

# RAJIV GANDHI INSTITUTE OF PETROLEUM TECHNOLOGY

[Institute of National Importance Established under the Act of Parliament]

Post: Harbanganj, Jais, Amethi,

Uttar Pradesh, INDIA - 229304

Website: [www.rgipt.ac.in](http://www.rgipt.ac.in)



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## NOTICE INVITING e-TENDER

*For*

**“ANNUAL MAINTENANCE CONTRACT FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR”**

*At*

**Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus, Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India -562165.**

## TIMELINE OF TENDER

Sl. No.	Particulars	Details
1	Name of Work	“ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR”
2	Tender No.	<b>RGIPT/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001 Date: 24-12-2025</b>
3	Tender Mode & Type	Two-Part Bids (Technical & Financial)
4	Date of Issue/publication of Tender Notice	<b>24th December 2025, 17:00 Hrs.</b>
5	Bid Document Download Date & Time	<b>24th December 2025, 17:00 Hrs.</b>
6	Pre-Bid Meeting Date, Time & Venue (Allqueries shall be discussed in the Pre- Bid Meeting.)	<b>2nd January 2026, 14:00 Hrs. Board Room No. AB-003, Ground Floor Academic Block Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus. Post: Hasigala, Hoskote Taluk, Bengaluru Rural Karnataka- 562165</b>
7	Bid Submission Start Date & Time	<b>24th December 2025, 17:00 Hrs.</b>
8	Last Date and time of submission of Online Bids	<b>15<sup>th</sup> January 2026, 17:00 Hrs.</b> CPP Portal
9	Date and time of opening of Bids	<b>16th January 2026, 12:00 Hrs.</b>
10	Earnest Money Deposit	<b>36000/- (Rupees Thirty-Six Thousand Only)</b> (Refundable)
11	Tender Fee	Nil
12	Tender Processing Fee	Rs. 2000/- through online (Non-Refundable)
12	Last date of Receipt of Hard copy of Tender Document	<b>15<sup>th</sup> January 2026, 17:00 Hrs..</b>
13	Bid Validity Period	<b>180 days from the date of opening</b>
14	Address for sending the Hardcopy of Tender Documents	In charge Office, Ground Floor Room No.-02A Academic Block, Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus” Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India -562165.
15	Contact person & address for communication	Dr. Rohit Bansal, In charge, RGIPT, Bengaluru Campus” Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India -562165. Email: rbansal@rgipt.ac.in Contact Nos. +91 9927285001

1. Details regarding the tender are available on website of the Institute <https://www.rgipt.ac.in> and CPP Portal.
2. Tender document may be downloaded from above mentioned websites. Bidders are therefore, requested to visit the websites regularly to keep themselves updated. Any Addendum/Corrigendum will be displayed on the aforesaid websites only.
3. For submission of e-Bids, bidders are required to get themselves registered with CPP Portal.
4. Payment proof pertaining to EMD (in case of payment of EMD through DD/FDR/Cheque/NEFT/RTGS transaction, copy of the same is required to be enclosed with the bid document) to be sent to the Institute at the address indicated below on or before bid opening date/time as mentioned in critical date sheet.
5. Tender documents received in incomplete shape and required tender fee or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.
6. Earnest Money Deposit (EMD) **36000/- (Rupees Thirty-Six Thousand Only)** in the form of FDR/NEFT/Demand Draft/Account Pay Cheque, Fixed Deposit Receipt issued by any Nationalized Bank in favor of "Rajiv Gandhi Institute of Petroleum Technology, payable at Bangalore".

Bank Account Details of the Institute:

**Name: Rajiv Gandhi Institute of Petroleum Technology**

**Bank: HDFC BANK LTD**

**Account No. 50100850017112.**

**IFSC Code: HDFC0001037.**

**MICR Code: 560240053.**

**Address: Site No. 2559 K R Road, Melinapete, Hoskote, Bengaluru.**

#### **ADDRESS OF THE INSTITUTE:**

Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus" Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India -562165. Website: [www.rgipt.ac.in](http://www.rgipt.ac.in)

## INTRODUCTION

The Rajiv Gandhi Institute of Petroleum Technology Bengaluru invites online bids under Two-Bid system (Technical and Financial bids) from reputed, experienced and financially sound agencies for providing round the clock security services at Rajiv Gandhi Institute of Petroleum Technology Bengaluru, Campus, Karnataka as per following details:

Name of work	“ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR”
Tender Ref. No.	<b>RGIP/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001 Date: 24-12-2025</b>
Date of issue of Tender	<b>24th December 2025, 17:00 Hrs.</b>
Pre-Bid Meeting	<b>2nd January 2026, 14:00 Hrs. Board Room No. AB-003, Ground Floor Academic Block Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus. Post: Hasigala, Hoskote Taluk, Bengaluru Rural Karnataka– 562165</b>
Last date and time for online bid submission	<b>15th January 2026, 17:00 Hrs.</b> CPP Portal
Earnest Money Deposit (EMD)	<b>Rs. 36000/- (Rupees Thirty-Six Thousand Only)</b> through online mode to the following account: <b>Account Name: Rajiv Gandhi Institute of Petroleum Technology,</b> <b>Account No. 50100850017112.</b> <b>IFSC Code: HDFC0001037.</b> <b>MICR Code: 560240053</b> Bank Name: <b>HDFC BANK LTD,</b> Branch Name: Hoskote Branch, <b>Address: Site No. 2559, K R Road, Melinapete, Hoskote, Bengaluru.</b>
<b>Performance Security Deposit (PBG)</b>	<b>3% of the L-1 Tender Value</b>
Contract period	The period of the contract shall be initially for a period of 1 years, which may be extended further for similar or lesser period based on satisfactory performance.
Issue of tender	The tender document can be downloaded from the Institute’s website <a href="http://www.rgipt.ac.in">www.rgipt.ac.in</a> and <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> . <b><i>Please keep visiting the Institute’s website for any corrigendum/amendments and submit the bids accordingly.</i></b>
Opening of tender bids	<b>Part A: Technical bid:</b> The technical bid will be opened on 16-01-2026 <b>Part B: Financial bid:</b> Financial bid will be opened for technically qualified bidders.
For any clarification, please contact	Dr. Rohit Bansal, Incharge, RGIPT, Bengaluru Campus” Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India –562165. Email: <a href="mailto:rbansal@rgipt.ac.in">rbansal@rgipt.ac.in</a> Contact Nos. +91 9927285001
Proposed date for commencement of work	February 01, 2026

## TECHNICAL BID PART-A

### 1.1 About Rajiv Gandhi Institute of Petroleum Technology

The Ministry of Petroleum and Natural Gas (MoPNG), Government of India, set up the Rajiv Gandhi Institute of Petroleum Technology at Bengaluru, Campus, by the Act of the Parliament. The Institute has been accorded the eminence of being an Institution of National Importance along the lines of the Indian Institutes of Technology (IITs).

