. The top management representatives of the successful bidder shall attend meetings whenever convened by IIT Hyderabad. Failure to attend such meetings without valid justification shall result in withholding of service charges, in addition to a penalty of 25% of the applicable service charges
17. The representative of the successful bidder shall attend monthly meetings at IIT Hyderabad along with its field officer
18. The contractor shall strictly comply with all applicable Labour Codes, Rules, and Regulations in force, including the Labour Codes, 2025, and any amendments thereto. The contractor shall be solely responsible for ensuring full compliance with all statutory obligations relating to wages, social security, working conditions, safety, and the welfare of labour engaged for the work.

19.Any additional manpower required for a short duration shall be provided immediately by the contractor, in accordance with the terms and conditions of the tender document, at no additional cost.

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Indian Institute of Technology Hyderabad

General Terms and Conditions

Please read the following carefully and give acceptance for the same in the prescribed format and submit along with the Technical Bid

1. The tenderer submitting tender would be deemed to have inspected the IITH Campus, considered and accepted all the terms and conditions of tender. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. In case the tender opening date happens to be declared as a closed holiday, the tenders will be received and opened on the next working day without any change in timings.
3. All works shall be executed as per detailed specifications and as directed by an officer/official nominated by the Director.
4. In case the Service Provider fails in fulfilling the obligations fully and in time, the IITH shall have the absolute right to take up the work at the Service Provider's cost and risk and recover any and all such expenses from the amounts due to the Service Provider including Security Deposit. The Institute shall have the right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
5. The Service Provider will be required to post skilled manpower as may be needed to supervise and guide the workers (Highly skilled, skilled, semi-skilled and unskilled) for proper execution of the work as per directions of the Officer-in-charge nominated by the Director of the Institute to administer the contract.
6. As the Institute core business is providing academic and research services, the Service provider shall ensure that no worker participates in any trade union activities or agitation on the premises of the Institute. Forming or joining of any Union/Association by the workers of the contractor is strictly prohibited. Any workers involved in such activities shall be immediately replaced.
7. All letters/emails posted to the Service Provider at the address given by him will be considered to have been delivered in time.
8. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated, and Security deposit forfeited. The Service Provider will have no claims whatsoever on the IITH.
9. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Service Provider shall remain liable to pay compensation to the Institute for the inferior works as determined by the IITH and in case all payments have been made to the Service Provider for this work, this amount may be deducted from any sum due to the Service Provider on any other work within the Institute.
10. Service Provider will be fully responsible for any accident or mishaps involving workers engaged by the Service Provider and the Service Provider would pay claims made by these victims. The Service Provider shall indemnify the IITH from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Service Provider. The Service Provider will fully indemnify IITH against all claims in this regard.
11. The Service Provider shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITH from any claims in this regard.
12. The Service Provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central] and specially Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Central Minimum Wages Laws, Contract Labour (Regulations Abolition Act) and any other relevant acts as applicable at present or in future (Uniform Labour Code) during the tenure of the Contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/Acts/Rules/Bye-Laws/Regulations/Standards/Guidelines/Notification/Recommended Practices, etc. shall rest with the Service Provider only and the IITH will not be liable in any manner.

