



# भारतीय प्रबंध संस्थान इंदौर

## INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राउ पीथमपुर रोड, इंदौर - 453556 (म. प्र.) भारत  
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इ-टेंडर नोटिस न. **E-Tender Notice No.**  
आई. आई. एम. आई. /इस्टेट/१४/२०२२/१०४ फ़ाइल न. ३५२  
**IIMI/Estate/14/2022/104 File No. 352**

## तकनीकी व्यावसायिक प्रक्रिया

### TECHNO COMMERCIAL PROPOSAL

(E-TENDERING MODE ONLY)

भारतीय प्रबंधन संस्थान इंदौर (आईआईएम इंदौर) के लिए दो बोली प्रणालियों में ऑनलाइन बोलियां (ई-निविदा) आमंत्रित करता है

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bid systems for

कार्य का नाम: "आईआईएम इंदौर में सीसीटीवी कैमरा सिस्टम के लिए व्यापक वार्षिक रखरखाव अनुबंध"।

**Name of work: "Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore"**

प्रमाणित किया जाता है कि एनआईटी दस्तावेज़ में १ से ३७ तक क्रमानुसार ३७ पृष्ठ हैं  
*Certified that the NIT Document contains 37 pages serially numbered from 1 to 37*

**भारतीय प्रबंध संस्थान इंदौर**  
**INDIAN INSTITUTE OF MANAGEMENT INDORE**

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# भारतीय प्रबंध संस्थान इन्दौर

प्रबंध शिखर, राऊ-पीथमपुर रोड, इन्दौर - 453 556 (म.प्र.), भारत

**INDIAN INSTITUTE OF MANAGEMENT INDORE**

Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556 (M.P.), India

Dated: May 26, 2022

## ई - निविदा आमंत्रण सूचना **NOTICE INVITING E-TENDER**

सन्दर्भ ई-टेंडर नोटिस न. आई. आई. एम. आई. /इस्टेट/१४/२०२२/१०४ फ़ाइल न. ३५२

**Ref: E-Tender Notice No. IIMI/Estate/14/2022/104 File No. 352**

आईआईएम इंदौर एमएचआरडी के ई-प्रोक्योरमेंट पोर्टल यानी <https://mhrd.euniwizarde.com> के माध्यम से ऑनलाइन आइटम रेट टेंडर आमंत्रित करता है। विवरण नीचे दिया गया है:

IIM Indore invites online item rate tender through e-procurement portal of MHRD i.e. <https://mhrd.euniwizarde.com>. The details are given below:

### **A. Schedule of Important Events / Activities**

#### **A.1 बोली से संबंधित जानकारी / Information Related to Bid**

A.1.1	एन आई टी न. : आई. आई. एम. आई. /इस्टेट/१४/२०२२/१०४ फ़ाइल न. ३५२ NIT No.: IIMI/Estate/14/2022/104 File No. 352	
A.1.2	कार्य का नाम Name of Work	"Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore" "आईआईएम इंदौर में सीसीटीवी कैमरा सिस्टम के लिए व्यापक वार्षिक रखरखाव अनुबंध"]
A.1.3	निविदा की प्राक्किलत राशि (गुड्स एंड सर्विस टैक्स रहित) Estimated Cost Put to Tender (Excluding Goods & Service Tax)	<b>Rs. 5,39,900/-</b> (Rs. Five Lakhs Thirty Nine Thousand & Nine Hundred Only) (Excl. GST)
A.1.4	अग्रिम जमा राशि Earnest Money Deposit	<b>Rs. 10,798 /-</b> (Rupees Ten Thousand Seven Hundred & Ninety Eight Only) इलेक्ट्रॉनिक मोड के माध्यम से ई-भुगतान द्वारा by e-payment through electronic mode <b>Name of beneficiary:</b> Indian Institute of Management Indore <b>Account No.:</b> 53018623445 <b>Name of the Bank:</b> State Bank of India <b>IFSC Code:</b> SBIN0030525 Bidders will have to upload scanned copy of Payment details towards cost of EMD during the submission of tender and the same will be accepted only on verification & confirmation by the Institute. Any delay in credit will not be entertained by the Institute.

A.1.5	Stamp duty for agreement (to be borne by the bidder)	The contractor will have to execute an agreement on non-judicial stamp paper as under - Rupees 500 as per the Indian stamp (Madhya Pradesh Amendment) Act, 2015 or its amendment from time to time
A.1.6	Stamp duty for Integrity Pact	On non-judicial stamp paper of Rs.500
A.1.7	समापन की अवधि Completion period	<b>365 (Three Hundred Sixty Five) Days / ३६५ दिन</b>
A.1.8	निविदा जमा करने की विधि Mode of submission of tender	<b>केवल ऑन-लाइन मोड On-Line mode only</b>

## **A.2 प्रमुख घटनाएँ और तिथियाँ/Key Events and Dates**

A.2.1	प्रकाशित करने का दिनांक Publishing Date	May 26, 2022
A.2.2	Bid Clarification (if any)	Bidders are requested to submit their queries by May 31, 2022 through e-mail. Clarification to pre bid query will be uploaded in the e-wizard/IIMI website by June 02, 2022. (Mailing Address: estateelect@iimidr.ac.in) No queries will be entertained after May 31, 2022.
A.2.3	टेंडर जमा करने की अंतिम तिथि और समय निर्दिष्ट Last date and time of closing of uploading/online submission of tender	<b>Upto 03:00 PM on June 08, 2022</b>
A.2.4	तकनीकी बोली के खोलने की तिथि और समय Date & Time of online opening of technical bid	<b>03:30 PM on June 08, 2022, in IIM Indore M.P. 453556</b>
A.2.5	Date and Time of opening of financial bid of qualified bidders	<b>Will be notified at a later date</b>