### 1.2 Definitions

In this request for Notice Inviting Tender, the following terms shall be interpreted as indicated below:

- a. **“RGIPT”** or **“Institute”** means “Rajiv Gandhi Institute of Petroleum Technology Bengaluru, Campus”.
- b. **“Bidder”** or **“Tenderer”** means any firm taking the full responsibility of managing the contract as required in this NIT. The word “Bidder” when used in the pre-award period shall be synonymous with **“Service Provider”** or **“Contractor”** which shall be used after award of the contract.
- c. **“Service Provider”** or **“Contractor”** means the successful bidder to whom the contract has been awarded for providing round the clock security services on outsource basis” at RGIPT Bengaluru, Karnataka.
- d. **“Contract”** means terms and conditions given by the institute and accepted by the bidder in lines with the work order to carry out the security services at RGIPT.
- e. **“EMD”** means Earnest Money Deposit.
- f. **“Service”** means providing round the clock security service on outsourced basis at RGIPT, Bengaluru Campus, Kambalipura, Sulibele, Hoskote, Bengaluru Karnataka India.
- g. **“Performance Security”** or **“Bank Guarantee”** means the guarantee provided by the bidders for satisfactory performance.
- h. Attested copies of documents means self-attested copy of documents by the bidder/authorized person (duly signed and stamped of the firm on the document).
- i. **Critical Issue:** Network outage impacting large user base or critical services

### 1.3 Abbreviation

- a. **RGIPT** –Rajiv Gandhi Institute of Petroleum Technology Bengaluru, Campus.
- b. **PSU** – Public Sector Undertaking
- c. **PSE** – Public Sector Enterprise
- d. **EMD** – Earnest Money Deposit
- e. **NIT** – Notice Inviting Tender
- f. **PAN** – Permanent Account Number
- g. **GST** – Goods & Service Tax
- h. **EPF** – Employees Provident Fund
- i. **ESI** – Employee State Insurance
- j. **AMC**- Annual Maintenance Contract

### 1.4 Confidentiality

The tender document is confidential and is not to be disclosed, reproduced, transmitted or made available by the recipient to any other person. RGIPT may update or revise the document or any part of it and would subsequently be made available on CPP Portal as well as on RGIPT’s website. The recipient acknowledges that any such revised or amended document is deemed to be received through portal, subject to the same confidentiality. The recipient will not disclose or discuss the contents of the

document with any officer, employee, consultant, agent or any other person associated with or affiliated in any way with RGIPT or any of its customers or suppliers without the prior written consent of RGIPT.

### 1.5 NIT Disclaimer

This Notice Inviting Tender Containing Annexures (Herein after called as NIT) has been prepared solely for the purpose of enabling RGIPT to select a AMC FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR” on outsource basis as per specifications, terms and conditions and scope defined in this NIT (herein after referred as AMC FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR” at “Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus”).

The AMC/CONTRATOR will be required to be innovative, capable and would need to extend all their resources in order to meet the expectations of RGIPT Bengaluru campus towards providing the required services.

### 1.6 Costs to be borne by the bidder:

All costs and expenses incurred by bidders in any way associated with the preparation and submission of their responses to the NIT, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc. and providing any additional information required by RGIPT, will be borne entirely and exclusively by the bidder and RGIPT shall not be liable for any costs and/or expenses in relation to responses to the NIT and/or shall not entertain any requests / representations regarding bearing/sharing of costs and /or expenses.

### 1.7 Disqualification:

Any form of canvassing/ lobbying/ influence/ cartelization, etc. by the bidder may result in disqualification of such bidder.

### 1.8 Clarification regarding tender documents:

Bidders can take any clarification regarding error, omission or discrepancy found in this tender document in the pre-bid meeting. Afterwards, no request will be entertained for any type of clarification related to the tender document. The request for clarification shall be in writing or by email, but no change in the price of the tendering shall be sought, offered or permitted.

### 2.1 Important Instructions:

- a. Read the tender document carefully before filling in the tender bids and processing for online bid submission.
- b. Sign each page of the tender document.
- c. The technical bid should contain: All relevant documents as mentioned in the eligibility criteria of the tender document.
- d. Proof of payment of EMD of **Rs. 36000/- (Rupees Thirty-Six Thousand Only)** through online payment transfer in the bank account mentioned above. Application without EMD will not be considered.
- e. **The prices should be quoted in financial bid only and should be in stipulated format and without any condition.** The price shall be filled up both in figures and words.
- f. Tender form can be downloaded from the Institute’s website [www.rgipt.ac.in](http://www.rgipt.ac.in) and CPP Portal <https://eprocure.gov.in/eprocure/app>.
- g. Please keep visiting Institute’s website for any corrigendum/amendments and submit the bids accordingly.
- h. The technical bid will be opened online on **16-01-2026@12:00 Hrs.**
- i. The financial bid of only those tenderers will be opened who will be declared technically qualified by Tender Evaluation Committee. The date and time of opening of the same will be intimated in advance through e-mail and/or telephone.
- j. The offer of the tender will be valid for 03 (Three) months from the last date of submission of the tender document.

- k. Hypothetical/conditional, incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the tender.
- l. The period of contract shall be initially for a period of 01 (One) years which may be extended to a similar or lesser period based on satisfactory performance.
- m. RGIPT, Bengaluru reserves the right to accept/reject any tender in part or full, without assigning any reason whatsoever.
- n. If the last date of opening of the tenders coincides with a holiday, then the next working day shall be the opening date.

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

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates and submit the hard copy of tender with required document at RGIPT Bengaluru campus addressing:

**Dr. Rohit Bansal,**  
**Incharge, RGIPT, Bengaluru Campus”**  
**Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India -562165.**  
**Email: [rbansal@rgipt.ac.in](mailto:rbansal@rgipt.ac.in)**  
**Contact Nos. +91 9927285001**

By hand or by post up to 05.00 PM, 15-01-2026. More useful information for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>.

## GENERAL INSTRUCTIONS TO TENDERERS

Interested bidders may be advised to visit the Rajiv Gandhi Institute of Petroleum Technology (RGPT) Bengaluru to get onsite assessment of the work on any working day between 10:00 AM to 04:00 PM after taking permission from the Institute In charge.

- a. The closing date and time for online tender submission is 17.00 Hrs. on 15-01-2026.
- b. The technical bid of the tender will be opened online at 12:00 Hrs. on 16-01-2026.  
A Pre-Bid meeting shall be held on **2nd January 2026, 14:00 Hrs., Board Room No. AB-003, Ground Floor Academic Block Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus. Post: Hasigala, Hoskote Taluk, Bengaluru Rural Karnataka- 562165.**
- c. A financial bid will be opened only for technically qualified bidders.
- d. The technical bid should be submitted online and should contain all required documents as per eligibility criteria, and list of the equipment's, tools and tackles required for the job.
- e. "Technical Bid and Financial Bid" for Providing for Security, Housekeeping, Gardner, Multi-technician Like Electrician, Plumbing and Sanitary etc. along with proof of EMD submission should be uploaded online through website <http://eprocure.gov.in/eprocure/app>." Hard copy also be submitted.
- f. In the absence of EMD, the tender will be summarily rejected, however, MSME will be eligible for EMD exemption on the production of valid certificate issued for providing round the clock security services.
- g. The Earnest Money Deposit will be refunded to the unsuccessful bidders only after finalization of the contract. In case of the successful bidder EMD will be returned after receipt of the performance security deposit. No interest will be paid on the EMD.
- h. The bid shall be valid for 03 months from the last date of submission of tender document/date of opening of tender.
- i. No bidder will be allowed to withdraw his tender after submission during the bid validity period (03 months). In case the bidder does not honor his bid, the EMD submitted by the tendering firm would stand forfeited.
- j. All entries in the tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable must be signed by the authorized signatory.
- k. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
- l. A work order will be issued to the successful tenderer. In this contract, the successful tenderer shall be defined as "Contractor".
- m. **Successful tenderer will have to deposit the Performance Security Deposit 3% of the L-1 Tender Value** in the form of Demand Draft/FDR/Cheque of any nationalized/scheduled bank, drawn in favor of "Rajiv Gandhi Institute of Petroleum Technology" payable at Hoskote, within 15 days from the award of the contract / issue of the work order and commencement of the work, otherwise the contract may be cancelled and EMD will be forfeited.
- n. The successful Tenderer shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing him that his tender has been accepted.
- o. If the successful Tenderer fails to execute the agreement and / or to deposit the required security deposit within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited by the Tender Inviting Authority.
- p. After successful completion of the contract, the security deposit will be refunded to contractor after adjustment of dues, if any, to institute by the contract. **No interest will be paid on the Performance Security amount.**

## GENERAL CONDITIONS OF THE CONTRACT

1. **Period of The Contract:** The period of contract will be initially for a period of 1 year, which may be extended further for a similar and lesser period based on satisfactory performance.