13. Any liability arising on the IITH shall be deducted from the bills of the Service Provider and if the full amount is not recovered then the same shall be recovered from the security money of the Service Provider. There would be no liabilities towards the workers of the Service Provider by the IITH.
14. The Service Provider is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer to be nominated by the Director of the Institute from time to time. All such instructions received by the authorized representative on behalf of the Service Provider shall be deemed to have been received by the Service Provider within the scope of this work order.
15. The Service Provider shall be liable to pay compensation for any loss & damage caused to the property of the IITH or its Staff Members/Students/Visitors by the Service Provider or his workers.
16. The Service Provider shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the Service Provider will be under an obligation to replace the worker concerned within 24 hours when instructed by IITH authority. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The IITH will not have any responsibility with regard to staff on the role of the Service Provider whatsoever.
17. The personnel of a Service Provider should observe only 10 (ten) closed holidays in a calendar year irrespective of the number of the holidays observed by the Institute. The closed holidays normally cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday. In addition, they will be entitled to one day paid leave for every twenty days of work.
18. The Service Provider shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the Service Provider to provide a suitable substitute.
19. The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Service Provider has to ensure proper attendance and proper weekly off of the personnel deployed.
20. The persons deployed by the Service Provider should be reliable, trustworthy, alert and efficient.
21. The persons deployed for work should not be involved in any police case or any case should not be pending against them.
22. The Service Provider will be required to submit a list of the workers being deployed with their Bio-data, photo ID, address proof, police verification certificate. The Service Provider shall be solely responsible for the credentials/ acts of his staff /workers.
23. The contract personnel shall undergo medical examination at the expense of the Service Provider to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
24. The Service Provider shall consider the existing personnel engaged by the current service provider and should have minimum literacy level i.e. a pass in Standard VIII to the extent possible.
25. The Service Provider should not be an employee of IITH, or any other central/state Government. He should submit a declaration to this effect.
26. The Service provider and his staff will make their own residential arrangement outside the premises of the IITH. No one will be granted permission to stay in the Institute/Hostels during night or during non-functional hours.
27. The Service Provider's staff are not allowed to eat in the hostel mess at any point of time.
28. The Service Provider shall not lease or sub-contract the whole or any part of the contract to anybody.
29. All the workers, including Field Officers engaged by the Service Provider should give their attendance through the designated biometric machines installed in the campus. Apart from this the Service Provider must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at IITH.

30. The Service Provider shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all times. In case of absence/leave by any particular person, the Service Provider shall make alternate arrangements immediately.
31. That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions, and applicable taxes only by the appropriate Govt. (Central/State) from time to time shall be payable by the IITH to the Service Provider. No escalation of percentage of Service Provider's Service Charges shall be admissible during the term of the contract.
32. The Service Provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance to the terms and conditions of the Contract.
33. The Service Provider shall deploy manpower to emergency works in time. No extra payment will be made for working on odd hours for emergency works. The Workers will not be allowed to leave the premises during the working hours without prior written approval from the concerned office of IITH.
34. The Service Provider's workers will be present in the premises and carry out duty for the entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by respective in charges.
35. The Service Provider shall cover its personnel for personal accident and death whilst performing the duty and IITH shall own no liability and obligation in this regard.
36. The Service Provider shall also provide at its own cost all benefits statutory or otherwise to its deployed personnel and the Buyer shall not have any liability whatsoever on this account.
37. The Service Provider shall employ only manpower who has completed eighteen years of age.
38. The Service Provider shall not deploy or shall discontinue deploying the person(s), if desired by IITH and must ensure prompt replacement of the personnel without any additional cost to IITH. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with IITH.
39. Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
40. In an event that the Service Provider fails to deliver or fails to carry out tasks as per schedule due to absence of personnel or any other reasons, the Service Provider at his own cost shall make alternate arrangements by providing similar manpower for which agreement is entered into, without any extra charges. Failure to do so will evoke deductions and IITH shall have the right to recover damages as per the provisions of the Contract.
41. The Service Provider shall be personally responsible for any theft, misconduct and /or disobedience on the part of personnel so provided by him.
42. The Service Provider shall be fully responsible for the acts of their employees/ agents/ representatives / consultants/ team members and shall fully indemnify IITH for any kind of losses or damages caused by its employees/ agents/ representatives/ team members/ consultants. IITH shall not be responsible for any claim from any employees/ agents/ representatives /consultant / team member employed or engaged by the Service Provider. The Service Provider shall wholly and fully be responsible for any such claims.
43. In the event of local problems arising while discharging the functions at IITH the service provider will deal with them appropriately and he will not bring IITH on the scene for such matters.
44. COMMENCEMENT OF WORK: The Service Provider is required to start the works of Outsourcing services with effect from the date indicated by the Institute. In case it is found that the work has not been taken up from the date as indicated, the IITH at its sole discretion may cancel the Work Order and the EMD Security Deposit shall be forfeited without any further reference to the Service Provider.
45. The IITH with the consent of the service provider may modify terms and conditions of the contract as and when necessary, without affecting the basic nature of this contract.
46. When a bid price w.r.t scope of work appears so low, a concern is raised as to the capability of the bidder to perform the contract at the offered price, Institute may seek justification of price from the bidder with detailed price analysis of the bid price. If after evaluating the price analysis, the Institute

determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the said bid(s) will be rejected.

47. The successful bidder would be required to execute a contract agreement with IIT Hyderabad on a Non-Judicial stamp paper of Rs.200/- (Rupees Two Hundred Only).

48. PAYMENT TERMS:

- i. No advance payment in any case would be made.
- ii. The payment shall be made as per order. The prices quoted shall be complete covering all aspects.
- iii. The Service Provider will be responsible for making the payment of wages directly to its workers by 7th of every month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Service Provider shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officer on receipt of the bill will check the work record and thereafter accordingly certify the bill for payment.
- iv. All the Bills should be submitted on printed forms, duly signed and pre-receipted in triplicate/duplicate. Based on the requirement, the service provider must raise multiple invoices based on the location of services/source of funds.
- v. The Service Provider will be paid monthly upon submission of bills within first week of the succeeding month, in triplicate, along with the attendance sheets and certificates of satisfactory performance of work form the concerned officer of the IITH. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed must be furnished with proof along with the bill for payment. Payment would be made to the Service Provider/Firm/Agency within 15 (fifteen) days of receipt of the bill, directly into the bank account of the Firm/Agency, TDS and any other Government levies applicable on bills as per Government Instructions/notifications issued from time to time shall be applicable and deductible from the Service Provider's bills.
- vi. The Service Provider would be required to ensure the payment of its workers by 7th of every month and there should be no linkage between this payment and settlement of the Service Provider's bill from the IITH.
- vii. The Service Provider should arrange to deposit the wages of his workers into their respective bank accounts preferably through ECS and tender a copy of the ECS statement to the Institute as proof of payment of wages failing which the bill of the current month will not be paid. The Service Provider shall facilitate his workers in opening bank accounts. Under no circumstances, payment of wages in cash shall be made.

49. Security Deposit:

The successful bidder will have to submit a performance guarantee of 5% of the annual value of the contract (security deposit) in the form of Demand Draft or bank guarantee within 20 days of commencement of the contract. The Performance Guarantee shall cover the entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If the contract is further extended beyond the initial period, the PBG will have to be renewed for the extended period.

50. Cancellation of Contract:

- i. Notwithstanding any other provisions in this contract, the IITH reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The service provider is not eligible for any compensation or claim in the event of such cancellation.

- ii. If at any later date, it is found that the documents and certificates submitted by the Service provider are forged or have been manipulated, the work order issued to the Service provider shall be cancelled and Security Deposit issued to the IITH shall be forfeited without any claim whatsoever on IITH and the service provider is liable for action as appropriate under the extant laws.
- iii. The IITH reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The Service Provider will also have to serve a notice of three months, if he wishes to terminate the contract.
- iv. The Bidder shall submit an Integrity Pact Agreement as given in the Annexure-H.

51. Force Majeure:

- i. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The service provider is not bound to provide services without break in such a situation. Similarly, the Institute is not bound to make payments to the service provider without appropriate deductions towards absence of services
- ii. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the CONTRACT, Flood and Acts and Regulations of respective government of the two parties, namely IITH and the SERVICE PROVIDER.
- iii. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 48 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, IITH shall have the option of cancelling this CONTRACT in whole or part at his discretion without any liability at his part. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