## **A.3 बोली से संबंधित अन्य महत्वपूर्ण जानकारी/Other Important Information Related to Bid**

A.3.1	परफॉर्मन्स गारंटी Performance Guarantee	बोली की स्वीकृति पर निविदा मूल्य का ५ (पाँच)% 3 (Three) % of tendered value on acceptance of bid and will be returned 1 month after completion
A.3.2	बोली की वैधता Bid Validity	निविदा खोलने की तिथि से 75 दिन 75 Days from the date of opening of price bid of tender

## **B. Guidelines for e-Tendering**

### **Instructions for Online Bid Submission:**

#### **Instructions for Online Bid Submission through MHRD e-Bidding Portal:**

The bidders are required to submit soft copies of their bids electronically on the e-wizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal <https://mhrd.euniwizarde.com>, prepare their bids in accordance with the requirements and submitting their bids online on the e- Procurement Portal.

More information useful for submitting online bids on the e-Procurement Portal may be obtained at: <https://mhrd.euniwizarde.com>

#### **REGISTRATION**

1. Bidders are required to enroll on the e-Procurement Portal (<https://mhrd.euniwizarde.com>) by clicking on the link “Bidder Enrollment” on the e-wizard Portal by paying the Registration fee of Rs.2360/- per year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Capricorn / Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on portal.

**For any Query contact to our helpdesk Number 011-49606060, Email: [helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com), Mr. Siddharth Ghosh 09355030604.**

#### **SEARCHING FOR BIDDING DOCUMENTS**

8. There are various search options built in the e-bid Portal, to facilitate bidders to search active bids by several parameters. These parameters could include Bid ID, Item/work id, Title, Date, etc
9. Once the bidders have selected the bids they are interested in, the bidder can pay the processing fee by net-banking / Debit / Credit card and then download the required documents / bid schedules, Bid documents etc as mentioned on website. Once processing fee is paid, it will be moved to the respective “requested” Tab. This would enable the e-bid Portal to intimate the bidders through e-mail in case there is any addendum and corrigendum issued to the bidding document.

## PREPARATION OF BIDS

10. Bidder should take into account any addendum and corrigendum published on the bid document before submitting their bids only on e-procurement portal (<https://mhrd.euniwizarde.com>).
11. Please go through the bid advertisement and the bid document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
12. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid document / schedule and generally, they can be in PDF / JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
13. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
14. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## SUBMISSION OF BIDS

15. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
16. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the bidding document.
17. \*Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the bid document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
18. The server time (which is displayed on the bidders dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
19. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded bid documents become readable only after the bid opening by the authorized bid openers.
20. The uploaded bid documents become readable only after the bid opening by the authorized bid openers.

21. Upon the successful and timely submission of bid click “Complete“(i.e. after Clicking “Submit” in the portal), the portal will give a successful Bid submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
22. The bid summary has to be printed and kept as an acknowledgement of bid submission.

#### **ASSISTANCE TO BIDDERS**

For any Query contact to our helpdesk Number 011-49606060, Email [ewizardhelpdesk@gmail.com](mailto:ewizardhelpdesk@gmail.com) ,Mr. siddharth 09355030604

## C. Bidder Qualification Criteria

Contractors who fulfil the following requirements shall ONLY be qualified for financial bid opening (Joint Ventures are not accepted):

1. **Work Experience:** The bidders having experience of successfully completed AMC Services of CCTV Camera system during the last 5 years ending last day of the month previous to the one in which applications are invited. The works completed up to previous day of last date of submission of tenders shall also be considered.

*One similar work of value not less than Rs. 4,31,920/-,*

**OR**

*Two similar works, each of value not less than Rs.3,23,940/-,*

**OR**

*Three similar works, each of value not less than Rs. 2,15,960/, all amounts rounded off to a convenient full figure.*

Note: Similar work shall mean: Annual Maintenance of CCTV Camera System.

2. **Annual Financial Turnover and Profit/Loss:** Average annual financial turnover should be at least 50% of the estimated cost put to tender during the immediate last three consecutive financial years, ending on March 31, 2021 and the bidder should not have incurred any loss in more than two years of **last five consecutive in Profit and Loss Account**. (Please provide the same as per standard format enclosed at Annexure-3)
3. **Certificates:** (scanned copy of original certificates to be uploaded)
  - 3.1 Copy of Certification of Incorporation/ Registration of firm
  - 3.2 PAN (Permanent Account Number)
  - 3.3 GST (Goods & Service Tax) Registration Certificate
  - 3.4 E-payment details towards cost of EMD.

4. **Disqualification:**

Bidders whose past performance in jobs carried out in IIM Indore, is found to be not satisfactory, will be disqualified technically even though they may meet the other technical/eligibility criteria.



## **D. List of Documents to be scanned and uploaded**

**While submitting bid, the Scanned copies of the following documents are to be uploaded:**

- (i) NIT Document and corrigendum's (if published) duly signed on each page. (The original of the same to be submitted before award of contract)
- (ii) Certificates of Work Experience
- (iii) Certificate by practicing CA with UDIN as per Annexure-3
- (iv) Certification of Incorporation/ Registration of firm / company
- (v) Latest IT Return
- (vi) PAN (Permanent Account Number)
- (vii) Valid GST Registration certificate
- (viii) E-payment details towards cost of EMD
- (ix) Bank Account Detail for EMD refund
- (x) EPF & ESIC registration certificates (if applicable)
- (xi) Letter of Transmittal as per Annexure-1
- (xii) Undertaking having gone through the documents as per the Annexure-2.

