



सिद्धिमूर्त प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

भारतीय प्रबंध संस्थान इंदौर INDIAN INSTITUTE OF MANAGEMENT INDORE

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टेंडर नोटिस न. Tender Notice No NIT No. IIMI/Estate/11/2026/274 File No. 599 तकनीकी व्यावसायिक प्रक्रिया TECHNO COMMERCIAL PROPOSAL

Name of Work: - “Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore”.


Tender Inviting Authority

प्रमाणित किया जाता है कि एनआईटी दस्तावेज़ में क्रमिक रूप से १ से 62 तक 62 पृष्ठ हैं
Certified that the NIT Document contains 61 pages serially numbered from 1 to 62

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

दिनांक /Dated: June 25, 2026

निविदा आमंत्रण सूचना/ NOTICE INVITING TENDER

Ref: Tender Notice No. NIT No. IIMI/Estate/11/2026/274 File No. 599

A. Schedule of Important Events / Activities

1	NIT No.: NIT No. IIMI/Estate/11/2026/274 File No. 599	
2	About the Institute	IIM Indore is located on Rau Pithampur Road, 25 km away from main city centre. Our is an ethical Institution and we believe in transparency in every facets of work. There is least interference other than quality assurance and timely delivery. There is no need to interact with anyone other than concerned engineer. No material will be allowed to enter the campus from Security gate without passing the same by concerned engineer following technical specifications of the tender. There will be joint measurement of works when completed and bill will be submitted after the joint measurement is accepted. The payment will be made online without any contact with anybody. Strict quality control will be ensured for the job to be executed as per technical specification and make/brand of materials (in case of any brand or its equivalent specified, sample have to approved in advance).
3	कार्य का नाम Name of Work	“Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore.”
4	निविदा की प्राक्कलित राशि (जिसमें वस्तु एवं सेवा कर को छोड़कर) Estimated Cost Put to Tender (Excluding Goods & Service Tax)	Rs.55,71,508/- (Rupees Fifty-Five Lakh Seventy-One Thousand Five Hundred and Eight Only), excluding GST
5	अग्रिम जमा राशि Earnest Money Deposit (Rs.)	Rs.1,11,430/- (Rupees One Lakh Eleven Thousand Four Hundred Thirty Only). by e-payment through electronic mode (NEFT/ RTGS) Bank Detail is given below: Name of Beneficiary: Indian Institute of Management Indore Account No.: 53018623445 Name of the Bank: State Bank of India IFSC Code: 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. Note: 1. EMD shall be refunded after the selection process is over. 2. Normally in case of unsuccessful bidders it gets refunded on or before the 30th day after the award of the contract. 3. The EMD deposited along with bid by the successful bidder shall be returned after receiving the requisite performance guarantee. 4. EMD may be forfeited • if any bidder withdraws or modify their Bids during the period of validity, or • if the successful bidder after being awarded the contract, fail to sign the contract, or to submit a performance Guarantee before the deadline defined in the NIT or as per the instruction of IIM Indore, whichever is later. In this case the action of forfeiture shall be undertaken without any notice. Also, the bidder shall not be allowed to participate in the re-tendering process of the services. Along with the aforesaid, they will be suspended for the period of two years from being eligible to submit Bids for contracts with the IIM Indore.
6	समापन की अवधि Duration of the Contract	One year
7	प्रकाशित करने का दिनांक Publishing Date	June 25, 2026
8	Pre-Bid Meeting	No pre-bid meeting shall be conducted. Interested bidders are advised to visit the Institute and inspect the existing Audio-Visual Equipment. No claim shall be entertained later regarding lack of site knowledge.
9	दस्तावेज सहित निविदा के ऑनलाइन जमा करने की अंतिम तिथि और समय Last date and time of closing of uploading/online submission of tender	July 09, 2026, up to 03:00 PM
10	तकनीकी बोली के ऑनलाइन खोलने की तिथि और समय Date & Time of online opening of technical bid	July 10, 2026, at 03:30 PM
11	योग्य बोलीदाताओं की वित्तीय बोली खोलने की तिथि और समय Date and Time of opening of financial bid of qualified bidders	बाद में सूचित किया जाएगा Will be notified later.
12	परफॉर्मन्स गारंटी Performance Guarantee	5% of tendered value on acceptance of bid. The performance guarantee may be submitted in the form of RTGS/NEFT or bank guarantee OR demand draft from a scheduled commercial bank which shall be refunded after 60 days of completion of work as per complete scope of this NIT/issue of completion certificate whichever is later.

13	निविदा जमा करने की विधि Mode of submission of tender	केवल ऑन-लाइन मोड On-Line mode only
14	बोली की वैधता Bid Validity	निविदा खोलने की तिथि से 90 दिन 90 Days from the date of opening of tender
15	चयन की विधि Method of Selection	Quality and Cost Based Selection
16	Workmen Compensation Insurance Policy	"Workman's Compensation Insurance Policy" for the workmen engaged by successful bidder for the aforesaid work against any eventuality arising from injury due to fall from height/ death due to any mishap / disability faced due to any such unwanted incidents etc. during the execution of work is to be submitted by you.
17	Medical Insurance	Group Health / Medical Insurance for all deployed personnel

B. Guidelines for Online Bid Submission Through CPPP

- B.1** It is mandatory for all the applicants to have class II or III digital signature certification from licensed certifying agency like NIC, MTNL, e-mudra, TCS, safescrypt, GNFC etc.
- B.2** Detailed NIT can be viewed free of cost on IIM Indore website under the URL <http://www.iimidr.ac.in/tenders/> . Schedule of quantities (Financial bid form) can be downloaded only from <https://eprocure.gov.in/eprocure/app>. Uploading of tender will be possible only after making payment of Tender Processing Fee and EMD.
- B.3** The tender shall be submitted online in the prescribed format before the date and time as mentioned in NIT. No other mode of submission is acceptable.
- B.4** The applicant have to upload the details of e-payment of processing fee & EMD before the last date & time and download the tender documents form the e-tendering portal <https://eprocure.gov.in/eprocure/app>.
- B.5** Tenderer are advised to upload their documents well in time to avoid last minute rush on the server or complication in uploading. IIM Indore will not be responsible for any type of problem in uploading the documents. No hard copies for tender submission shall be entertained.
- B.6** Online bid documents submitted by intending bidders shall be opened only of those bidders, who has deposited e-Tender Processing Fee and Earnest Money Deposit and other documents scanned and uploaded are found in order.
- B.7** Information and Instructions for bidders posted on website shall form part of bid document.
- B.8** The bid document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <https://eprocure.gov.in/eprocure/app> free of cost.
- B.9** Those contractors / vendors not registered on the website mentioned above, are required to get registered beforehand. If needed the intending bidders may get acquainted with the process online from the www.eprocure.gov.in site itself.
- B.10** On opening date, the contractor can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
- B.11** Contractor can upload documents in the form of JPG format and PDF format.
- B.12** The price bid format is provided in a spread sheet file like BoQ_price bid.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/BOQ template