52. Arbitration & Jurisdiction:

- i. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IITH or any other officer nominated by the Director, IITH for arbitration whose decision shall be final and binding on the parties. The service provider agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
- ii. The work shall be awarded to that party, whose rates are found genuine, lowest & capable to work at IIT Hyderabad. The rates should be inclusive of all taxes. The Institute holds the right to reject any/all the bid(s) without assigning any reason.
- iii. Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the bidders who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the bidder to any officer or staff of IIT Hyderabad shall block his/ her tender from being considered. Canvassing on the part or on behalf of the bidder will also make his tender liable to rejection.
- iv. The courts at Hyderabad shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

Bidding Document**Part-I****A. Documents details to be mandatorily submitted:**

Sl. No.	Particulars	Fill in the details	Submitted ? (Y/N)	Page No.
1	Name of Firm/Bidder/Company (in BLOCK letters) <i>[Firm registration certificate to be attached]</i>			
2	Full Postal Address, Telephone/Fax No. E-mail:			
3	Whether the firm/ agency has any office at Hyderabad, if so, Address, Telephone and email-id <i>[Attach separate sheet]</i>			
4	Details of infrastructure, persons employed, and number of offices/branches available <i>[Attach separate sheet]</i>			
5	Name of the bank, address, account number, IFSC code			
6	PAN No. <i>[copy to be attached]</i>			
7	GST No. <i>[copy to be attached]</i>			
8	Tender Processing Fee (Transaction ID and Date) <i>[copy to be attached]</i>			
9	EMD (Transaction ID and Date) <i>[copy to be attached]</i>			
10	Valid labour license issued by the State/ Central Labour Department under Contract Labour Act duly attested by the Service Provider. <i>[copy to be attached]</i>			
11	EPF Registration <i>[copy to be attached]</i>			
12	ESI Registration <i>[copy to be attached]</i>			
13	Profession Tax Registration <i>[copy to be attached]</i>			
14	Experience Certificates <i>[copies to be attached]</i>			
15	Income Tax Returns (for the last three Assessment years) AY 22-23, 23-24, and 24- 25. <i>[copies to be attached]</i>			

16	Annual turnover for FY 22-23, 23-24 and 24-25 certified by CA <i>[copies to be attached]</i>			
17	EPF and ESI Challans along with ECR copies for the last three months in the year 2025. <i>[copies to be attached]</i>			
18	Declarations as per Annexure-A, B, C, D, E, F, G, H, I, J &K. <i>[Copies to be attached]</i>			
	Any other relevant information <i>[copies to be attached]</i>			

B. Details of Experience: Should be furnished in the following format:

Name of the client and full address	E-mail and Telephone number of the client	Tenure of the contract	Value of contract & No. of Workers	Supporting documents to be attached as enclosure & refer here
				QAS cum experience certificate as per Annex-B per each contract

Important: Only certificates issued by the clients on letterheads with date of issue and containing requisite details will be considered. Copies of work orders, agreements, extension letters and bills will not be considered.

Part-II

C. Details of the Service Charges: Bidders are requested to quote service charges on Gem.

It is certified that the particulars given above are true to the best of my/our knowledge/belief and I/We have read the terms and condition of the Tender for Manpower services on contract basis and have also understood the same and do hereby undertake to abide by the same without any reservation on any ground whatsoever. In case of any breach of the said conditions I/we shall be responsible for consequences of the same.

Date: _____

Name & Signature of the Authorized Signatory of the Bidder

Quality Assessment Sheet cum Experience Certificate
(TO BE PRINTED ON THE OFFICIAL LETTERHEAD OF THE CLIENT)

Date: _____

Important: The marks scored in this will be used in the Technical evaluation of tender.