## E. Scope of Work

### List of CCTV System

Sl.no	Location	Make / Model	Total Camera Nos.	IP Camera	HD Camera	DVR	NVR	HDD	Monitor	power supply	POE Switch	Rack
1	D-101	Secures	4		4	1		1		1		1
2	D-103	Secures	4		4							
3	D-201	Secures	4		4	1		1		1		1
4	D-203	Secures	4		4							
5	D-301	Secures	4		4	1		1		1		1
6	D-303	Secures	4		4							
7	E-101	Secures	4		4	1		1		1		1
8	E-103	Secures	4		4							
9	E-201	Secures	4		4	1		1		1		1
10	E-203	Secures	4		4							
11	F-101	Unicam	5		5	3		3		3		3
12	F-103	Unicam	5		5							
13	F-201	3 Unicam+1 Securus	4		4	1		1		1		1
14	F-203	Secures	4		4							
15	G-101	Unicam	4		4							
16	G-103	Unicam	4		4							
17	G-201	Unicam	4		4	1		1		1		1
18	G-203	Unicam	4		4							
19	H-101	Unicam	4		4							
20	H-103	Unicam	4		4	2		2		2		2
21	I-101	Unicam	4		4	1		1		1		1
22	I-103	Unicam	4		4							
23	CCLAB	Securus	2		2							
24	Finance lab	Securus	2		2							
25	IT Helpdesk Office	Securus	1		1							
26	The open area of the Computer centre	Securus	2		2							
27	IT server room	Securus	1		1	1		1	1	1		1
28	GATE 01	09 Hikvision Camera	9									
		NVR : CP Plus		9		1	1	1	1	1	1	
29	TOWER 07	14 CP Plus camera	14									
	Perimeter wall	NVR : CP Plus										
	(Residential Area)			14		1	1	1	1	1	1	

30	GATE 03	03 Hikvision Camera	3									
		NVR: CP Plus		3			1	1	1		1	1
31	Shiv Mandir	02 Hikvision Camera	2									
		NVR: CP Plus		2			1	1	1		1	1
32	Radha Kirshna Mandir	02 Hikvision Camera	3									
		NVR: CP Plus		3			1	1	1		1	1
33	GATE 02	01 Hikvision Camera	3									
		01 CP Plus Camera										
		NVR: CP Plus		3			1	1	1		1	1
34	Learning Center	Secures	36	36			2	2	2		3	4
35	Main Reception.	Securus	2	2			1	1	1		1	1
36	ER-1 Reception (uninstalled due to renovation in ER-1)	Securus	2	2			1	1	1		1	1
37	ER-2 Reception.	Securus	1	1			1	1	1		1	1
38	Transport Office Parking area	Securus	2	2			1	1	1		1	1
39	one in Placement office	CP Plus	4	4								
		S.no.2103012052004204										
		2 MP bullet camera										
40	EPGP Placement office + 1 in Placement office lobby	Unicam	1									
		Model - UC-942692										
		2 MP bullet camera		1			1	1	1		1	1
41	HRC	CCTV Camera S/N: DVR- 009, Camera-130,113,126	3		3	1		1		1		1
42	Mess-01	CCTV Camera S/N: DVR- 114, Camera-166,137,117	3		3	1		1		1		1
43	Mess-03	CCTV Camera S/N: DVR- 180, Camera-196,058,177	3		3	1		1		1		1
44	Mess-04	CCTV Camera S/N: DVR- 248, Camera-114,004,554	3		3	1		1		1		1

45	SR16 A	CCTV Camera S/N: DVR- 249, Camera- 180,178,131	3		3	1		1		1		1
46	SR18	CCTV Camera S/N: DVR- 250, Camera- 055,129,115	3		3	1		1		1		1
47	SR01	Securus/NC20L	1	1			1	1			1	1
48	SR03	Securus/NC20L	1	1			1	1			1	1
49	SR04	Securus/NC20L	1	1			1	1			1	1
50	SR05	Securus/NC20L	1	1			1	1			1	1
51	SR06	Securus/NC20L	1	1			1	1			1	1
52	SR07	Securus/NC20L	1	1			1	1			1	1
53	SR08	Securus/NC20L	1	1			1	1			1	1
54	SR09	Securus/NC20L	1	1			1	1			1	1
55	SR10	Securus/NC20L	1	1			1	1			1	1
56	SR11	Securus/NC20L	1	1			1	1			1	1
57	SR13	Securus/NC20L	1	1			1	1			1	1
58	SR15	Securus/NC20L	1	1			1	1			1	1
59	SR16 B	Securus/NC20L	1	1			1	1			1	1
60	SR17	Securus/NC20L	1	1			1	1			1	1
61	FPM	Securus/NC20L	1	1			1	1			1	1
62	Admin	securus	3	3			1	1			1	1
63	Maintenance Helpline	securus	3				1	1			1	1

**Note:** AMC contract covers all the CCTVs as per the above list. Before handing over of the CCTVs and other equipments will be jointly inspected & if there is some defects founds during the joint inspection, will be got repaired by the department. Then only entire CCTV system and associated equipments will be handed over to the agency & AMC period will start from that day only.