must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

- B.13** Contractor must ensure to quote rate of each item. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO) although the item have to be executed as per scope of contract.
- B.14** The technical bid will be opened online first on due date and time as mentioned above. The time and date of opening of financial bid of contractors qualifying the technical bid shall be communicated to them at a later date.
- B.15** Completed Tenders containing technical bid and price bid will be received ONLINE only on CPP Portal website <https://eprocure.gov.in/eprocure/app> at the fixed time and date indicted in the NIT. The Tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
- B.16** If there are any clarifications, this may be obtained online through the tender site, or thro' the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- B.17** It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- B.18** The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- B.19** The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. Tenderers are advised to upload their documents well in time to avoid last minute rush on the server.
- B.20** The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

C. Other information and Terms & conditions

- 1) The bid submitted shall become invalid 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) 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.
- 3) 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.
- 4) The bid for the works shall remain valid for a period of Ninety (90 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 Engineer-in-charge 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.
- 5) 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.

6) TAXES: -

- i. This is Annual Maintenance 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. Contractor should be registered under EPF and as per law, shall pay EPF of contract workers to concerned Department from time to time.
- v. Income Tax and TDS (GST) as applicable shall be deducted from each bill paid to the contractor.
- vi. Any other taxes/cess as per Government directives shall be deducted from each bill paid to the contractor from time to time.

7) 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 Engineer-in-charge shall be final and binding to the contractor.

8) 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.

9) 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.

10) Performance guarantee in the form BG or FDR or DD @ 5% of tendered amount has to be furnished within 7 days of issue of LOA.

11) Any dispute is subject to the jurisdiction of Civil Court Indore.

12) Necessary clarification required by the Engineer-in-charge shall have to be furnished by the Tenderer within the time given by the Engineer-in-charge 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 Engineer-in-charge a Tenderer is taking undue long time in furnishing the desired clarifications, his bid will be rejected without making any reference.

13) No T&P shall be issued by the Engineer-in-charge and nothing extra shall be paid on account of this.

14) The Engineer-in-charge 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.

15) 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.

16) The payment shall be on item rate basis and on the actual quantity executed under annual operation support.

17) **Terms of Payment:** Payments shall be released as per General Conditions of contract and the following conditions.

- The payment will be made Monthly on receipt of your bills and supporting documents after satisfactory and successful completion i.e., proof of salary payment to the worker deployed at site of work (EPF, ESI) for payment.
- If the work carried out by the contractor is not satisfactory, Engineer-in-charge shall hold such bills till satisfactory services are provided.
- Any amount due from the contractor to IIM Indore will be recovered from his Monthly bill.

18) **Performance Guarantee:**

The contractor whose bid is accepted will be required to furnish performance guarantee of 5% (Five Percent) of the bid amount within Seven days of issue of LOI. This guarantee may be in the form of NEFT/RTGS Banker's cheque of any nationalized bank/Demand Draft of any nationalized bank/ 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 two month after the completion of the work.

19) **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.

20) **INDEMNITY:** The successful tenderer/bidder shall at all times indemnify the Engineer-in-charge, 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 Engineer-in-charge 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.

21) **Mobilization advance:** No mobilization advance shall be paid for this work.

22) 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.

23) 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.

24) Labour compliance has to be done as per GCC_Maintenance_Works_2023 of CPWD).

D.	Eligibility Criteria, Evaluation and Selection of Contractor
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a. Minimum Eligibility Criteria: Experience of having successfully completed similar works in any central government department, Central Institutions, PSUs, autonomous bodies, state government bodies, state PSUs, State Universities, Private companies/organisations (having turnover more than 50 crores) during the last five years ending previous day of last day of submission of tenders.

1. Work Experience: Experience of having successfully completed works during the last five years ending previous day of last date of submission of tenders.

One similar completed work in any central government department, PSUs & Autonomous bodies, Private companies/organisations costing not less than the amount equal to 80% i.e. **Rs.44,57,206/-** of the estimated cost put to tender

OR

Two similar completed work in any central government department, PSUs & Autonomous bodies, Private companies/organisations, costing not less than the amount equal to 60% i.e **Rs.33,42,905/-** of the estimated cost put to tender

OR

Three similar completed work in any central government department, PSUs & Autonomous bodies, Private companies/organisations, costing not less than the amount equal to 40% i.e. **Rs.22,28,603/-** of the estimated cost put to tender

Similar work means “**Annual Operational Support Services for Audio Visual Equipment /AMC/CAMC**”.

- The Bidder shall submit adequate supporting documents in support of the above-mentioned work experience.
- In case the work experience pertains to private companies, organizations, or firms (i.e., entities other than Government Departments /PSUs/ Autonomous Bodies), the bidder shall also submit documentary proof of TDS/tax deducted at source along with a copy of the BOQ of the respective contract.

Note: The completion certificate issued by the client must clearly indicate the Date of commencement of work, Stipulated date of completion and actual date of completion, awarded contract value and final completion cost, Quality of work executed, and Reasons for delay, if any.

All amounts rounded off to a convenient full figure.