Sl.No.	Particulars	Details
1	Name, Designation, Email address, and Phone number of the assessor:	
2	Name of the assessor's organization:	
3	Is your organization a Centrally Funded Institute (CFI)?	
4	Name of the Agency:	
5	Period of service availed from the agency:	From _____ to _____
6	Number of Supervisors/Field Officers provided by the agency:	
7	Number of Manpower workers provided by the agency:	
8	Value of work completed in contract:	

Quality Assessment Sheet: (Please tick ✓ numerical assessment – 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks / Justification
1	The Agency's response has been prompt and as required by the administration						
2	All the workers were professionally trained.						
3	The agency ensured proper dawning of uniforms by workers to protect the image of organization						
4	Supervisors employed by the agency have been competent and ensured proper service by workers						
5	All the workers have been punctual and performed their duties with complete responsibility						
6	There have been no removals/ replacements of workers on the grounds of indiscipline, negligence etc.						
7	The agency has been prompt in taking action against any complaints or suggestions of the management.						
8	All the workers employed have been as per the age prescribed by the organization.						
9	All the workers employed have possessed the required educational qualification as prescribed by the organization.						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc., and provided salary slips, PF slips, ESI cards etc., to individuals and the confirmation data on the same to the organization on a regular basis.						

PS: Those bidders having experience with IITH should mandatorily obtain Experience and QAS certificate from IITH and include the same in their bid, failing which the bid stands disqualified.

Signature of Head of Organization, Seal & address

Statement of Details of Expenditure

(To be submitted on Bidder's letter Head)

(To be downloaded from Financial Breakup Statement and upload the same on the GEM only)

Details of Expenditure like uniform, footwear, ID card etc.

Description	Material	Estimated Cost (Rs.)	No. of workers	Total Estimated Cost (Rs.)
[a] Uniform and Footwear				
Lifeguard	Cloth for 2 pairs of pants		01	
	Stitching charges for 2 pairs of pants			
	Cloth for 2 pairs of shirts			
	Stitching charges for 2 pairs of shirts			
	2 pairs of footwear			
	2 Sets of Swimsuits for Lifeguards			
Drivers	Cloth for 2 pairs of pants		07	
	Stitching charges for 2 pairs of pants			
	Cloth for 2 pairs of shirts			
	Stitching charges for 2 pairs of shirts			
	2 pairs of footwear			
Male Workers	Cloth for 2 pairs of pants		88	
	Stitching charges for 2 pairs of pants			
	Cloth for 2 pairs of shirts			
	Stitching charges for 2 pairs of shirts			
	2 pairs of footwear			
Female Workers	2 pairs of sarees		29	
	Cloth for 2 blouses (incl. Lining/Astar)			
	Petticoats 2 No's			
	Stitching charges for 2 blouses			
	2 pairs of Footwear			
[b] ID card	Card with Tag and Pouch			
[c] Field Officer Annual Salary			1	
[d] Workmen Compensation Policy Premium				

Note: Estimates from suppliers for each of the items must be enclosed with this statement. **Bids without enclosures (Estimates/quotations from suppliers) to Annexure-C stand automatically disqualified.**

Date: _____

Signature of the Tenderer with Seal and Address

Letter of Consent and Bid Submission
(To be submitted on Bidder's letter Head)

Date: _____

To
The Director
IIT Hyderabad

Sub: Providing Outsourcing Services- other than Housekeeping (Supply of Highly Skilled, Skilled, Semi-Skilled and Unskilled manpower) to IIT Hyderabad.

Ref: Tender Notice No. _____.

Dear Sir/Madam,

I/We hereby offer to provide the above cited Outsourcing Services on a daily hire basis and hereby accept all the terms and conditions of your Tender. Further, I/We understand the nature and quantum of work to be carried out and agreed to abide by the terms & conditions of the Tender Notice and hold our bid open and valid till 90 days from the date of opening of the same.