## Scope of Work:

1.0 The contract shall include the following: -

- i) The Agency will have to make 12 visits @ once in a month during the AMC period & should also submit a proper maintenance schedule for prior approval before taking up prior approval.
- ii) The AMC shall cover comprehensive contract for repairs/replacement and cost of replacement of all parts of the CCTV including PCBs, Components, Cable, Switch, POE Switch, Power board, Power Supply, Monitor DVR, NVR, Hard-Disk etc. However, the AMC does not include cost of batteries.
- iii) The personnel / staff responsible for attending to the complaints should be stationed and available within INDORE.
- iv) Regular servicing & inspection of the CCTV Camera should be carried out as per the requirement and at least one visit in a month by the service provider for the joint inspection with the deputed Engineer / technician of the IIM INDORE.
- v) Responsive time for maintenance of items covered under AMC will be 3 hours.
- vi) CCTV maintenance call has to be attended within 3 hours of its reporting time. In case the reporting time is in the evening between 7-11 PM then the same should be attended next day in the morning between 7-11 AM.
- vii) The contract for running the AMC Service shall be commercial contract between IIMI & bidder. There shall be no employer -employees relationship between IIMI and the agency and/his personnel.
- viii) The AMC is of Comprehensive type. Any replacement of spares should be with new and of equivalent type or higher of same make. For which no extra charges will be paid.
- ix) The worn out parts will be repaired and/or replaced at your cost for ensuring smooth service.
- x) All technical support will be provided free of cost during the AMC period.
- xi) During the entire period of AMC the “Surveillance System in IIM Campus” has to run as per its full capabilities as mentioned in the manufactures product specifications.
- xii) During the of the contract, regular maintenance visit of equipment with a reasonable interval shall be carried out. However for any emergency breakdown call from user shall be attended to immediately but not later than 3 hours and at no extra cost.
- xiii) Provide the said services during office hours on all working days. However for any Emergency breakdown, the service shall be provided on Saturdays and Sundays too.
- xiv) Not liable in any manner whatever to the customer in the event of Contractor being prevented or delayed in performance of any of its obligation under the contract due to conditions constituting Force Majeure which shall include but not be limited to strikes, lock-outs, concerted action by workmen, breakdown of communication etc.
- xv) The AMC is for a Period of one year only and subject to extension by another one year at same terms & conditions at the sole discretion of IIM INDORE.

2. Contract May be terminated by IIM INDORE at its discretion by giving 30 day notice to The service provider in case of failure to Maintain the AMC Services at the satisfaction of the IIM INDORE AND THE AGREEMENT WITH IIMI IN that case will be treated as cancelled before expiry date of notice.

### 3. Taking Over entire CCTV System for Maintenance Contract Services:

- 3.1 The contractor shall ensure that all the CCTVs and associated equipments are in proper working conditions at the time of handing over on expiry of contract period.

#### Other information and terms & conditions

- 1) The bid submitted shall become invalid and e-tender processing fee shall not be refunded if:
  - If the bidder is found ineligible.
  - If the documents submitted by the successful bidder does not match with the originals before the award of work.
- 2) However, certified copy of all the scanned and uploaded documents as specified in NIT shall have to be submitted by the lowest bidder only within a week physically in the office of the “ Chief Engineer, Indian Institute of Management Indore, Prabandh Shikhar, Rau - Pithampur Road, Indore 453556 (M.P.).
- 3) IF ANY INFORMATION FURNISHED by the applicant is found to be incorrect at a later stage, they shall be liable to be debarred from tendering/ taking up works in IIM INDORE.
- 4) Authority for rejection of tender:
  - (i) The competent authority on behalf of the Director IIM Indore does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.
  - (ii) Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.
  - (iii) The competent authority on behalf of the Director, IIM Indore reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.
- 5) The bid for the works shall remain valid for a period of Seventy five (75 Days) from the date of opening of price bid of tender. If any bidders withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, then the IIM Indore shall, without prejudice to any other right or remedy, be at liberty to forfeit 100% of the said earnest money as aforesaid. Further the bidders shall not be allowed to participate in the rebidding process of the work.
- 6) This notice inviting Bid shall form a part of the contract document. The successful bidders/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-
  - The Notice Inviting Bid, all the documents including additional conditions, specifications, General Conditions of Contract and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
  - Any other Standard C.P.W.D. Form / other forms as applicable/mentioned.

7) Bank Details are as below:

Name of beneficiary	: Indian Institute of Management Indore
Address	: Rau-Pithampur Road, Indore -453556, M.P.
<b>Account No.</b>	<b>: 53018623445</b>
Name of the Bank	: State Bank of India
Address of the bank	: IIM Indore Campus
<b>IFSC Code</b>	<b>: SBIN0030525</b>