2. Solvency Certificate: Solvency of the amount equal to i.e. **Rs.22,28,603/-** (Rupees Twenty-Two Lakh Twenty-Eight Thousand Six Hundred and Three Only) of the estimated value from scheduled bank. (Date of issue should be during the period of this tender submission or else the validity period should be mentioned on the Solvency Certificate & this should cover up the tender submission period)

3. **Turnover:** Average annual financial turnover should be at least **Rs. 28,00,000/- (Rupees Twenty-Eight Lakh Only)** during the last three consecutive financial years. *(Scanned copy of original certificate from CA having UDIN Number to be uploaded.)*
4. **Profit/loss:** The bidder should not have incurred any loss (before tax) in more than two years during last five consecutive P&L accounts, duly audited & certify by Chartered Accountant.
5. **Certificates:** (scanned copy of original certificates to be uploaded)
 - 5.1 PAN (Permanent Account Number)
 - 5.2 GST (Goods & Service Tax) Registration Certificate
 - 5.3 E-payment details towards EMD.

The Bidder must submit stipulated documentary evidence in support of their claim for fulfilling the criteria of the Bids. The Bids without documentary evidence will be out rightly rejected.

6. Past performance in IIM Indore: Bidder, whose contract in IIM Indore has been determined/ terminated due to contractor's inability to execute the work, will be disqualified technically even though they may meet the other technical/eligibility criteria.

b. OVERALL EVALUATION PROCESS & SELECTION OF CONTRACTOR:

Bidding Process will be a two-bid system which comprises of technical bid and financial bid. Further the technical bid will be subdivided into two stages namely technical bid stage-1 and technical bid stage-2. The ratio of weightages for cost (financial) and technical score will be 70:30 (Seventy: Thirty).

The Method of selection will be Quality and Cost Based Selection (QCBS). As is said earlier the Technical bid will be evaluated in two stages, stage-1 will be based on minimum eligibility criteria required in respect of bidder's work experience & credentials whereas technical bid stage - 2 would be based on bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment and the same will be evaluated through the presentation submitted by bidder. After that the financial bid will be opened for the qualified bidders of the respective stage only. The weightage would be as follows.

i. Technical Bid

- Stage-1 (Bidder's work experience/ credentials) viz. minimum eligibility based on the criteria given at page 10 of 62 of NIT Document. For this no marks will be allocated towards final evaluation but this will be considered as mandatory for making oneself eligible to participate in the subsequent bidding process.
- Stage-2 (Comprising of bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment) : Weightage 30% (based on presentation)

ii. Financial Bid (i.e. cost) =70%

The bidder scoring the highest marks after final evaluation i.e. combined/ composite will be considered for selection of a contractor after due negotiation of cost, if required.

Note:

i. The broad methodology brief is as follows:

“Proposal with the lowest cost may be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.r.t. the lowest offer.

Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical score that are proportional to their marks w.r.t. the highest technical marks. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the contractor shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 and so on. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.”

ii. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.

c. Details of marking & evaluation methodology:

c.1 TECHNICAL BID (STAGE-1)

The bidder will be shortlisted based on minimum eligibility criteria given at page 10 of 62 of NIT Document. For this no marks will be allocated towards final evaluation but this will be considered as mandatory for participation in the subsequent bidding process.

c.2 Technical bid (STAGE-2)

All those bidders who gets qualified in the Evaluation of Technical Bid (stage-1) will be eligible to participate in stage-2. The evaluation in this stage shall be based on presentation submitted by the bidder. The presentation shall be comprising of bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment for which weightage to be given as 30% towards final evaluation.

The marking shall depend on submitted presentation, presentation before the Committee constituted for the purpose and verification.

- Presentation shall be submitted in PDF attachment during submission of tender. No physical copy of presentation required.

Parameter wise marking system is as under for presentation:

Sl. No.	Criteria		Maximum Marks
1	Presentation	Organisational structure: - The Contractor will submit proof of engineer at their payroll. Details of engineers/technicians proposed for deployment, Qualification, experience, and certifications (to be supported with documentary proof) Engineers (Total: 03 marks) i. 1-5 nos. -----02 Marks ii. More than 3 nos.-----03 Marks	03
2		(a) The bidder must have successfully completed Similar works (as defined above), over the last five years (ending previous day of last date of submission of tender) with the following criterion (Total Marks-5): (i) Value of single completed work equal to or less than Rs.56 lakh - zero Marks (ii) Value of single completed work equal to Rs. 70 lakh- 04 Marks (iii) Value of single completed work more than Rs. 112 lakh- 05 Marks Note: - For value in between(i) & (ii) and (iii), marks will be given on pro-rata basis.	05
3		Company's financials and plants & Machinery as per below: A. Company's Financial Strength: (i) Average Annual Financial Turnover of best of three years as defined under eligibility criteria above (Total 05 Marks): a) 04 Marks for equal to Rs. 56 lakhs b) 05 Marks for more the Rs. 112 lakhs Note: - For value in between (a) & (b) marks will be given on pro-rata basis. For value less than Rs. 56 lakh, zero marks will be given. (ii) Solvency Certificate (Total 02 Marks): a) 01 Marks for equal to Rs. 56 lakh ✓ b) 02 Marks for more than Rs. 112 lakh. Note: - For value in between (a) & (b) marks will be given on pro-rata basis. For value less than Rs.56 lakh, zero marks will be given.	07
4		The bidder shall submit a Project Brief Presentation (PPT) in PDF format covering the methodology for providing Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore. The presentation shall include the following details: ➤ Understanding of Scope of Work ➤ Deployment Plan, Manpower Structure, Qualification and Experience of Proposed Technicians/Engineers (supported by documentary proof) ➤ Preventive Maintenance Methodology and Service Schedule ➤ Complaint Registration, Escalation Matrix and Response/Resolution Mechanism ➤ Quality Assurance System, Monitoring Methodology for resolution the equipment ➤ Experience in Similar AV Operational Support Services, including details of ongoing/completed projects of similar nature	15
Total Marks			30

c.3 Financial bid: The weightage of marks scored in the financial bid shall contribute 70% towards the final evaluation.