2. **Request for Advance:**

Any requests for advance of any type during the contract period by the contractor will not be entertained at any cost.

3. The AMC aims to ensure high availability, performance, reliability, and security of IT systems and network services on a 24x7 basis, aligned with institute norms and best industry practices.

4. **Deployment of IT/Networking Engineer :**

**IT/Networking Engineer of the Company/Agency shall not work for more than 26 days in a month as per labor laws and deployment of 01 IT/Networking Engineer are required round the clock and 365 days for the** handling of all CCTV Camera, Access points, Controller, Network Cables, switches Installation, Managing the services Support and any other related work to be provided by RGIPT for signed contract period of all buildings of RGIPT Bengaluru Campus.

- a. To ensure uninterrupted IT and network services across the campus
- b. To maintain and manage wired and wireless network infrastructure
- c. To provide round-the-clock on-site technical manpower support
- d. Ensuring secure internet connectivity through robust firewall management
- e. To minimize downtime and improve user experience
- f. To establish measurable Service Level Agreements (SLAs)
- g. Every **IT/Networking Engineer** shall have minimum 2 years' experience in the **IT/Networking** field.

5. **Performance Security:**

- a. The successful bidder shall deposit a Performance Security for an amount **equivalent to 3% of L-1 Tender Value** in the form of **Demand Draft/FDR/Cheque** in favor of **Rajiv Gandhi Institute of Petroleum Technology** payable at **Bengaluru** within 15 days from the date of issue of work order. The validity of Performance Security should be up to 180 days (Six months) after the expiry of validity of contract and other obligations towards the contract. The successful tenderer shall execute an agreement on a non-judicial stamp paper of value Rs100/- (stamp duty to be paid by the tenderer)
- b. In the event of non-performance of obligation or failure to meet the terms of this NIT, RGIPT shall be entitled to invoke Performance Security without notice or right of demur to the contractor. Any amount pending for payment due to non- achieving of milestone(s) set under the contract or any other reason solely attributable to the contractor should be deducted from the remaining amount of Performance Security.
- c. RGIPT reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Security, if any, under this contract.
- d. If the Performance Security is not submitted within the stipulated time, RGIPT reserves the right to cancel the approval of the quoted rates in the tender, and the earnest money deposit submitted by the bidder will be forfeited.

- e. In case the contract is further extended beyond the initial period, the Performance Security will have to be accordingly renewed/extended by the contractor.
- f. If the successful tenderer fails to execute the agreement and / or deposit the required security deposit within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposit by him along with the tender shall stand forfeited by the Tender Inviting Authority.

## **6. Payment Terms:**

I. Payment will be made within 01 month from the date of submission of the original bill to the concern In-charge. Payment of the bill will be based on standardized proforma, duly approved by RGIPT Bengaluru, along with certified copy of attendance sheet in respect of the persons deployed.

II. While submitting the bill, the contractor must attach the following proof/challans with the original GST invoice:

- a. Wages of workers were credited to their bank accounts (Acknowledgment by bank enclosed).
- b. EPF contribution relating to workers was deposited on (Copy of the challan enclosed with contribution sheet)
- c. ESI contribution relating to workers was deposited (Copy of challan enclosed with contribution sheet).
- d. RGIPT Bengaluru is complying with all statutory Labour Laws including the Minimum Wage Act. The payment would be made on a monthly basis on verification of attendance sheets/register, monthly and EPF and ESIC challans and Goods & Service Tax challan, etc., duly verified by concern In-charge/officer as well as Accounts Department of RGIPT Bengaluru.
- e. The TDS shall be deducted as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided by RGIPT to the contractor.
- f. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of India, Minimum Wages Act, and Ministry of Labour & Employment.
- g. The contractor at all times should indemnify RGIPT against all claims, damages or compensation under the provisions of Payment of Wages Act 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto, and rules made there under from time to time. RGIPT Bengaluru will not take any responsibility in this regard.
- h. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by office of the Chief Labour Commissioner (C), Ministry of Labour & Employment. The rate will be revised solely based on the revision of minimum wages as notified by the Government from time to time. It is the sole responsibility of the contractor to ensure that each and every housekeeping staff / supervisor should be either paid as per the revised minimum wages slab or as per actual. The differential amount on account of revision of minimum wages act will be reimbursed by RGIPT on actual basis, subject to submission of proofs/challans.

## 7. Force Majeure

- a. The contractor shall not be liable for forfeiture of its Performance Security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- b. For purposes of this clause, "Force Majeure" means an event explicitly beyond the reasonable control of the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within Seven (07) calendar days.
- c. Unless otherwise directed by RGIPT in writing, the contractor shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, RGIPT and the contractor shall hold consultations in an endeavor to find a solution to the problem.
- e. Notwithstanding above, the decision of RGIPT shall be final and binding to the contractor.

## 08. Corrupt and Fraudulent Practice

- a. As per Central Vigilance Commission (CVC) directives, it is required that contractor observe the highest standard of ethics during the execution of contract in pursuance of this policy. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in contract execution.
- b. "Fraudulent Practice" means a misrepresentation of facts in order to influence the execution of contract to the detriment of RGIPT and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid rates at artificial non-competitive levels and to deprive RGIPT of the benefits of free and open competition.
- c. RGIPT reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- d. RGIPT reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

## 09. Insurance

- a) It is the sole responsibility of the contractor to ensure his materials, equipment, workmen, etc. against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's Compensation Act. The work be carried out in a protected area and all the rules and regulations of the RGIPT in the area of project which are in force from time to time will have to be followed by the contractor.
- b) If due to negligence and or non-observation of safety and other precautions by the contractors, any accident/injury occurs to the property/manpower belonging to the RGIPT/third party, the contractor shall have to pay necessary compensation and other expenses, if so by the appropriate authorities. RGIPT will not be responsible for any injury/death caused to the employees provided by contractor at RGIPT. It will be the responsibility of contractor to abide with all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by RGIPT in this regard.

## 10. Information Ownership:

All official information processed, stored, or transmitted by **IT/Networking Engineer** deployed by the bidder belongs to RGIPT. By having the responsibility to handling the official information by the **IT/Networking Engineer** deployed, the contractor does not acquire implicit access to the information

or rights to redistribute the information. The contractor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