8) TAXES: -

- i. This work comes under Works' contract. The taxes as applicable shall be deducted from each bill paid to the contractor.
  - ii. Item rate should be without GST, GST shall be reimbursed on submission of proof.
  - iii. The contractor should also get registered under any other tax as applicable as per the extent order on the subject work and same shall be paid by the contractor to concerned department and the same should be considered in his quoted rates.
  - iv. Income Tax and TDS (GST) as applicable shall be deducted from each bill paid to the contractor.
  - v. Any other taxes/cess as per Government directives shall be deducted from each bill paid to the contractor from time to time.
- 9) For any queries regarding e-tendering process, the bidders are requested to contact e-wizard as provided in the tender document.
- 10) The specifications, Terms & Conditions, other regulations which are not herein mentioned will be guided by relevant CPWD guidelines, manual, specifications / BIS / IS/ Other Central / State Govt. norms applicable for IIM Indore & as prescribed by the OEM and the decision in this regard will be guided by the decision of the respective authority of IIM Indore which shall be final and binding to the contractor.
- 11) Tender documents may be downloaded from e-wizard Portal <https://mhrd.euniwizarde.com> Aspiring Bidders/ Suppliers who have not enrolled / registered in e-wizard should enroll/register before participating through the website <https://mhrd.euniwizarde.com>.
- 12) Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://mhrd.euniwizarde.com>.
- 13) Tenders and supporting documents should be uploaded through e-wizard.
- 14) In the event of acceptance of a tender, the documents submitted by the successful bidder shall be verified with the originals before the award of work.
- 15) Deviation limit beyond which clauses 12.2 & 12.3 of GCC shall apply for the AMC services: 50 %.
- 16) The tenderer should not have been blacklisted or debarred by any Central/ State / Public Agency from carrying out similar business during last three financial years.
- 17) Performance guarantee in the form BG or FDR or DD @ 3% of tendered amount has to be furnished within 7 days of issue of LOA.

- 18) Any dispute is subject to the jurisdiction of Civil Court Indore.
- 19) Necessary clarification required by the IIM Indore shall have to be furnished by the Tenderer within the time given by the IIM Indore for the same. The Tenderer will have to depute his representative to discuss with the officer(s) of the IIM Indore as and when so desired. In case, in the opinion of the IIM Indore a Tenderer is taking undue long time in furnishing the desired clarifications, his bid will be rejected without making any reference.
- 20) No T&P shall be issued by the IIM Indore and nothing extra shall be paid on account of this.
- 21) The IIM Indore reserves the right to reject any or all the price bids and call for fresh prices/ tenders as the case may be without assigning any reason.
- 22) All materials, articles and workmanship shall be of respective best quality and kind for the class described in the schedule of quantities and specifications. All materials, so used in different items of work shall be subject to the approval of the Engineer-in-charge.
- 23) The payment shall be on item rate basis and on the actual quantity executed under AMC Services.

24) Terms of Payment:

Payments shall be released as per the following conditions.

- Servicing will be done monthly as per agreed schedule but the agency will submit the bill for payment on quarterly basis and after completion of each quarter (3-Service).
- If the work carried out by the contractor is not satisfactory, IIM Indore shall hold such bills till satisfactory services are provided.
- Any amount due from the contractor to IIM Indore will be recovered from his quarterly bill.

25) Penalty for delay in service:

The Technician shall reach to the site within 3 hours after lodging a complaint. In case a complaint is lodge in the evening between 7-11 PM then the same should be attended next day in the morning between 7-10 AM. Delay in rectifying period shall be recorded and penalty shall be imposed as per the following slab.

- For delay above 3 hrs. & up to 24 hrs. Rs. 100/-
- Above 24 hrs. Penalty will be at the rate of Rs. 500/- Per day till it is rectified.

26) Performance Guarantee:

The contractor whose bid is accepted will be required to furnish performance guarantee of 3% (Three Percent) of the bid amount within Seven days of issue of LOI. This guarantee may be in the form of Banker's cheque of any nationalized bank/Demand Draft of any nationalized bank/ Fixed Deposit Receipts or Guarantee Bonds of any nationalized Bank or the State Bank of India in accordance with the prescribed form in CPWD manual. In case the contractor fails to deposit the said performance guarantee within the period as indicated above, including the extended period (Maximum allowable extension with another 07 days with late fee @ 0.1% per day of Performance Guarantee amount), the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor. The earnest money deposited along with bid shall be returned after receiving the aforesaid performance guarantee.



**Refund of performance guarantee:** The performance guarantee shall be refunded to the contractor one month after the completion of the work.

- 27) **COMPLIANCE WITH REGULATIONS AND INDIAN STANDARDS:** All works shall be carried out in accordance with relevant regulation, both statutory and those specified by the Indian Standards related to the works covered by these specifications.
- 28) **INDEMNITY:** The successful tenderer/bidder shall at all times indemnify the IIM Indore, consequent on this works contract. The successful tenderer/bidder shall be liable, in accordance with the Indian Law and Regulations for any accident occurring due to any cause and the IIM Indore shall not be responsible for any accident or damage incurred or claims arising there from during the contract period under the supervision of the successful tenderer/bidder in so far as the latter is responsible.
- 29) **Mobilization advance:** No mobilization advance shall be paid for this work.
- 30) Mandatory regulations prescribed by the Government shall be followed by the contractor regarding labour and safety clauses, without any lapse, including those conditions, amended by these departments periodically.
- 31) The contractor has to abide by various statutory acts of the Government regarding facilities to be provided to the workmen, labour, staff employed under minimum wages act, workmen compensation act, factories act, ESI, PF etc.
- 32) Labour compliance have to be done as per GCC\_Maintenance\_Works\_2020 of CPWD).

## **F. Safety Codes**

Relevant safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

## **G. Fire Safety**

This will be as per the Fire Safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

## **H. General Conditions of Contract**

This will be as per the General Conditions of Contract (GCC) of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

## I. Integrity Pact

### INTEGRITY PACT

To,

.....,  
.....,  
.....

Sub: NIT No. IIMI/Estate/14/2022/104 File No.352 for the work of “Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”

Dear Sir,

It is here by declared that IIM Indore is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIM Indore.