2. I/We have understood and fulfilled Eligibility Criteria, General Terms and Conditions and Scope of Work, Technical Specifications and Special Conditions of Contract and am/are fully aware of the nature and quantum of the services required and my/our offer is to provide services strictly in accordance with the requirements of your Institute.
3. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract.
4. As advised, a Self-Declaration is hereby enclosed in lieu of Earnest Money Deposit. I/We fully understand that I/We shall be blacklisted and debarred from future tendering process at the IIT Hyderabad if: -
5. I/We do not execute the contract documents within 7 (seven) days after getting information from IITH, or
6. I/We do not commence the work within 15 (fifteen) days after award of the contract to us from IITH,
7. This bidding document of mine/ours consists of _____ Nos. of pages in total.
8. Bidding documents and submission of Tender have been duly signed and attached herewith.
9. I/We know that acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Bidder(s) with Stamp, Address

Note: The formats have been made available for the convenience of bidders in word format in the document titled 'Annexure'. The formats may also be downloaded. No change should be made by the bidders except filling-up details. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.

No Relationship Certificate

(to be provided on letter head of the firm/agency)

1. I/We hereby certify that I/We* am/are* related/not related (*) to any officer of IIT Hyderabad. (If Related provide the details of the employee)
2. I/We* am/are* aware that, if the facts subsequently proved to be false, my/our* contract will be rescinded with forfeiture of E.M.D and security deposit and I/We* shall be liable to make good the loss or damage resulting from such cancellation.
3. I//We also note that non-submission of this certificate will render my / our tender liable for rejection.

Date:

Place:

Authorized Signatory with seal

Name:

Designation:

Contact No.:

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
 भारतीय प्रौद्योगिकी संस्थान हैदराबाद
 Indian Institute of Technology Hyderabad

Declaration Regarding Clean Track/No Legal Action
(to be provided on letter head of the firm/agency)

I hereby certify that the above firm namely _____ is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I hereby certify that there is no police case/ vigilance enquiry pending against Partners of the firm or sole proprietor or company as the case may be, and that he has never been punished by any Hon'ble Court.

I also certify that the above information is true and correct in any respect, and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

Bid Securing Declaration Form
(to be provided on letter head of the firm/agency)

Date: _____

Tender Ref. No. _____

To
The Director,
IIT Hyderabad,
Kandi, Sangareddy-502284

Dear Sir/Madam,

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported with EMD.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: _____ (insert signature of person whose name and capacity are shown)

in the capacity of _____ (insert legal capacity of person signing the Bid Securing Declaration)

Name: _____ (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIT Hyderabad.

Integrity Agreement

This Integrity Agreement is made at on this day of 20.....

BETWEEN

Director, Indian Institute of Technology Hyderabad represented through the Designation of the Officer, IITH, (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

..... Represented through
 (Hereinafter referred to as the (Details of duly authorized signatory) Bidder/Service Provider and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender No.....
 (hereinafter referred to as Tender/Bid) and intends to award, under laid down organizational procedure, contract for.....
 hereinafter referred to as the contract.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relation with its Bidder(s) and Service Provider(s). AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as Integrity Pact or Pact), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties. NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - (c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Service Provider(s)

- 1) It is required that each Bidder/Service Provider (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Bidder(s)/Service Provider(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - (a) The Bidder(s)/Service Provider(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owners employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - (b) The Bidder(s)/Service Provider(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - (c) The Bidder(s)/Service Provider(s) will not commit any offence under the relevant IPC/ PC Act. Further the Bidder(s)/ Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/ Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - (d) The Bidder(s)/ Service Provider(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/ Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/ representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/ parallel tender for the same item.
 - (e) The Bidder(s)/Service Provider(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Bidder(s)/Service Provider(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 4) The Bidder(s)/Service Provider(s) will not, directly or through any other person or firm indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
- 5) The Bidder(s)/Service Provider(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/ Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights

in case of breach of this Integrity Pact by the Bidder(s)/ Service Provider(s) and the Bidder/ Service Provider accepts and undertakes to respect and uphold the Principal/Owners absolute right:

- i. If the Bidder(s)/Service Provider(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the Service Provider shall have powers to disqualify the Bid- der(s)/Service Provider(s) from the Tender process or terminate/ determine the Contract, if already executed or exclude the Bidder/ Service Provider from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- ii. Forfeiture of EMD/ Performance Guarantee/ Security Deposit: If the Principal/ Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/ determined the Contract or has accrued the right to terminate/ determine the Contract according to Article 3(1), the Principal/ Owner apart from exercising any legal rights that may have accrued to the Principal/ Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/ Service Provider.
- iii. Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Service Provider, or of an employee or a representative or an associate of a Bidder or Service Provider which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- 1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anti-corruption approach or with Central Government or State Government or any other Central /State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- 2) If the Bidder makes an incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Service Provider as deemed fit by the Principal/ Owner.
- 3) If the Bidder/Service Provider can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Service Providers/Sub Service Providers

- 1) The Bidder(s)/Service Provider(s) undertake(s) to demand from all sub Service Providers a commitment in conformity with this Integrity Pact. The Bidder/Service Provider shall be responsible for any violation(s) of the principles laid down in this agreement/ Pact by any of its Sub- Service Providers/sub-vendors.
- 2) The Principal/ Owner will enter into Pacts on identical terms as this one with all Bidders and Service Providers.
- 3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Con- tractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is dis- charged/determined by the Competent Authority, IIT HYDERABAD.

Article 7- Other Provisions

- a. This Pact is subject to Indian Law, place of performance and jurisdiction is the Head- quarters of the IITH of the Principal/Owner, who has floated the Tender.
- b. Changes and supplements need to be made in writing. Side agreements have not been made.
- c. If the Service Provider is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- d. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- e. It is agreed (term and conditions) that any dispute or difference arises between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of the following witnesses:

..... (For and on behalf of Principal/ Owner)

..... (For and on behalf of Bidder/ Service Provider)

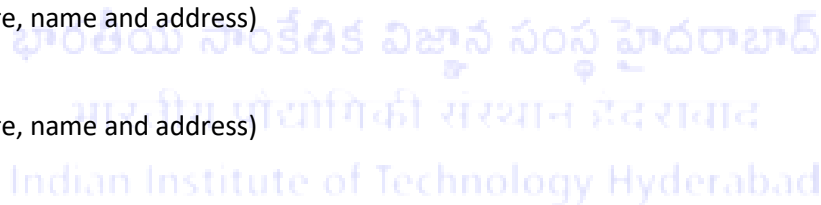
WITNESSES:

1 (signature, name and address)

2 (signature, name and address)

Place:

Date:



Bank Guarantee Bond in Lieu of Security Deposit

(To be executed by the State Bank of India or any other scheduled Bank recommended by Reserve Bank of India on non-judicial stamp paper)

To
The Director
IIT Hyderabad
Kandi,
Sangareddy – 502 284.

Dear Sir/Madam,

Sub: Your contract award letter no. _____ dated _____ for
_____ services” on contract basis at IIT Hyderabad.

- 1) The Registrar on behalf of Director IIT Hyderabad, have entered into a contract vide Agreement dated _____ with _____ Address: _____ (herein after referred to as the “Service Provider”) for providing _____ services” on contract basis at IIT Hyderabad (herein after referred to as Principal Employer) for the price and on the terms and conditions as contained in the said contract.
- 2) In accordance with the terms of said contract you have agreed to exempt the security deposit for the due fulfilment by the said Service Provider of the terms and conditions contained in the said contract, on production of a bank guarantee for Rs. _____ (Rupees) _____ Only) being ____% of the total value (Rs. _____) of the said services to be supplied by you.
- 3) In consideration thereof, we hereby at the request of the contactor, expressly, irrevocably and unconditionally undertake and guarantee to pay on written demand, without demur and without reference to the Service Provider, an amount not exceeding Rs. _____ (Rupees _____ Only) against any loss or damage caused to or suffered or would be caused to you by reason of any breach by the said Service Provider of any of the terms and conditions contained in the said contract or by reason of the Service Provider’s failure to perform the said agreement. Your demand shall be conclusive evidence to us as regards the amount due and payable by the Bank under this guarantee. However, liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ Payment by us to you will be made within thirty (30) days from receipt of your written request making reference to this guarantee and on demand.
- 4) We further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and its claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said Service Provider and accordingly discharges the guarantee. Notwithstanding anything herein contained, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ Only) and the guarantee shall remain in force up to and including the ____ day of _____ 20__ being reported to us by you and returned to us duly discharged.
- 5) This guarantee shall not be revoked without your express consent and shall not be affected by your granting any indulgence to the Service Provider, which shall include but not be limited to postponement from time to time of the exercise of any powers vested in you or any right which you