E.	List of Documents to be scanned and uploaded
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While submitting bid, the following documents are to be uploaded:

For Cover-1:

- i) E-payment details towards EMD
- ii) NIT Document duly sign & sealed on each page to be scan and uploaded.
- iii) Certificates of Work Experience: Experience of having successfully completed works during the last 5 years ending previous day of last date of submission.
- iv) Copy of CA certificate having UDIN number for annual financial turnover to be uploaded
- v) Audited copy of profit & loss account
- vi) Copy of solvency certificate
- vii) PAN (Permanent Account Number)
- viii) GST (Goods and Services Tax) Registration Certificate
- ix) EPF registration certificate, if applicable
- x) ESI registration certificate, if applicable
- xi) Technical staff: List of technical staff they possess and proposed to deploy for the work to be uploaded
- xii) Certification of Incorporation/ Registration of firm
- xiii) IT Return for AY 23-24, 24-25 & 25-26
- xiv) Presentation prepared by bidder
- xv) Power of Attorney for the person who will sign the agreement (if applicable)
- xvi) Undertaking/ letter of Transmittal as per the format given at Annexure-1
- xvii) Bank Account details
- xviii) Declaration regarding pending cases (if any) of litigation, arbitration, debarment etc.

xx) Letter of Authorization: An authorization letter must be submitted on your company's letterhead, authorizing the person who will sign the documents and quarterly Bills on behalf of the firm.

F. Details Of Audio Video Equipment in Campus.

98 inch panel	NO.	MAKE	MODEL	S.NO	LOCATIO N	Qty
	1	LG	98UH5J-HP	303KCJZK3252	I-101	1
	2	LG	98UH5J-HP	303KCFTK3227	I-101	1
	3	LG	98UH5J-HP	303KCEAK3220	I-103	1
	4	LG	98UH5J-HP	303KCZPK4893	I-103	1
	5	Make -LG	98UM5J	205BOKJ00157	SRC	1
	6	Make -LG	98UM5J	205BOYQ00170	SRC	1
	7	Make -LG	98UM5J	205BOKJ00157	ER-1	1
	8	Make -LG	98UM5J	205BOYQ00170	ER-1	1
55 inch TV	10	LG		303PLPM168184	I-101	1
	11	LG		303PLXA168106	I-103	1
COLLER MIC	12	SHURE	BLX1	3QH0832926	D-101	1
	13	SHURE	BLX1	3QD1031687	D-103	1
	14	SHURE	BLX1	3QD1031625	D-201	1
	15	SHURE	BLX1	3QD1031613	D-203	1
	16	SHURE	PGX1	MK129050	D-301	1
	17	SHURE	SVX1	3BA28480527	D-303	1
	18	SENNHEISER	SK-XSW	394000729	E-101	1
	19	SHURE	SVX	3QG2546616	E-103	1
	20	AUDIO-TECHNICA	ATW-T210B	B23268676	E-201	1
	21	SHURE	SVX	30G2493014-03	E-203	1
	22	SHURE	SVX	30G2493014-01	E-301	1
	23	SENNHEISER	SK-XSW	0394000728	E-303	1
	24	SENNHEISER	SK-XSW	0394000792	F-101	1
	25	SHURE	BLX1	3QA0806571	F-103	1
	26	SENNHEISER, SHURE	SK-XSW , BLX1	184000170,3QD1031323	F-201	2
	27	SHURE,SENNHEISER	BLX4,SK-XSW	3QD1031323,0224000391	F-203	02
	28	SHURE	SVX1	30E1555726-03	G-101	1
	29	SHURE	SVX1	3RC2709107	G-103	1
	30	SHURE	SVX4	30E1555730-01	G-201	1
	31	SHURE	BLX1	3QA0806564	G-203	1
	32	AUDIO-TECHNICA	ATW-T210B	B23268673	H-101	1
	33	SHURE	BLX1	3N10951391-03	H-103	1
	34	-	-	-	H-201	1
	35	SHURE	BLX1	3QF2642267	H-203	1
	36	SENNHEISER	SK 100 G4	5281111552 , 5281111493	I-101	2
	37	SENNHEISER	SK 100 G4	5281111546	I-103	2
	38	SENNHEISER	SK-XSW	184000156	I-201	1
	39	SENNHEISER	SK-XSW	224000394	I-203	1
	40	SHURE	SVX	3QG2546673	ER 1	1
	41	SHURE	P14	3RC0710503	SRC	1
	42	AUDIO-TECHNICA	ATW-T210B	B23268672	ER 2 CR 1	1
	43	SHURE	BLX1	3QD1031740	ER 2 CR 2	1

	44	SENNHEISER	SK-XSW	394000615	ER 2 CR 3	1
Hand Mic	45	AKG	WMS45	V210928017440	D-101	1
	46	SHURE	PG14,SVX2	3HH2651264 ,30H3164767	D-103	2
	47	SHURE		30G2494911-02	D-201	1
	48	SENNHEISER	EM-XSW1	0473000542	D-203	1
	49	-	-	NO HAND MIC	D-301	0
	50	-	-	NO HAND MIC	D-303	0
	51	SENNHEISER	EM-XSW1	0354001678, 0473000465	E-101	2
	52	SENNHEISER	EM-XSW1	0394001553	E-201	1
	53	SENNHEISER	EM-XSW1	0354000819	E-103	1
	54	SENNHEISER	EM-XSW1	0473000127	E-203	1
	55	SHURE	PG4	HI188187	E-301	1
	56	SHURE		3HH2551225	E-303	1
	57	SENNHEISER	EM-XSW1	0394002336	F-101	1
	58	SHURE	SVX2 P12	3QD2584721 ,30F2476576-01	F-103	2
	59	SHURE	SVX2	3NL3079019-02	F-201	1
	60	SHURE	SVX2	3NL2243852-03	F-203	1
	61	-	-	NO HAND MIC	G-101	0
	62	AKG	WMS45	V190724013834	G-103	1
	63	-	-	NO HAND MIC	G-201	0
	64	-	-	NO HAND MIC	G-203	0
	65				H-101	0
	66	AKG	WMS45	V190724013841	H-103	1
	67				H-201	
	68	-	-	NO HAND MIC	H-203	0
	69	SENNHEISER	EM-XSW1	0482003194	I-101	1
	70	SENNHEISER	EM-XSW1	0482002257	I-101	1
	71	SENNHEISER	EM-XSW1	0053002247	I-103	1
	72	SENNHEISER	EM-XSW1	0482000853	I-103	1
	73	SENNHEISER	EM-XSW1	0473001163	I-201	1
	74			NO HAND MIC	I-203	1
	75	SENNHEISER	EM-XSW1	0473000244	ER 1	1
	76	SHURE	PG4	3KL1882973-01	SRC	1
	77				ER 2 CR 1	0
	78	SHURE		3NA1219887-02	ER 2 CR 2	1
	79			NO HAND MIC	ER 2 CR 3	
HDMI Switcher	80	ATEN	LTK-MXB44C	-	D-101	1
	81	ATEN	4X4 MATRIX	A1M6-387-0012	D-103	1
	82	ATEN	LTK-MXB44C	-	D-201	1
	83	ATEN	LTK-MXB44C	-	D-203	1
	84	ATEN	4*4	A1M63870016	D-301	1
	85	ATEN	4*4	A1M63870017	D-303	1
	86	ATEN	18Gbps 4x4	A1M63870023	E-101	1
	87	ATEN	4X4 MATRIX	A1M4-401-0113	E-103	1
	88	ATEN	LKT-MXB44C	-	E-201	1
	89	MATRIX	4*4	A1M63870019	E-203	1
	90	ATEN	LKT-MXB44C	-	E-301	1
	91	ATEN	4X4 MATRIX	A1M4-387-0011	E-303	1
	92	ATEN	LKT-MXB44C	-	F-101	1
	93	ATEN	LKT-MXB44C	-	F-103	1