#### 11. **Risk Clause:**

- a. The contractor shall at all times have standby arrangements for carrying out the work under the contract, in case of any failure of the existing arrangement. RGIPT Bengaluru reserve the right for termination of the contract, at any time by giving three month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered from the contractor's Performance Security Deposit or pending bills or by raising a separate recovery claim.
- b. It is the duty of the contractor to provide all necessary reports and other information to the concerned In-Charge, from time to time, in order to review the performance of the contractor. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Institute and shall not knowingly lend to any person or company any of the effects or assets of the Institute, under its control.
- c. In the event of loss/damage of equipment etc. at the premises of RGIPT Bengaluru due to negligence / carelessness of security staff, the contractor shall compensate the loss to RGIPT Bengaluru. The contractor or its representative(s) shall meet concerned In-Charge regularly to get feedback regarding the security services.
- d. The contractor will also maintain a suggestion book and a complaint register, to be produced to In-charge, SHH/concerned In-Charge, as and when required. Please note that a suggestion book and complaint register will be periodically circulated amongst the faculty and staff for their input and suggestions or as per the instruction of In-charge SHH/concerned In-charge/Security Officer.
- e. The contractor shall, in performing its part of this contract, ensure the safety of the building, its equipment, furniture, fixtures and the persons working in or visiting RGIPT Bengaluru premises and shall indemnify Institute, for any loss or damage caused by any act of the contractor or its employees or staff etc.
- f. The contractor shall not assign or sublet this contract or any part thereof to any third party.
- g. The Security staff shall be regularly trained in behavioral aspects and ethics. They shall also be made conversant with the way of working of RGIPT Bengaluru Institute, its requirements, layout of Institute and fire safety system along with telephone numbers of the Key Personnel of the Institute.
- h. In case, the information/documents furnished by the bidder forming basis of evaluation of its bid is found to be false/fake/forged during any stage of the tender, Institute shall have the right to terminate the contract and get the remaining works executed by a third party at the risk & cost of the contractor and without any prejudice to other rights available to RGIPT under the contract such as forfeiture of the contract performance security furnished by the contractor.
- i. In case, if any submitted challan of statutory liability found to be false/fake, the amount of same would be recovered from the monthly bill of the contractor along with the penalty as decided by the In-charge, SHH/concerned in-charge of the Institute.

#### 12. **Confidentiality & Data Security of IT Components and Institute Confidential Information:**

To safeguard the integrity, confidentiality, and availability of RGIPT Bengaluru Campus information assets, the following detailed confidentiality and data security provisions shall strictly apply to the AMC vendor and its personnel:

- a. **Confidential Information Definition:** All data, documents, records, credentials, network diagrams, configurations, IP addresses, access logs, academic records, administrative information, research data, financial data, and any other information belonging to RGIPT shall be treated as strictly confidential.

- b. **Non-Disclosure Obligation:** The vendor and its employees shall not disclose, share, publish, or transmit any institute-related confidential information to any third party without prior written approval from RGIPT.
- c. **Access on Need-to-Know Basis:** Access to IT systems, servers, network devices, and data shall be strictly limited to authorized personnel on a need-to-know basis approved by RGIPT.
- d. **User Credential Protection:** All usernames, passwords, keys, certificates, and authentication credentials shall be securely stored and shall not be shared, reused, or written in plain text.
- e. **Network Security Controls:** Vendor shall ensure secure configuration of firewalls, switches, routers, access points, and controllers to prevent unauthorized access, intrusion, or misuse.
- f. **Data Integrity Assurance:** The vendor shall ensure that no unauthorized modification, deletion, or corruption of institute data occurs during the AMC period.
- g. **Prohibition of Data Copying:** Copying, downloading, or transferring institute data to personal devices, external storage, or cloud platforms is strictly prohibited unless explicitly authorized.
- h. **Log Monitoring & Audit Trails:** All system access, configuration changes, and administrative actions shall be logged and made available to RGIPT for audit and monitoring purposes.
- i. **Malware & Threat Protection:** Vendor shall take proactive measures to protect systems from malware, ransomware, spyware, and other cyber threats.
- j. **Incident Reporting:** Any data breach, security incident, or suspected compromise shall be immediately reported to RGIPT authorities without delay.
- k. **Confidential Handling of Academic & Research Data:** Special care shall be taken to protect academic records, examination data, student information, faculty research data, and intellectual property.
- l. **Compliance with IT Laws:** Vendor shall comply with applicable Indian IT laws, cybersecurity guidelines, and data protection regulations.
- m. **Employee Confidentiality Undertaking:** All vendor personnel deployed at RGIPT shall sign a confidentiality and non-disclosure undertaking before commencement of services.
- n. **Physical Security Measures:** Vendor staff shall follow institute norms for secure access to server rooms, network racks, and sensitive locations.
- o. **No Unauthorized Software or Tools:** Installation or use of unauthorized software, tools, or remote access utilities on RGIPT systems is strictly prohibited.
- p. **Backup & Recovery Protection:** Backup data and recovery mechanisms shall be protected from unauthorized access and misuse.
- q. **Email & Communication Security:** Official institute email systems and communication platforms shall not be misused for personal or unauthorized purposes.
- r. **Exit Confidentiality Obligation:** Upon completion or termination of the AMC, vendor shall return all institute information and ensure no data is retained in any form.
- s. **Survival of Confidentiality Clause:** Confidentiality obligations shall survive the termination or expiry of the AMC contract.
- t. **Penalty for Breach:** Any breach of confidentiality or data security shall attract strict penalties, including financial penalties, termination of contract, and legal action as per institute rules.

### 13. Safety & Security Guidelines

To ensure a safe, secure, and compliant working environment at RGIPT Bengaluru Campus, the following **Safety & Security Guidelines** shall be strictly adhered to by the AMC vendor and its deployed personnel:

- a. **Compliance with Institute Security Protocols:** All vendor personnel shall strictly comply with RGIPT's campus security rules, access control procedures, and safety instructions at all times.
- b. **Identity Verification & Authorization:** Vendor staff shall enter the campus only with valid institute-issued entry permission and shall carry authorized identity cards during duty hours.

- c. **Restricted Area Access:** Access to sensitive locations such as server rooms, network racks, control rooms, CCTV rooms, and data centers shall be permitted only with prior approval from the competent authority.
- d. **Occupational Safety Practices:** Vendor personnel shall follow standard occupational safety norms while working on electrical, network, cabling, or equipment installation and maintenance activities.
- e. **Use of Safety Equipment:** Proper safety gear, tools, and equipment shall be used during maintenance, cabling, or any physical work to avoid accidents or damage to institute property.
- f. **Fire & Electrical Safety Compliance:** All IT and network-related work shall adhere to fire safety regulations and electrical safety standards to prevent hazards.
- g. **Incident & Accident Reporting:** Any accident, injury, safety breach, or security incident shall be immediately reported to the RGIPT authorities without delay.
- h. **Prohibition of Unauthorized Activities:** Vendor personnel shall not engage in unauthorized activities, photography, videography, or data access within the campus premises.
- i. **Emergency Response Cooperation:** Vendor staff shall cooperate fully with RGIPT authorities during emergencies such as fire, power failure, natural disasters, or security alerts.
- j. **Liability for Safety Violations:** The vendor shall be fully responsible for any safety lapses, accidents, or security violations caused by its personnel and shall bear all associated liabilities as per institute rules.

**14. Penalty Clause: Confidentiality & Data Security of IT Components and Institute Confidential Information**

**In accordance with the General Financial Rules (GFR), Government of India, and standard AMC conditions, the following penalty provisions shall apply in case of breach of confidentiality or data security by the vendor or its personnel:**

- a. **Financial Penalty:** Any breach of confidentiality, unauthorized access, data leakage, or security violation shall attract a financial penalty up to 10% of the total AMC contract value, as determined by the competent authority.
- b. **Recovery of Loss:** Any financial loss, reputational damage, or operational impact suffered by RGIPT due to such breach shall be recoverable from the vendor, in addition to other penalties.
- c. **Termination of Contract:** RGIPT reserves the right to terminate the AMC immediately without notice in case of serious or repeated confidentiality or data security violations.
- d. **Forfeiture of Security Deposit:** The Performance Security / Security Deposit submitted by the vendor shall be liable for full or partial forfeiture in case of breach.
- e. **Blacklisting / Debarment:** The vendor may be blacklisted or debarred from participating in future tenders of RGIPT or other Government institutions, as per applicable rules.
- f. **Legal Action:** RGIPT shall have the right to initiate civil and/or criminal proceedings against the vendor under applicable IT laws, cyber laws, and contractual provisions.
- g. **No Limitation of Liability:** Penalties shall apply without prejudice to RGIPT's right to claim compensation beyond the contract value where applicable under law.