may have against the Service Provider and to exercise the same in any manner at any time and either to forbear or to enforce any covenant contained or implied in the said contract or any other course or remedy or security available to you, and our Bank shall not be released from its obligations under this guarantee by your exercising any of your rights with reference to matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on your part or any other indulgence shown by you or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving our Bank from its obligation under this guarantee.

- 6) Unless a demand or claim under this guarantee is made on us in writing on or before the aforesaid expiry date as provided above or unless this guarantee is extended by us all your rights under this guarantee shall be proscribed and we shall be discharged from the liabilities hereunder.
- 7) This guarantee shall not be affected by any change in the constitution of our Bank or of the Service Provider or for any other reason whatsoever.

Date: _____
Place: _____

Witness:
1.
2.

Sd.....
Bankers
Seal of the Bank

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

Campus/Site Visit Declaration

(To be given on firm/agency Letter Head)

Date: _____

To,

The Director,

IIT Hyderabad -502284

Sub: Certificate for site visit.

Tender Reference No : _____

Tender ID: _____

Name of Tender / Work: -

"I/We have read the clause regarding Site Visit and hereby confirm that we have visited the site on Date: _____ Time: _____ at IIT Hyderabad before submitting the tender document.

We met Shri _____ of IIT Hyderabad in this regard during the site visit.

Yours Faithfully,

Verified by Shri _____

IIT Hyderabad.

**(Signature of the Bidder, with
Official Seal)**

Sample Wage Calculation Sheet

(To be submitted on Bidder's letter Head)

(To be downloaded from Financial Breakup Statement and upload the same on the GEM only)

Tender for providing outsourcing Services-Other than Housekeeping services (Supply of Highly Skilled, Skilled, Semi-skilled and unskilled Manpower) at IIT Hyderabad.						
AGENCY NAME						
Sample Wage (Minimum Wages as notified by CLC, New Delhi from time to time)						
S.No.	Parameters	Unskilled	Semi-skilled	Skilled	Highly skilled (Driver)	Highly skilled(OAT Technician)
1	Basic Wage + VDA	20930	23218	25506	27690	32552
2	Paid leave Wage	805	893	981	1,065.00	1252
3	Holiday wage	805	893	981	1,065.00	1252
4	EPF @13%	1950	1950	1950	1950	1950
5	ESI @ 3.25%	680	0	0	0	0
6	Bonus	1,743	0	0	0	0
7	Gross (sl.no. 1+2+3+4+5+6)	26913	26954	29418	29640	37006
8	GST @18% on Sl. No.7	4,844.34	4,851.72	5,295.24	5,335.20	6,661.08
9	Total (sl no.7+8)	31,757	31,806	34,713	34,975	43,667
10	Service charge @ _____% on (7) [inclusive of GST]					
11	Amount of Service charge	-	-	-	-	-
12	Per person, Per Month wage (9+11)	31,757	31,806	34,713	34,975	43,667
13	Number of personnel	93	7	23	1	1
14	Wages per month (12*13)	29,53,433	2,22,640	7,98,405	34,975	43,667
15	Total Wages per month (Unskilled + Semi-skilled + Skilled +Highly skilled)					40,53,119
16	Total Wages per Annum (Unskilled + Semi-skilled + Skilled +Highly skilled)(excl.service charge)					48637434

* WAGES WILL BE PAID AS PER GOI MINISTRY OF LABOUR AND EMPLOYMENT NORMS

** WAGES WILL BE PAID AS PER ACTUAL ATTENDANCE.

Date:

Signature of the Tenderer with seal and Address