	94	FIDELITY,ATEN	8x8 MATRIX,LKT- MXB44C	-	F-201	2
	95	ATEN	VM0404HA	A1M6-387-0014	F-203	1
	96	MATRIX	4X4	A1M63670020	G-101	1
	97	ATEN	LKT-MXB44C	-	G-103	1
	98	ATEN	LKT-MXB44C	-	G-201	1
	99	MATRIX	4X4	817-2211-0031	G-203	1
	100	MATRIX	4X4	A1M63870024	H-101	1
	101	MATRIX	4X4	A1M63870025	H-103	1
	102		-	-	H-201	1
	103	ATEN	LKT-MXB44C	-	H-203	1
	104	ATEN	4X4		I-101	1
	105	ATEN	4X4		I-103	1
	106	MATRIX	4*4	817-2211-0029	I-201	1
	107	ATEN	LKT-MXB44C	-	I-203	1
	108	ATEN	LKT-MXB44C	-	ER 1	1
	109	ATEN	LKT- MXB44C, 18gbp s	A1M63870021	SRC	2
	110	KRAMER	VM-2HXL	1.1706E+12	ER 2 CR 1	1
	111	KRAMER	VM-2HXL	8.1607E+12	ER 2 CR 2	1
	112	ATEN	LKT-MXB44C	-	ER 2 CR 3	1
Student Camera	113	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4078	12X16DX200924078	D-101	1
	114	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4015	12X16DX200924015	D-103	1
	115	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB,S/N: 12X16DX20092 4035	12X16DX200924035	D-201	1
	116	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB,S/N: 12X16DX20092 4053	12X16DX200924053	D-203	1
	117	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N:	12X16DX191230002	D-301	1

			12X16DX19123 0002			
	118	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210 115026	WHD12X2021011502 6	D-303	1
	119	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4064	12X16DX200924064	E-101	1
	120	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4061	12X16DX200924061	E-103	1
	121	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4025	12X16DX200924025	E-201	1
	122	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4054	12X16DX200924054	E-203	1
	123	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: 12X16DX20092 4096	12X16DX200924096	E-301	1
	124	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4013	12X16DX200924013 (12X16dx200924028)	E-303	1
	125	S	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX200924013		F-103	1
	126	People Link	Camera PTZ, Make & model: PeopleLink	12X20210115091	F-101	1

			Elite FHD 12X USB, S/N: 12X202101150 91			
	127	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4079	12X16DX200924079	F-201	1
	128	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4005	12X16DX200924005	F-203	1
	129	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20190 828125	WHD12X2019082812 5	G-101	1
	130	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4024	12X16DX200924024	G-103	1
	131	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X USB, S/N: 12X16DX20092 4008	12X16DX200924008	G-201	1
	132	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X USB, S/N: 12X16DX20092 4026	12X16DX200924062	G-203	1
	133	People Link	Camera PTZ, Make & model: PeopleLink Elite FHD 12X USB, S/N: 12X16DX20092 4051	12X16DX200924051	H-101	1
	134	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X	12X16DX200924014		1

			USB, S/N: 12X16DX20092 4014			
	135	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X USB, S/N: 12X16DX20092 4014	12X16DX200924014	H-103	1
	136	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X USB, S/N: 12X16DX20092 4049	12X16DX200924049	H-201	1
	137	People Link	Camera PTZ, Make & model: People Link Elite FHD 12X USB, S/N: 12X16DX20092 4052	12X16DX200924052	H-203	1
	138	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210 115075	WHD12X2021011507 5	I-101	1
	139	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210 115058	WHD12X2021011505 8	I-103	1
	140	People Link	Camera, Make & model: People Link icam WHD 1080 USB, S/N: WHD12X20190 828128	WHD12X2019082812 8	I-201	1
	141	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210 115028	WHD12X2021011502 8	I-203	1
	142	People Link	Camera, Make & model: People Link icam WHD 1080 USB, S/N: WHD12X20210115028		SRC	1

	143	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210115028	SRC	1
	144	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210115028	ER 1	1
	145	People Link	Camera, Make & model: PeopleLink icam WHD 1080 USB, S/N: WHD12X20210115028	ER 1	1
Tracking camera	146	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201022273	20201022273	1
	147	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109001	20201109001	1
	148	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 202011090010	20201109010	1
	149	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109002	20201109002	1
	150	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109003	20201109003	1
	151	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109004	20201109004	G-101 1
	152	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT	20201109005	1

			20X, S/N: 20201109005			
	153	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109006	20201109006		1
	154	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109007	20201109007		1
	155	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109008	20201109008		1
	156	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109009	20201109009		1
	157	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109011	20201109011	I-201	1
	158	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109012	20201109012	G-201	1
	159	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109013	20201109013		1
	160	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT	20201109015		1

			20X, S/N: 20201109015			
	161	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109016	20201109016		1
	162	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109017	20201109017	H-103	1
	163	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109018	20201109018	H-101	1
	164	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109019	20201109019	I-101	1
	165	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109021	20201109021		1
	166	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109022	20201109022	I-103	1
	167	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 20X, S/N: 20201109023	20201109023	G-203	1
	168	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 2X	20201022266	G-103	1