Yours faithfully

Chief Engineer

(To be submitted on Company's letterhead)

**Annexure-1**

**Letter of Transmittal**

To,  
The Chief Engineer,  
IIM Indore (M.P.)

Sub: NIT No. IIMI/Estate/14/2022/104 File No.352 for the work of "Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore"

Dear Sir,

I/We acknowledge that IIM Indore is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by IIM Indore. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, IIM Indore shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/ bid.

Yours faithfully

**(Duly authorized signatory of the Bidder)**

# INTEGRITY AGREEMENT

This Integrity Agreement is made at ..... on this ..... day of ..... 2022

## BETWEEN

The Director, IIM Indore represented through Chief Engineer, IIM Indore, (Hereinafter referred as the IIM Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore ‘Principal/Owner’, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

## AND

.....  
..... (Name and Address of the Individual/firm/Company)  
through.....  
(Hereinafter referred to as the (Details of duly authorized signatory) “Bidder/Contractor” 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 (NIT No. IIMI/Estate/14/2022/104 File No.352) (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”

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 Contractor(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)/Contractor(s)**

(1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Indore / 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)/Contractor(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)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's 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)/Contractor(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)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(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)/Contractor(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 participate 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.

(d) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose 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)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful 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 IIM Indore interests.

(5) The Bidder(s)/Contractor(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)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

(1) If the Bidder(s)/Contractor(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 contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor 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.

(2) 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/Contractor.

(3) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor 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 anticorruption 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 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/Contractor as deemed fit by the Principal/ Owner.

(3) If the Bidder/Contractor 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/Contractors/Subcontractors**

(1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

(2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

(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 Contractor/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 discharged/determined by the Competent Authority, IIM Indore.

#### **Article 7- Other Provisions**

(1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.

(2) Changes and supplements need to be made in writing. Side agreements have not been made.



(3) If the Contractor 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.

(4) 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 intensions.

(5) It is agreed term and condition that any dispute or difference arising 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 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 following witnesses:

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

.....  
(For and on behalf of Bidder/Contractor)

**WITNESSES:**

1.....  
(Signature, name and address)

2.....  
(Signature, name and address)

Place:

Dated:

## J. Agreement

### Format for Agreement

THIS AGREEMENT made at Indore on the \_\_\_\_\_ day of \_\_\_\_\_ 2022 between Indian Institute of Management Indore Rau- Pithampur Road, Indore (hereinafter called "The IIM INDORE" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) of the one part AND

(herein after called "The Contractor" which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns) of the other part.

WHEREAS

The IIM INDORE is desirous of carrying out the work of **“Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”**

The Works are to be executed as per the scope of contract, technical specifications drawing etc.as is mentioned in the tender document.

The Contractor has agreed to execute the said works subject to the provisions hereinafter contained and subject also to General Conditions of Contract, Special conditions of contract, Safety Code, Model Rules for the protection of health and Sanitary arrangements for workers, Specifications, Preambles and Schedule of Quantities and installation schedule (all of which are hereinafter collectively referred to as the ‘said tender conditions’) and strictly in accordance with the Scope of work & technical specifications annexed hereto at or for the respective rates set out in the Schedule of Quantities amounting to the sum as there under arrived at or such other sums as shall become payable there under (hereinafter referred to as the said tendered amount).

NOW IT IS HEREBY AGREED AS FOLLOWS: -

1. In consideration of the said tendered amount to be paid by The IIM INDORE to the Contractor at the time and in the manner set forth in the said tender conditions and in accordance with the Schedule of Payments to execute and complete the work shown strictly in accordance with the specifications, scope of work and Schedule of Quantities.
2. The said tender conditions, scope of work and the annexures hereto shall be read and considered as forming part of this contract and the parties hereto shall respectfully abide by to the said conditions and perform the agreement on their part respectively contained in the said conditions.

3. The approved drawings if any, notice inviting tenders technical specification etc. shall also form the basis of this contract.
4. This contract is neither a Lump sum Contract, nor a piece work contract, but is a contract on item rate basis to be carried out and to be paid for according to the Schedule of Payments at the rates contained in the Schedule of Quantities.
5. The contract herein contained shall comprise not only the works mentioned above but all subsidiary works connected therewith within the same site as may be ordered to be done from time to time by the said Engineer In charge for the time being, even if such work may not be shown on the said Drawings or described in the said Specifications and Schedule of Quantities.
6. The IIM INDORE reserves to themselves the right of altering the drawings, specifications and the nature of the work by adding to or omitting from the scope of work any item of work or portions of the same without prejudice to this contract.
7. Time shall be considered as the essence of this contract and the Contractor hereby agrees to commence the work immediately from the date of work order or from the date of handing over of the site, as provided for in the said terms and conditions, whichever is later, and shall complete the entire work within the specified period, subject nevertheless the provisions for extension of time as may be agreed to by the IIM INDORE and as contained in the said conditions.
8. All payments by the IIM INDORE under this contract shall be made only at Indore.
9. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen at Indore and courts in Indore only shall have jurisdiction to determine the same.
10. That the contract and several parts of this contract have been read by the contractor and fully understood by him. The contractor shall not be entitled for payment beyond tendered quantities unless ordered specifically by written instructions of authorized representative of IIM INDORE.
11. This contract shall be signed in duplicate, the original whereof shall be kept in the custody of the IIM INDORE, and the duplicate with the Contractor.