- h. **Liability for Vendor Personnel:** The vendor shall be fully responsible for acts, omissions, or negligence of its employees, engineers, or subcontractors deployed at the institute.
- i. **Survival of Penalty Clause:** The penalty and liability provisions shall survive the termination or expiry of the AMC contract.
- j. **Decision of Competent Authority:** The decision of the Director / Competent Authority of RGIPT regarding imposition of penalties shall be final and binding on the vendor.

#### **15. Governing Law and Jurisdiction:**

This Notice Inviting e-Tender and subsequent contract with the selected bidder shall be governed and construed in accordance with the laws of India and courts in Raebareli will have the exclusive jurisdiction to determine the issues arising out of this contract.

#### **16. Dispute Settlement:**

It is mutually agreed that all differences and disputes arising out of or in connection with this contract shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations, then the same shall be referred to the Sole Arbitrator appointed by the Director, RGIPT Bengaluru, whose decision shall be final and binding on both the parties.

#### **17. Police Verification & Character verification of the IT/Network Engineers: -**

The Police verification, character and antecedent's verification is the whole and sole responsibility of the service provider. The police verification documents for all security personnel are required to be submitted within 01-month period from the date of award. For any crime committed by the security personnel, will immediately be communicated by the agency to the Police. For such crime, the outsourced agency will be responsible for litigation etc.

#### **18. Arbitration:**

If any dispute or difference arises between the parties hereto as to the interpretation, effect and implication of any provision of this contract, including the rights or liabilities or any claim or demand of any party against other or in regard to any other matter under these presents but excluding any matters, decisions or determination of which is expressly provided for in this tender, shall within 15 days (or such longer period as may be mutually agreed upon) from the date one party informs the other in writing that such dispute or disputes or disagreement exists, be referred to negotiations for a period of 30 days after which parties can submit the dispute to arbitration in accordance with the Arbitration and Conciliation Act 1996 and the rules framed there under for the time being in force. The award made in pursuance thereof shall be binding on the parties.

- a. The sole arbitrator shall be appointed by The Director, RGIPT Jais.
- b. The venue and seat of the Arbitration shall be at Raebareli, Uttar Pradesh.
- c. The language of arbitration proceedings will be English only.
- d. Each party shall bear and pay its own cost of the arbitration proceedings unless the Arbitrator otherwise decides in the Award.
- e. The provisions of this clause shall not be frustrated, abrogated or become inoperative, notwithstanding this tender/contract expires or ceases to exist or is terminated or revoked or declared unlawful.

The Courts at Amethi shall have exclusive jurisdiction in all matters concerning this contract/ tender including any matter related to or arising out of the arbitration proceedings.

19. Non-acceptance of Award of Contract of providing AMC will lead to blacklisting of the firm as per rules.

**20. Health And Safety Measurement:**

- a. The AMC contractor should ensure the Health and Safety measures of the employees. RGIPT Bengaluru will not take any responsibility in this regard. The contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipment used in all areas of the Institute's Campus for housekeeping purposes.
- b. In the event of injury, illness or accident to any worker, RGIPT Bengaluru will not be liable to pay any compensation to the worker or contractor. The contractor as well as insurance cover shall include the liability under the Workmen Compensation Act.
- c. The workers deployed by the contractor shall be his sole employees and RGIPT Bengaluru shall not have any relation whatsoever with employees of the contractor. He will be fully responsible for their acts, conduct and any other liabilities.

**21. Asset Management Inventory of Items and Working Procedure: To ensure proper control, accountability, and lifecycle management of IT and network assets at RGIPT Bengaluru Campus, the following Asset Management guidelines shall apply:**

- a. **Asset Inventory & Register:** The vendor shall maintain an updated inventory of all IT and network assets under AMC, including access points, switches, firewalls, cables, and related components, and share the same with RGIPT periodically.
- b. **Asset Tagging & Identification:** All assets shall be properly tagged, labeled, and identifiable to enable easy tracking, verification, and audit by institute authorities.
- c. **Asset Usage & Protection:** Vendor personnel shall ensure that institute assets are used strictly for official purposes and are protected from damage, misuse, or unauthorized handling.
- d. **Faulty Asset Reporting:** Any faulty, damaged, or non-functional asset shall be promptly reported to RGIPT along with details of corrective action taken or recommended.
- e. **Handover & Accountability:** Upon completion or termination of the AMC, the vendor shall ensure proper handover of all assets, records, and documentation, and shall be accountable for any loss or damage to institute assets during the contract period.

**22. Roles of RGIPT:**

As part of the Annual Maintenance Contract (AMC) for IT & Network Services, RGIPT Bengaluru Campus shall have the following roles and responsibilities to ensure effective execution and governance of the contract:

- a. **Provision of Access & Facilities:** RGIPT shall provide the vendor with necessary access to buildings, server rooms, network racks, and IT infrastructure, as per institute security norms.
- b. **Nomination of Nodal Officer:** RGIPT shall nominate a competent Nodal Officer/Coordinator to act as the single point of contact for coordination, approvals, and issue resolution.
- c. **Approval of Scope & Changes:** RGIPT shall review, approve, or reject any proposed changes in scope, configuration, or network design as per institute requirements.
- d. **Monitoring & Performance Review:** RGIPT shall monitor vendor performance against agreed SLAs and conduct periodic reviews to ensure service quality.
- e. **Facilitation of Preventive Maintenance:** RGIPT shall facilitate scheduled preventive maintenance activities by providing access and coordination support.
- f. **Certification of Services:** RGIPT shall verify and certify satisfactory completion of services for the purpose of monthly payments.
- g. **Timely Processing of Payments:** RGIPT shall process vendor payments in a timely manner upon submission of valid invoices and service certification.

- h. **Policy & Security Enforcement:** RGIPT shall define and enforce IT, security, and data protection policies applicable to the campus.
- i. **Incident Escalation & Decision Making:** RGIPT shall provide timely decisions and approvals during critical incidents, emergencies, or escalation scenarios.
- j. **Audit & Compliance Oversight:** RGIPT shall have the right to audit services, records, and compliance of the vendor with AMC terms, institute norms, and statutory requirements.

## **23. TERMINATION OF CONTRACT**

1. RGIPT Bengaluru reserves the right to terminate the contract by serving 02-month notice, in writing, if the services of the contractor are not found satisfactory. The contractor may also ask for the same by giving 02 months' notice, but he has to provide the AMC till the next agency is engaged. In case, if contractor fails to do so, his security deposit will be forfeited.
2. RGIPT reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contracts with RGIPT.
3. RGIPT at its sole discretion can terminate the contract at any time during the period of contract, If the contractor:
  - a. At any time makes default in proceeding with the works and observes negligence and continues to do so even after a notice in writing from the RGIPT; or

- b. Commits default in complying with any of the terms and conditions of contract and does not remedy it or take effective steps to remedy it within 15 days after a notice in writing is given to him in that behalf by the RGIPT; or
- c. Fails in yearly performance evaluation of the service provider/contractor by RGIPT; or
- d. Violates any of the terms and conditions stipulated in the contract/tender document.

## **24. RIGHTS OF RGIPT**

RGIPT reserves the following rights in respect of this contract during the original contract period or its extensions if any, as per the provisions of the contract, without entitling the contractor for any compensation.