	169	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 2X	20220721055	SRC	1
	170	People Link	Tracking Camera, Make & Model: PeopleLink icam FHD-LT 2X	20220721066	SRC	1
INTERACTIVE MONITOR	171	XP-PEN	PRO 22R	AK22401337711B	D-101	1
	172	XP-PEN	PRO 22R	AK22411014712A4	D-103	1
	173	XP-PEN	PRO 22R	AK224012472AAA	D-201	1
	174	XP-PEN	PRO 22R	AK224019472D5F	D-203	1
	175	XP-PEN	PRO 22R	AK22411003754E0	D-301	1
	176	XP-PEN	PRO 22R	AK2241100271C6A	D-303	1
	177	XP-PEN	PRO 22R	AK2241102772931	E-101	1
	178	XP-PEN	PRO 22R	AK2240145752AC	E-103	1
	179	XP-PEN	PRO 22R	AK22401937A70D	E-201	1
	180	XP-PEN	PRO 22R	AK224110317879E	E-203	1
	181	XP-PEN	PRO 22R	AK224685173E84	E-301	1
	182	XP-PEN	PRO 22R	AK2241102272F22	E-303	1
	183	XP-PEN	PRO 22R	AK2241102473378	F-101	1
	184	XP-PEN	PRO 22R	AK224013472BFD	F-103	1
	185	XP-PEN	PRO 22R	AK224110057614C	F-201	1
	186	XP-PEN	PRO 22R	AK224014672491	F-203	1
	187	XP-PEN	PRO 22R	AK224013675299	G-101	1
	188	XP-PEN	PRO 22R	AK2241100873323	G-103	1
	189	XP-PEN	PRO 22R	AK2240123710BB	G-201	1
	190	XP-PEN	PRO 22R	XPLP2202C121128760	G-203	1
	191	XP-PEN	PRO 22R	AK22411011737FF	H-101	1
	192	XP-PEN	PRO 22R	AK22411028792A2	H-103	1
	193	XP-PEN	PRO 22R	-	H-201	1
	194	XP-PEN	PRO 22R	AK224681277757	H-203	1
	195	XP-PEN	PRO 22R	XPLP2202R123303029	I-101	1
	196	XP-PEN	PRO 22R	XPLP2202D523200573	I-103	1
	197	XP-PEN	PRO 22R	AK224014277417	I-201	1
	198	XP-PEN	PRO 22R	AK224681176876	I-203	1
	199	XP-PEN	PRO 22R	AK224690977CA2	ER 1	1
	200	XP-PEN	PRO 22R	AK22401327529B	SRC	1
	201	XP-PEN	PRO 22R	AK2241102572975	ER 2 CR 1	1
	202	XP-PEN	PRO 22R	AK2241102375060	ER 2 CR 2	1
	203	XP-PEN	PRO 22R	AK224110307410	ER 2 CR 3	1
Amplifier	204	CROWN	XLS 1000	D-101	8500673868	1
	205	CROWN	XLS 1000	D-103	8500673915	1
	206	CROWN	XLS 1000	D-201	8500673897	1

	207	CROWN	XLS 1000	D-203	86006739 64	1
	208	CROWN	XLS 1000	D-301	85006739 78	1
	209	STONEWATER	ZONE4	D-303	-	1
	210	YAMAHA	P3500S	E-101	KX01287	1
	211	YAMAHA	P3500S	E-103	KX01275	1
	212	CROWN	XLS 1000	E-201	85006739 67	1
	213	CROWN	XLS 1000	E-203	85006739 73	1
	214	CROWN	XLS 1500	E-301	85006080 07	1
	215	CROWN	XLI 800	E-303	11010499 556	1
	216	CROWN	XLI 800	F-101	11010499 597	1
	217	CROWN	XLI 800	F-103	11010499 600	1
	218	QSC	RMX 1450	F-201	08072993 8	1
	219	QSC	RMX 1450	F-203	08072993 6	1
	220	CROWN	XLI 800	G-101	11010499 599	1
	221	STONEWATER	ZONE4	G-103	-	1
	222	QSC	RMX 1450	G-201	80729931	1
	223	CROWN	XLS 1000	G-203	85005532 97	1
	224	CROWN	XLI 800	H-101	11010499 598	1
	225	STONEWATER	ZONE4	H-103	-	1
	226	-	-	H-201	-	1
	227	BOSCH	PLN-2AIO120	H-203	40502614 56003292 65	1
	228	CROWN	XLS1002	I-101	85018697 51 ,85018000 00	2
	229	CROWN	XLS1002	I-103		2
	230	AHUJA	UCR-60	I-201	8Z3456	1
	231	STONEWATER	ZONE4	I-203	-	1
	232	CROWN	XTI 1002	ER 1	85015892 38 ,85015893 74	2
	233	CROWN	XTI 1002	SRC	85015893 01, 85015894 03	2
	234	CROWN	XLS2002	ER 2 CR 1	86014060 27	1
	235	YAMAHA	P3500S	ER 2 CR 2	NOT VISIBLE	1
	236	AHUJA	SSB-80M	ER 2 CR 3	3183177	1