IN WITNESS WHEREOF the IIM INDORE has set his hands hereunto and two duplicates hereof through his duly authorized official and the Contractor has caused these presents and two duplicates hereof under his common seal by his duly authorized representative at the place and on the date month and year first herein above written.

SIGNED, SEALED AND DELIVERED by IIM INDORE, by the hand of

Signature: Name:  
Designation:

IN THE PRESENCE OF

(1) Signature:  
Name: Address:

(2) Signature:  
Name: Address:

SIGNED, SEALED AND DELIVERED BY the Contractor M/s. \_\_\_\_\_  
\_\_\_\_\_.

Signature: Name:  
Designation:

IN THE PRESENCE OF

(3) Signature:  
Name: Address:

(4) Signature:  
Name: Address:

**Form of Performance Security  
(Guarantee) Bank Guarantee Bond**

In consideration of the Director, IIM Indore (hereinafter called “The IIM Indore”) having offered to accept the terms and conditions of the proposed agreement between.....and ..... (hereinafter called “the said Contractor(s)”) for the work..... (hereinafter called “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs. .... (Rupees ..... only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We, ..... (hereinafter referred to as “the Bank”) hereby undertake to pay to the IIM Indore an amount not exceeding Rs. .... (Rupees..... Only) on demand by the IIM Indore.

2. We, .....(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the IIM Indore stating that the amount claimed as required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. .... (Rupees .....only)

3. We, the said bank further undertake to pay the IIM Indore any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.

4. We, ..... (indicate the name of the Bank) 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 agreement and that it shall continue to be enforceable till all the dues of the IIM Indore under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-in- Charge on behalf of the IIM Indore certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We, ..... (indicate the name of the Bank) further agree with the IIM Indore that the IIM Indore shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM Indore against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act of omission on the part of the IIM Indore or any indulgence by the IIM Indore to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

7. We, ..... (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the IIM Indore in writing.

8. This guarantee shall be valid up to .....unless extended on demand by the IIM Indore. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. .... (Rupees .....) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged. Dated the .....day of .....for.....(indicate the name of the Bank).

## K. Special Conditions of Contract

1. The contractor is advised to visit the above site and make themselves conversant with the scope of work and all the local safety / security rules and regulations to be observed strictly and any claim whatsoever shall not be entertained, later on this account.
2. This is a service contract, hence all the staff engaged by the contractor shall be purely his liability and department in no way shall be responsible for any compensation for any of their acts/ accidents.
3. The contractor shall arrange to render efficient preventive service. However, in case he fails to maintain the services to the satisfaction of the Engineer-in-charge and the department has to incur any expenditure on that account, the expenditure thus incurred will be recovered from the contractor. Proper records shall be maintained for all the above. In case any complaint is pending because of a reason beyond control of the contractor, he shall intimate the same to IIM's representative by phone or by special messenger within one hour.
4. In case of any accident during the operation / maintenance of the equipment leading to injuries, damages to human being, equipment and or loss of life, the contractor shall be fully responsible for setting all claims and indemnity the department against any claims arising out of such accidents , consequential damages to other system will, however be not recoverable from the contractor.
5. Before taking over the possession of site, the contractor has to produce the required certificate of qualification of Staff to the Engineer-in-charge to whom he proposes to deploy at site. Apart from satisfying the Wireman / mechanic qualifications, workers deployed must have sufficient knowledge to maintain satisfactorily the electrical and mechanical installations as mentioned above.
6. It shall be the responsibility of the contractor to maintain and hand over back the installation covered under scope of work after completion of work in good working condition as required.
7. Contractor himself will be fully responsible for any accident/causality of his staff if occurs due to electrical fault or negligence of his staff or due to any other reason during duty hours. IIM Indore will not be responsible in any way for the same and no extra payment/claim/compensation shall be made to contractor by the IIM Indore.
8. Contractor will have to take necessary care and precaution to keep the entire CCTV system safe for use and in good working condition. Trained technical staff shall carry out maintenance work.
9. The contractor shall be responsible for periodical checking, preventive maintenance as per IS: codes/IE rules, maintenance manuals /CPWD manuals & as prescribed. Record of such inspection and preventive maintenance done by contractor to be maintained in separate register and to be got verified by engineer of IIM. A list of periodical checking, servicing & maintenance is given for guidance & compliance of the contractor.
10. Relevant IS codes/IE rules and maintenance manual with upto date amendments be procured and kept at site by the contractor.
11. No parts or components of the items being maintained by vendor shall be removed without prior approval and knowledge of IIMI. Any part to be removed from the item for repair shall be done after approval of the nominated supervisor.