- a. To terminate the contract without assigning any reason whatsoever.
- b. If the contractor is unable or refuse to pay any statutory liabilities or any due pending on him, the same will be recovered or settled from his bill/performance security.
- c. To get any part of the work done through other agency or deploy RGIPT's own/hired or otherwise arranged resources, at the risk and cost of the contractor after giving due notice period of Two weeks to the contractor in the event of:
- d. Contractor's continued poor performance.
- e. Withdrawal from or abandonment of the work before completion of the work.
- f. Contractor's inability to complete the work as stipulated in the contract.
- g. Poor quality of work.
- h. Any corrupt act of the contractor.
- i. Insolvency of the contractor.
- j. Persistent disregard to the instructions of RGIPT
- k. Assignment, transfer, sub-letting of contract without RGIPT's written permission.
- l. Non fulfilment of any contractual obligation.
- m. In the opinion of RGIPT, the contractor is overloaded and is not in a position to execute the job as per required schedule.

**At any stage during contract period, any complex issue arises as a result of major shift in Central/State Govt. Rules & Regulations/Notifications and solution to such issues is not rendered herein or such issues which do not find stable solutions for the contractual period within terms & conditions of the Tender/Contract, RGIPT shall have the right to terminate the contract.**

## 25. SCOPE OF WORK FOR IT/NETWORK ENGINEER

### **Wi-Fi Access Points (APs)**

- Installation, configuration, and commissioning of APs
- Performance tuning and coverage optimization
- Firmware upgrades and configuration backups
- Fault diagnosis and replacement coordination

### **Network Switches & Cabling**

- Configuration and management of switches
- Monitoring port utilization and errors
- Cable testing and rectification
- Rack management and labelling

### **Firewall & Security Management**

- Initial firewall setup by vendor
- Policy configuration and rule management
- Threat monitoring and mitigation
- VPN and secure remote access support

### **Internet Lease Line Management**

- Coordination with ISP
- Bandwidth monitoring and optimization
- Issue escalation and resolution

### **Staffing Requirement**

- Two (02) on-site IT/Network Engineers
- One for Day Shift
- One for Night Shift

### **Working Hours**

- 24x7, 365 days coverage
- Shift handover documentation mandatory

## 26. Roles & Responsibilities of the Vendor

Under the Annual Maintenance Contract (AMC) for IT & Network Services, the selected vendor shall perform the following roles and responsibilities to ensure uninterrupted, secure, and efficient IT operations at RGIPT Bengaluru Campus:

- Comprehensive Service Delivery:** The vendor shall provide complete IT & Network maintenance services as per the approved scope of work, technical specifications, and institute norms.
- Deployment of Qualified Manpower:** The vendor shall deploy trained, qualified, and experienced IT engineers on-site for 24x7 support, ensuring continuity of services throughout the contract period.
- Network & System Availability:** The vendor shall ensure maximum uptime of wired, wireless, internet, and security infrastructure in accordance with defined SLA parameters.
- Preventive & Corrective Maintenance:** The vendor shall carry out regular preventive maintenance and prompt corrective maintenance to minimize failures and downtime.
- Incident Management & Resolution:** All incidents, faults, and service requests shall be attended within the stipulated response and resolution timelines.
- Security & Confidentiality Compliance:** The vendor shall strictly adhere to confidentiality, data security, and cybersecurity requirements prescribed by RGIPT and applicable laws.
- Documentation & Reporting:** The vendor shall maintain detailed records of configurations, incidents, preventive maintenance activities, and submit periodic service reports to RGIPT.

- h. **Coordination with OEMs & ISPs:** The vendor shall coordinate with original equipment manufacturers (OEMs), internet service providers (ISPs), and third parties for issue resolution when required.
- i. **Compliance with Statutory & Institute Rules:** The vendor shall comply with all applicable statutory regulations, labour laws, safety norms, and RGIPT campus rules.
- j. **Handover & Knowledge Transfer:** Upon expiry or termination of the AMC, the vendor shall ensure proper handover of systems, documentation, credentials, and provide necessary knowledge transfer to RGIPT.

## **TECHNICAL EVALUATION**

### **1. Pre- Qualification Criteria**

- i. Payment of Processing Fee of Rs. 2000/- (Rupees Two Thousand Only) bidders who had earlier submitted the Processing Fees against our Tender no. **RGIPT/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001** dated 24-12-2025 are not required to submit the Processing Fee again (Proof of payment of payment of payment of payment of payment of payment of processing fee is mandatory to attached).
- ii. Bidder should be registered as Proprietorship Firm/Private Company/ LLP, etc.
- iii. Registered with the Income Tax department for PAN along with valid GST.
- iv. Registered with respective Authority for Labor License, Provident Fund and ESIC.
- v. Have visited RGIPT, Bengaluru to assess and figure out the scope of tendered works.

### **2. Eligibility Criteria for Participation in Bidding**

- a. The bidder should be either registered as Proprietary firm, Partnership firm, Limited Company or a corporate body legally constituted.
- b. Minimum 03 years' experience in providing security services (especially) with minimum 40 manpower to any Government/PSU /Govt. Autonomous Body/ Reputed University or organization like IITs, IIMs, IISERs, NISERs, NITs, NIFTs, AIIMS, Central Universities or PSUs etc. by 31.03.2025.
- c. Average Annual Turnover minimum of Rs. 50 Lakhs (every financial year) during last three financial years ending on 31.03.2025 ONLY FOR PROVIDING AMC IT/NETWORK SERVICES & MANAGEMENT i.e. FY 2022-23, FY 2023-24 & FY 2024-25. **No exemption will be allowed to any firm.**
- d. Executed/completed two or more contract during last Five years of consolidated contract value of minimum Rs. Rs. 50 Lakhs per annum the firm should submit ITR return for last 3 years i.e for fiscal year 2022-23, 2023-24 and 2024-25.
- e. The Firm should not be blacklisted by any Government or Private organization as on date.
- f. The Service Provider should be duly registered with the relevant authorities for Security License, EPF, ESI, Labour License, etc. and have its own Bank Account.

- g. Must have a valid license for security services as stipulated under the Private Security Agencies (Regulation) Act, 2005 and as amended/ revised for the past five years. The Security Guards deployed by the agency should satisfy the eligibility conditions stipulated under the said Act and should have been properly trained under a supervisor.
- h. Submission of EMD of **Rs. 36000/- (Rupees Thirty-Six Thousand Only)** through online mode in Institute's Bank Account and UTR No. will be provided with Tender to verify the payment. MSME firm registered for Security Services under relevant code only be exempted from paying EMD on production of Certificate. Registered Startups are also exempted from paying EMD, on the production of valid certificate.
- i. Have the capability to provide vehicles and licensed radio/wireless equipment for communication WITHIN THE CAMPUS.
- j. Bidders will be required to quote their rate in commensurate with market and that should be sustainable for 02 years.
- k. In case more than one L1 bidder (price bid), the agency with higher experience/high turnover will be awarded.
- l. All the terms and conditions of this tender document are acceptable to the bidder.