	237	JBL	CONTROL 25	D-101		4
	238	JBL	CONTROL 25	D-103		4
	239	JBL	CONTROL 25	D-201		4
	240	JBL	CONTROL 25	D-203		4
	241	JBL	CONTROL 25	D-301		4
	242	JBL	CONTROL 25	D-303		4
	243	JBL	CONTROL 25	E-101		4
	244	JBL	CONTROL 25	E-103		4
	245	JBL	CONTROL 25	E-201		4
	246	JBL	CONTROL 25	E-203		4
	247	JBL	CONTROL 25	E-301		4
	248	JBL	CONTROL 25	E-303		4
Speaker	249	POLK		F-101		8
	250	POLK		F-103		8
	251	POLK		F-201		8
	252	POLK		F-203		8
	253	JBL	CONTROL 25	G-101		4
	254	JBL	CONTROL 25	G-103		4
	255	JBL	CONTROL 25	G-201		4
	256	JBL	CONTROL 25	G-203		4
	257	JBL	CONTROL 28-1L	H-101		4
	258	JBL	CONTROL 25	H-103		4
	259	JBL	CONTROL 25	H-201		4
	260	JBL	CONTROL 25	H-203		4
	261	FIDELITY	CELLING SPEAKAR	I-101		4
	262	AUDAC	COLUMN SPEAKAR	I-101		2
	263	AUDAC	COLUMN SPEAKAR	I-103		2
	264	FIDELITY	CELLING SPEAKAR	I-103		4
	265	FIDELITY	CELLING SPEAKAR	ER 1		4
	266	JBL		ER 1		2
	267	BOSCH		ER 2 C1		6
	268	BOSCH		ER 2 C2		6
	269	BOSCH		ER 2 C3		6
	270	JBL	CBT 70J-1	SRC		2
DSP	271	PEOPLELINK	PCU-DSP-CM-PRO	D-101	GEAZRC12 06V22111 220013	1
	272	PEOPLELINK	PCU-DSP-CM-PRO	D-103	GEAZRC12 06V22111 220001	1
	273	PEOPLELINK	PCU-DSP-CM-PRO	D-201	GEAZRC12 06V22111 220004	1
	274	PEOPLELINK	PCU-DSP-CM-PRO	D-203	GEAZRC12 06V22111 220012	1
	275	PEOPLELINK	PCU-DSP-CM-PRO	D-301	GEAZRC12 06V2-	1

					U2201100 001	
	276	PEOPLELINK	PCU-DSP-CM- PRO	D-303	GEAZRC12 06V22111 220005	1
	277	PEOPLELINK	PCU-DSP-CM- PRO	E-101	GEAZRC12 06V22111 220004	1
	278	PEOPLELINK	PCU-DSP-CM- PRO	E-103	GEAZRC12 06V22111 220006	1
	279	PEOPLELINK	PCU-DSP-CM- PRO	E-201	GEAZRC12 06V22111 220010	1
	280	PEOPLELINK	PCU-DSP-CM- PRO	E-203	GEAZRC12 06V22111 220014	1
	281	PEOPLELINK	PCU-DSP-CM- PRO	E-301	GEAZRC12 06V22111 220002	1
	282	PEOPLELINK	PCU-DSP-CM- PRO	E-303	GEAZRC12 06V2- U2201100 033	1
	283	PEOPLELINK	PCU-DSP-CM- PRO	F-101	GEAZRC12 06V22111 220009	1
	284	PEOPLELINK	PCU-DSP-CM- PRO	F-103	GEAZRC12 06V22111 220011	1
	285	PEOPLELINK	PCU-DSP-CM- PRO	F-201	SP-CA- 60052637	1
	286	PEOPLELINK	PCU-DSP-CM- PRO	F-203	SP-CA- 60052647	1
	287	PEOPLELINK	DSP-CM	G-101	SP-CA- 60036032	1
	288	PEOPLELINK	DSP-CM	G-103	SP-CA- 60036028	1
	289	PEOPLELINK	DSP-CM	G-201	SP-CA- 60036019	1
	290	PEOPLELINK	DSP-CM	G-203	SP-CA- 60036028	1
	291	PEOPLELINK	DSP-CM	H-101	SP-CA- 60036015	1
	292	PEOPLELINK	DSP-CM	H-103	SP-CA- 60036036	1
	293	PEOPLELINK	DSP-CM	H-201	NO DSP	1
	294			H-203		1
	295	PEOPLELINK	DSP-CM	I-101	SP-CA- 60036039	1
	296	PEOPLELINK	DSP-CM	I-103	SP-CA- 60036033	1
	297	PEOPLELINK	DSP-CM	I-201	SP-CA- 60036027	1
	298	PEOPLELINK	DSP-CM	I-203	SP-CA- 60036043	1

	299	PEOPLELINK	PPU-MCC-DSP-PRO-12C	ER 1	GEAZRC12 06V2- U2201100 007	1
	300	PEOPLELINK	PPU-MCC-DSP-PRO-12C	SRC	GEAZRC12 06V2- U2201100 012	1
Audio Mixer	301	BEHRINGER	X1222USB	D-101	S1705040 73A0I	1
	302	BEHRINGER	X1222USB	D-103	S1705040 75A0I	1
	303	BEHRINGER	X1222USB	D-201	S1709142 23A0I	1
	304	BEHRINGER	X1222USB	D-203	S1709142 25A0I	1
	305	SM PROFESSIONAL	AIR 12	D-301	54414072 5 00749	1
	306	BEHRINGER	XENYX1202SFX	D-303	0100CN70 601AHS	1
	307	ALLEN&HEATH	ZED SIXTY 10FX	E-101	Z6010FX- 891466	1
	308	BEHRINGER	X1222USB	E-103	S1705040 74A0I	1
	309	BEHRINGER	X1222USB	E-201	S1709140 37A0I	1
	310	BEHRINGER	X1222USB	E-203	S1709142 24A0I	1
	311	SOUNDCRAFT	EMP6	E-301	RW5734UK 407413	1
	312	YAMAHA	MG16/6FX	E-303	KP02311	1
	313	YAMAHA	MG16XU	F-101	EGFX0104 6	1
	314	SOUND CRAFT	EPM6	F-103	RW5734EU 436754	1
	315	SOUND CRAFT	EPM6	F-201	SCR- RW5734EU 432335	1
	316	SOUND CRAFT	EPM6	F-203	SCR- RW5734EU 432333	1
	317	BEHRINGER	XENYX1202SFX	G-101	010003X0 601AHS	1
	318	BEHRINGER	XENYX1202SFX	G-103	0100CKN0 601AHS	1
	319	YAMAHA	MG10XU	G-201	80729931	1
	320	BEHRINGER	XENYX1202SFX	G-203	0100BEN0 601AHS	1
	321	BEHRINGER	XENYX1202SFX	H-101	0100BE80 601AHS	1
	322	BEHRINGER	XENYX1202SFX	H-103	0100CKB0 601AHS	1
	323		NO MIXER	H-201	NO MIXER	1
	324	BEHRINGER	XENYX1202SFX	H-203	0100BFH0 601AHS	1