12. On account of security consideration, some restrictions may be imposed by the security staff on the working and/ movement of men and materials etc. The contractor shall be bound to follow all such restrictions/ instructions and he shall organize his work accordingly. No claim on this account, whatsoever, shall be payable.
13. The agency shall take all precautions to avoid accidents by exhibiting necessary caution boards day and night, speed limit boards, red flags, red lights and providing barriers. He shall be responsible for all damages and accidents caused to existing/ new work due to negligence on his part.
14. The AMC Service will be carried out in the manner complying, in all respects, with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer-in-Charge and nothing extra shall be paid on this account.
15. The agency shall comply with proper and legal orders and directions of the local or public authority or municipality and abide by their rules and regulations and pay all fees and charges which may be liable.
16. All materials to be incorporated in the AMC Services shall be arranged by the contractor and shall be in accordance with the specifications laid down.
17. **The tenderer shall use materials of OEM (original equipment manufacturer) unless otherwise specified or allowed in writing by the Engineer-in-Charge. Any material banned by the department shall not be used in the AMC Service.**
18. In case any material / work is found sub-standard the same shall be rejected by the Engineer-in-charge and the same shall be removed from the site within 48 hours, failing which the same shall be got removed by the Engineer-in-charge at the risk and cost of the agency without giving any further notice and time.
19. The agency shall be responsible for completing the AMC Service and for satisfying all terms and conditions of the Contract without any extra payment over his quoted rates unless otherwise specified. The agency shall quote his rate for various items of work accordingly and no claim whatsoever shall be entertained for any incidental or extra work involved in the execution of the work as per nomenclature of the item and the specifications indicated in the tender documents.
20. All tools, plants and measuring shall be arranged by the agency himself and nothing extra shall be paid to the agency on this account.
21. **CONTRACTOR TO COMPLY WITH LAWS:**
  - In the performance of this Contract, the agency shall abide by all existing laws, codes, rules and regulations set forth by all governmental units and authorities having competent jurisdiction over Contractor and/or the work performed by Contractor hereunder. Contractor shall also procure and pay any necessary permits or licenses pertaining to the work performed by Contractor pursuant to this Contract.
  - All repair, parts replacement or adjustments called for hereunder shall be performed in full compliance with specified laws, standards and codes set by the government with latest edition, including amendments thereto, and with applicable regulations of the state, city and/or local authorities. In case of conflict, the more stringent regulations will apply.



## L. Formats for Different Forms/Certificates

### Annexure-2

#### Undertaking having gone through the documents as per the Technical bid

Sub.: “Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”  
NIT No.: - IIMI/Estate/14/2022/104 File No.352

Dated: ..... /...../2022

To,  
The Chief Engineer,  
Indian Institute of Management, Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Rau, Indore-453556

Dear Sir,

We have carefully examined the specifications, design and schedule of quantities relating to the work specified in the memorandum hereinafter set out in the said memorandum and have acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the Schedule of Quantities and in accordance in all respects with specifications, designs and instructions in writing referred to in articles of agreement, general instructions to the tenderers and special conditions, General Conditions of Contract, conditions hereinbefore referred to, specifications, schedule of works, data sheet and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

#### Memorandum

A.1.1	NIT No. : IIMI/Estate/14/2022/104 File No.352	
A.1.2	Name of Work	“Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”
A.1.3	Estimated Cost Put to Tender	Rs. 5,39,900/- (Rs. Five Lakhs Thirty Nine Thousand & Nine Hundred Only) (Excl. GST)
A.1.4	Earnest Money Deposit	Rs. 10,798 /- (Rupees Ten Thousand Seven Hundred & Ninety Eight Only) इलेक्ट्रॉनिक मोड के माध्यम से ई-भुगतान द्वारा by e-payment through electronic mode
A.1.5	Completion period	365 (Three Hundred Sixty Five) Days / ३६५ दिन
A.1.6	Mode of submission of tender	On-Line mode only

2. We also agree that our tender will remain **valid for acceptance by the IIM Indore for 75 days** from the date of opening of price bid of the tender and this period of validity can be extended for such period as may be mutually agreed between the IIM Indore and us in writing. We also agree to keep the **Bank Guarantee towards performance guarantee** valid during the entire period of validity of tender as per enclosed proforma. Should this tender be accepted, we hereby agree to abide by and fulfil all the terms and conditions of the contract.

3. Should this tender be accepted, we hereby agree to abide by and fulfil all the terms and conditions of the contract.

4. We understand that you reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason therefor.

Dated this ...\_day of \_\_\_2022.

For and on behalf of M/s \_\_\_\_\_

(Signature with seal) \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Place \_\_\_\_\_

\_\_\_\_\_

### Annexure-3: Letter head of the practicing CA

#### Financial Information (As per Point C2 of the tender document)

This is to certify that, on the basis of the audited financial statement and the books & records produced before us of the Company (Name of the Company), the Total Turnover & Profit after Tax of (Name & address of the Company) for the Following financial years are as under: -

Financial Year	Gross Annual Turnover (for 3 years) (in Rs)	Profit After Tax (for 5 years) (Profit and Loss Account) (in Rs)
2020-2021		
2019-2020		
2018-2019		
2017-2018	Not required	
2016-2017	Not required	

For, Name of the CA Firm  
Chartered Accountants  
FRN :

Name of the Practicing CA  
UDIN :  
Dated :



**FINANCIAL BID**

**Name of Work: “Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore”**

**NIT No. : IIMI/Estate/14/2022/104 File No.352**

**The Financial Bid is available on the e- procurement website  
<https://mhrd.euniwizarde.com>**



INDIAN INSTITUTE OF MANAGEMENT INDORE  
Prabandh Shikhar, Rau-Pithampur Road, Indore - 453556 (M.P.), India

Tender No. IIMI/Estate/14/2022/104 File No. 352

Name of Work:- "Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore"  
Financial Bid

Name of the Firm						
Address of the Firm						
Phone/Mobile no.						
E-Mail ID						
Item No	Item Description	Unit	Qty	Rate Quoted By Bidder		
				Unit Rate Excluding GST (Rs.)	Total Amount (Rs.)	
1	Comprehensive Annual Maintenance Contract for CCTV Camera system at IIM Indore (List of CCTV System & associated equipments as detailed in the tender document)	Per Quarter	4		0	
Total Amout in Rs. (Excluding GST)						0