### **3. Submission of Mandatory Documents:**

All bidders are required to upload self-signed copy following documents along with Tender in the sequence given as under:

- a. Proof of Payment of Tender Processing Fee of Rs. 2000/-
- b. Proof of Payment of EMD or Copy of MSME Certificate
- c. Signed copy of Tender Document (**Except Financial Bid**)
- d. Proof of Registration of Firm/Company
- e. Copy of Goods and Service Tax (GST) certificate and
- f. Copy of PAN Card
- g. Copy of Employees' Provident Fund (EPF) registration
- h. Copy of Employees' State Insurance (ESI) registration
- i. Copy of registration under Contract Labour (Regulation & Abolition) Act, 1970.
- j. Copies of Work Order as Proof of experience of last 3-years
- k. Copies of Performance Certificate of last 3 years (successful completion of AMC contract) duly signed by the Client.
- l. Copy of ITR of FY 2022-23,2023-24 and 2024-25
- m. Copy of Annual Turnover of FY 2022-23,2023-24 and 2024-25 (certified by CA)
- n. Non-Blacklisting certificate (as per format Annexure-III)
- o. Tender acceptance certificate (as per format Annexure-IV)

***Note: If any documents of the above-mentioned list from Sl. No- a-p is found missing; no further opportunity will be given to the bidder to submit documents at later stage and the bid will be summarily rejected.***

### **CHECK-LIST**

#### **SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER (TECHNICAL BID)**

Sl. No.	Description of requirement	Yes/No	Page No.
1	The firm is registered as Proprietary firm, Partnership Firm, Limited Company or a Corporate Body legally Constituted	Yes/No	
2	Copies of <b>Balance Sheet and P&amp;L A/c or Turnover</b> of the last 3 years duly certified by CA	Yes/No	
3	Registration certificate of jurisdictional <b>Provident Fund Commissioner</b> along with PF registration code uploaded.	Yes/No	
4	Copy of Registration certificate/allotment letter of GST	Yes/No	
5	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
6	Registration certificate of <b>ESI</b>	Yes/No	
7	Performa containing details of other organization where such contracts were/are undertaken (attach supportive documents)	Yes/No	
8	DD/FDR/Cheque of <b>Rs. 36000/- (Rupees Thirty-Six Thousand Only)</b> as EMD in favor of RGIPT Bengaluru	Yes/No	
9	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable".	Yes/No/N A	
10	<b>Acceptance of terms and conditions</b> attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
11	<b>Copy of last Income Tax return</b>	Yes/No	
12	<b>Undertaking by the bidder</b> to the effect that there is no police case pending against the bidder/proprietor/firm/parties relating to previous service Contracts and that the bidder has not been blacklisted / Holiday listed by any Gov./Semi Govt./PSUs.	Yes/No	
13	Office address.	Yes/No	
14	At least two currently valid contracts for similar work	Yes/No	
15	Technical Bid as per Annexure-I	Yes/No	
16	Experience Certificate of last 3 years ending 31.03.2025	Yes/No	
17	Solvency Certificate as per Annexure-II	Yes/No	
18	Declaration regarding Blacklist/Debar/Integrity as per Annexure-III	Yes/No	
19	Declaration as per Annexure-IV	Yes/No	
20	Price Bid Format as per Annexure-V	Yes/No	
21	Financial Bid as per Annexure -VI	Yes/No	
22	Signed Copy Tender Document	Yes/No	
23	Tender acceptance Certificate	Yes/ No	
24			

Note: After uploading the bids online, bidders are required to take out the printout of above-mentioned documents, sealed in an envelope by super scribing 'Tender for Providing Annual Maintenance Contract for Security Service, Housekeeping, Gardner, Multi-technician at RGIPT-2025' and send to following address by Post/by hand up to 15-12-2025:

**Dr. Rohit Bansal, Incharge,  
RGIPT, Bengaluru Campus" Kambalipura, Sulibele, Hoskote, Bangalore, Karnataka, India – 562165.**

**Email: [rbansal@rgipt.ac.in](mailto:rbansal@rgipt.ac.in), Contact Nos. +91 9927285001.**

**4. Tender Evaluation Process-** The tender shall be evaluated in following manners:

- a. **Stage-1:** Bidders who fulfill the Pre-Qualification Criteria as mentioned at **Para 1 (of Technical Evaluation)** will be considered for the next round of evaluation i.e. Technical Evaluation. Those who disqualified in Stage 1 evaluation will not be eligible for evaluation in Stage – 2.
- b. **Stage-2:** The bids of Stage-1 qualified bidders shall be evaluated on the criteria mentioned at **Para-2 (of Technical Evaluation)** above and documents provided as per **Para-3 (of Technical Evaluation)**
- c. **Stage-3:** Financial bids of only those bidders shall be opened, who have been declared technically qualified at **Stage- 2**.

***Note- Bidders are requested to not disclose Financial Bid with Technical Bid, otherwise their bids shall be rejected in initial stage.***

## FINANCIAL BID PART-B

### FINANCIAL BID

1. The Price shall be quoted online in BOQ in the format as given at **Annexure-VI**. While sending the hard copy of tender document, Financial Bid Format (Annexure-VI) shall be kept blank.
2. The financial bid of only technically qualified bidders will be opened.
3. **The prices should be quoted in Financial Bid (prescribed format) only. No hard copy of the financial bid will be submitted. The tender will be summarily rejected if Financial Bid declared /submitted of with Technical Bid.**
4. The tenderer should quote IT Engineer manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Karnataka State Govt. wage rate for Bengaluru campus time to time. If the rates quoted are found below the minimum wages, the tender will be rejected. **RGIPT Bengaluru comes under the 'A' Area.**
5. The salary of the workers should be calculated for 26 days in a month. In any discrepancy of rates (calculation) quoted by the bidders, the latest rate revised by office of the Chief Labor Commissioner , Ministry of Labor and Employment (Karnataka Government Minimum Wage Act) will be considered for evaluation of financial bid.

### EVALUATION CRITERIA

1. The job will be awarded on an overall L-1 basis, not on an individual item basis.
2. In case of tie between the parties, the L-1 will be decided on financial capabilities and past experiences between the parties which will stand L-1 during financial evaluation. The selection of the L-1 bidder will be as per the marks distribution:

Sl. No	Bidder Name	Experience (Years)	Marks (20)	Avg. Annual Turnover (₹ Cr.)	Marks (20)	ISO Certified (Y/N)	Marks (5)	Certified CISCO License (Y/N)	Marks (5)	Total (Max 50)	Rank

#### Evaluation Criteria & Grading

- a. Years of Experience (Max: 20 Marks)

<b>Experience Range</b>	<b>Marks</b>
Less than 10 yrs	5
10- 15 yrs	15
More than 20 yrs	20

b. Average Annual Turnover (Last 3 FYs – Max: 20 Marks)

<b>Turnover Range (annually)</b>	<b>Marks</b>
₹0.00 – 05.00 Cr.	5
₹05.00 – 10.00 Cr.	15
₹10.00 Cr. and above	20

c. ISO Certification (Max: 5 Marks)

- ISO Certified: **5 Marks (for more than 03 ISO certificates pertaining to Security Services)**
- Not Certified: **0 Marks**

d. **CISCO Certified** License for UP (Max: 5 Marks)

- Valid License: **5 Marks**
- Not Valid/Expired: **0 Marks**

3. Parties are advised to quote the rates considering all the statutory liabilities and their profit margins. Parties who quote NIL margins and avoid any of the statutory liabilities will be treated as unresponsive and their bid will be treated as cancelled. If that would be the case, then the EMD of the respective bidder will be forfeited.

4. All rates quoted by the bidder/contractor shall be fixed for the entire contract period and no change will be accepted on any request or any reason.

5. All rates quoted by the bidder /contractor is inclusive of transportation charges, maintenance charges, handling charges, etc.

***No rate(s) of any item to be mentioned in technical bid documents.***

**TECHNICAL BID****(Mandatory to be filled by the bidder)****Tender Ref. No.: RGIPT/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001 Dated: 24-12-2025****A. Detail of Tenderer**

1	Name of Company / Firm / Proprietorship / Partnership, etc.	
2	Name of Proprietor/Director/Partner	
3	Registration No. of the Firm	
4	Date of incorporation of the Firm	
5	State firm is partnership/ Proprietorship/ Joint Venture	
6	Address	
7	Name & Designation of contact person	
8	Mobile No of contact person	
9	E-mail ID	
10	GST No	
11	PAN	
12	E.P.F. Registration No.	
13	E.S.I. Registration No.	
14	Labour License No.	
15	Name of the Banker	
16	Bank Account No.	
17	<b>Certified CISCO</b> Registration Certificate	<b>Yes/ No</b>
18	Any other registration which is mandatory for such agencies stipulated by concerned authorities.	

	<b>DETAILS OF EMD</b>	
19	Amount (Rs. 36000)	
20	Transaction Reference No.	
21	Transaction Date	
22	Account No. from which the payment has been made and Name of the Bank	
23	Whether the Bidder is registered with MSME (Yes/No)	
24	If YES, the MSME Registration No. and Exemption certificate in the field of AMC IT/NETWORK ENGINEER	
25	Validity of MSME registration (Date)	
	<b>TOTAL ANNUAL TURN OVER OF 03 PRECEDING FINANCIAL YEARS</b>	
26	Annual Turnover in FY 2022-23	
27	Profits in FY 2022-23	
28	Annual Turnover in FY 2023-24	
29	Profits in FY 2023-24	
30	Annual Turnover in FY 2024-25	
31	Profits in FY 2024-25	
	<b>INCOME TAX RETUREN (ITR)</b>	
32	FY 2022-23	
33	FY 2023-24	
34	FY 2024-25	
35	Whether the firm has been blacklisted/ debarred by any Government or Private body at any point of time (Yes/No)	
36	If YES, then give reason	
37	ISO Certificates	
38	Annual Turnover Certificate on company letterhead duly signed by CA	
39	Whether all Terms & Conditions of Tender is acceptable to the firm. (YES / NO).	

**B. Details of Experience of similar work during last 03 years, ending on March 31, 2025**

Sl. No.	Name of organization with name, designation and Contact No. of the Officer Concerned	Details of Contract along with total nos of Security Guards deployed at the site	Value of Contract (Rs.)	Duration of Contract		Is Completion Certificate attached? (Yes / No)
				From (DD/MM/YY)	To (DD/MM/YYYY)	
01						
02						
03						
Additional information, if any:						

(Please attach extra sheet if required in case of more experience)

Date:  
Place

Signature of tenderer:  
Name:  
Company Seal:

**SOLVENCY CERTIFICATE****(For Rs. 50 Lakhs)**

(On Agency/Company's letterhead)

Tender Ref. No.: **RGIPT/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001**

Date: 24-12-2025

**TO WHOMSOEVER IT MAY CONCERNED**

This is to certify that to the best of our knowledge and information, M/s -----  
 ----- (Bidder name  
 with complete address), a customer of our bank, is respectable and is capable of executing  
 orders to the extent of Rs. ----- (Rupees -----  
 -----) as disclosed by the information and records which are available  
 with us.

M/s ----- have been our customer since -----  
 to date and has been granted the following limits, at present, against various facilities granted  
 by the Bank: -----.

This certificate is issued without any guarantee, risk or responsibility on behalf of the Bank or  
 any of its officials. This certificate is issued at the specific request of the customer for the  
 purpose of participating in RGIPT Tender Ref. No- **RGIPT/BLR/AMC-IT-NW-SERVICE-  
 MANGEMENT/2025/001** Date: 24-12-2025.

Signature of Authorized Person

Name: -----

Designation: -----

Date: -----

Bank's Seal:

**DECLARATION REGARDING BLACKLIST / DEBAR / INTEGRITY**

**(To be executed by bidder on Rs.10/- Stamp paper & attested by Public Notary / Executive Magistrate by the bidder)**

This is to certify that \_\_\_\_\_ (Name of the organization), having registered office at \_\_\_\_\_ (Address of the registered office) has never been blacklisted or restricted to apply for any such activities by any Central / State Government Department / Semi Government department/ PSU/ Autonomous bodies or Court of law anywhere in the country.

Yours faithfully,

Signature  
Name of Contractor/Officer/Authorized person  
to sign the contract documents on behalf of Contractor  
(Company stamp)

Date: .....

Place: .....

**DECLARATION**

**(To be executed by bidder on Rs. 10/- Stamp paper & attested by Public Notary / Executive Magistrate by the bidder)**

1. I/we, ..... Son/Daughter of  
Shri.....Proprietor/Partner/Director/Authorized Signatory of  
M/s.....is/am competent to sign this declaration  
and execute this tender document.
2. I/we have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / We am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my/our tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/we abide by the provisions of Minimum Wage Act, Contract Labour Act and other statutory provisions such as Employee Provident Fund, ESIC, etc. applicable from time to time. I/we will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

I/we hereby agree to the forfeit of the Earnest Money Deposit and Performance Security by me/us in connection with this e-tender, if fail to comply with any of the terms and conditions mentioned in e-tender document.

Signature of Authorized Person

Full Name

Date:

Place:

**Note:** The above declaration, duly signed and stamped by the authorized signatory of the company and should be enclosed with the Technical Bid.



**FINANCIAL BID****FINANCIAL/PRICE BID FOR “ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR”**

**Name of Work:** “ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT, WIRELESS, NETWORK SERVICE & MANAGEMENT OF ALL BUILDING OF RGIPT BENGALURU CAMPUS FOR ONE YEAR” at “Rajiv Gandhi Institute of Petroleum Technology, Bengaluru Campus”.

**Tender Ref No.: RGIPT/BLR/AMC-IT-NW-SERVICE-MANGEMENT/2025/001 Dated: 24-12-2025**

**Contact Person Name: Dr. Rohit Bansal**

**Contact No: 9927285001.**

Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE						
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
<b>NUMBER#</b>	<b>TEXT#</b>	<b>NUMBER#</b>	<b>TEXT#</b>	<b>NUMBER#</b>	<b>NUMBER#</b>	<b>TEXT#</b>
<b>Sl. No.</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Units</b>	<b>RATE To Be Entered by the Bidder in Rs. P</b>	<b>TOTAL AMOUNT With GST in Rs. P</b>	<b>TOTAL AMOUNT In Words</b>
1	2	3	4	5	6	7
1.01	Access Points (Wi-Fi Access, Model/Version 6 and above) (Yearly Basis)	285	Number	-----	-----	-----
1.02	IT Engineer (Round the Clock 24X7, 365 Days) (Yearly Basis)	1	Number	-----	-----	-----
1.03	Firewall Setup & Subscription Yearly Basis	1	Number	-----	-----	-----
1.04	Internet Lease Line of 1 Gig Bandwidth (Optical Fiber 1 Gig) (Yearly Basis)	1	GBPS	-----	-----	-----
<b>Total in Figures</b>					-----	-----
<b>Quoted Rate in Words:</b>				-----		

- The tender job will be awarded on overall L1 basis, not on individual item basis.
- Bidders are requested not to fill any price in this financial bid format.
- Price should be filled in only financial bid on CPP Portal. If bidder fills to any price/rate in this sheet, then his bid will be rejected.

**Note:** Refer GFR 173 (i) (h) - If a firm quotes NIL charges/ consideration, the bid shall be treated as unresponsive and will not be considered.

### Declaration

I .....(Name & Designation) s/o ..... resident of .....do hereby declare as under:

1. That I am the authorized person to sign this tender form under a resolution no ..... dated ..... (*The same is attached herewith*).
2. That the bidder has read & understood all terms & conditions and the same are acceptable to us.
3. That all the information submitted herein is true and nothing material has been concealed.
4. That the bidder shall submit any evidence or document as requested by RGIPT.
5. That the bidder undertakes to render RGIPT, Bengaluru free from all and any kind of liability and consequences resulting out of this present agreement.

Date: -----

Signature of authorized person:

Place-----

Name:-----

Designation:-----

Seal:

-----**THE END**-----