	325	DENON	DN-312X	I-101	NOT VISIBLE	2
	326	DENON	DN-312X	I-103	NOT VISIBLE	2
	327	BEHRINGER	XENYX1202SFX	I-201	0100CK10 601AHS	1
	328	BEHRINGER	XENYX1202SFX	I-203	0100CKU0 601AHS	1
	329	YAMAHA	MG12XU	ER 1	EGZZ0203 6	2
	330	YAMAHA	MG06X	SRC	INGCI0106 3	2
	331	BEHRINGER	XENYX1202SFX	ER 2 CR 1	0100BE30 601AHS	1
	332	SOUND CRAFT	EPM6	ER 2 CR 2	RW57340K 407415	1
Projector	333	VIEW SONIC	Laser	D-101	XAY24310 1208	1
	334	VIEW SONIC	Laser	D-101	XAY24250 1357	1
	335	VIEW SONIC	Laser	D-103	XAY25080 1110	1
	336	VIEW SONIC	Laser	D-103	XAY25080 1140	1
	337	VIEW SONIC	Laser	D-201	VT522350 1074	1
	338	EPSON	Lamp	D-203	V6HF5Y00 27L	1
	339	VIEW SONIC	Laser	D-301	XAY24100 1475	1
	340	VIEW SONIC	Laser	D-303	VT522350 1066	1
	341	VIEW SONIC	Laser	E-101	VT522350 1065	1
	342	VIEW SONIC	Laser	E-101	VT522350 1070	1
	343	VIEW SONIC	Laser	E-103	XAY25080 1063	1
	344	VIEW SONIC	Laser	E-103	XAY25080 1105	1
	345	VIEW SONIC	Laser	E-201	XAY25080 1144	1
	346	VIEW SONIC	Laser	E-203	XAY24100 1518	1
	347	VIEW SONIC	Laser	E-301	XAY25080 1051	1
	348	VIEW SONIC	Laser	E-303	XAY25080 1106	1
	349	CASIO	Laser	F-101	A997BBBY 67-064614	1
	350	CASIO	Laser	F-101	A997BBBY 67-064603	1
	351	BENQ	Laser	F-103	PD31L016 1404E	1
	352	BENQ	Laser	F-103	PD31L016 1604E	1

	353	BENQ	Laser	F-201	PDCBK000 30043	1
	354	BENQ	Laser	F-201	PDT7K000 1604E	1
	355	BENQ	Laser	F-203	PDCBK000 2404E	1
	356	BENQ	Laser	F-203	PDT7K000 1904E	1
	357	VIEW SONIC	Laser	G-101	VT522350 1076	1
	358	VIEW SONIC	Laser	G-101	VT522350 1069	1
	359	BENQ	Laser	G-103	PDCBK000 3404E	1
	360	BENQ	Laser	G-103	PDCBK000 2304E	1
	361	ACER	Lamp	G-201	MRJPJ110 0E81900E 515900	1
	362	EPSON	Lamp	G-201	X4Z48100 014	1
	363	VIEW SONIC	Laser	H-101	XAY25080 1104	1
	364	VIEW SONIC	Laser	H-101	XAY25080 1111	1
	365	VIEW SONIC	Laser	H-103	XAY25080 1099	1
	366	VIEW SONIC	Laser	H-103	VT522350 1071	1
	367	SONY	Lamp	H-203	5002709	1
	368	LG	Laser	H-203	205NTWG 74129	1
	369	VIEW SONIC	Laser	I-201	XAY24100 1473	1
	370	VIEW SONIC	Laser	I-201	XAY24100 1476	1
	371	VIEW SONIC	Laser	I-203	VT522350 1072	1
	372	BENQ	Laser	I-203	PDCBK000 3104E	1
	373	SONY	Lamp	ER2C1	5000828	1
	374	BENQ	Lamp	ER2C1	PDP5C019 43000	1
	375	SONY	Lamp	ER02C2	5000795	1
	376	SONY	Lamp	ER02C2	5000794	1
	377	VIEW SONIC	Lamp	ER02C3	V5518190 1174	1
	378	VIEW SONIC	Lamp	ER02C3	V5518190 1175	1

G. Scope Of Work and Terms & Conditions

A. Scope Of Work: -

Audio-Visual support tasks are vital for maintaining the 33 Nos Classroom AV equipment / old Auditorium / New Auditorium / placement office/ Video conference rooms-06 / Board room at the Institute/weekly movie show on Saturday. Hence IIM Indore intends to have Audio-Visual maintenance (7Am-11Pm) support on all seven days. The agency will maintain complete service will repair/rectification/ to Online running of classes are not interrupted due to any fault if equipment.

The Successful contractor will undertake the facility management of the entire Audio-Visual of IIM Indore campus. The objective is to ensure uninterrupted operation, efficient and effective utilization of Audio-Visual. As part of the facility management, The service provider shall provide an onsite (at IIM Indore) dedicated team of professionally qualified / trained workforce headed by a professionally qualified and sufficiently experienced person at site, who will be exclusively responsible for day-to-day onsite support activities. They will be reporting to the Estate Department of IIM Indore. They will take care of on-site maintenance /rectification on urgent basis based on faults when the equipment will be sent to the workshop and backup similar shall be provided till the time of re-installation after repairs/rectification.

Any new parts required for above repair/rectification shall be paid separately.

1. The operational requirement of support personnel at Audio-Visual desk (7AM-11PM on all days):

The Successful contractor has to provide four number of onsite Technical Service Personnel as per schedule below:

Sr. No	Shift Time on all days	No. of Support Personnel	Remark
1	7:00 AM - 3:00 PM	5	*Every day (including Sunday, week off will be given as per roster duty)
2	9:00 AM - 5:30 PM	5	*Every day (including Sunday, week off will be given as per roster duty)
3	3:00 PM - 11:00 PM	5	*Every day (including Sunday, week off will be given as per roster duty)

Audio-Visual desk support Services: - Complete services to users Arrangements / AV support for different activities for presentations / video conferencing/ workshop/conference/ Classrooms/Movie Operation / Student Event / lab session or any other events as and when required.

2. Successful contractors have to supply following facility to its staff: -

1	2- Pair Uniform	Colour & Fabric to be approved by IIM.	Annual Rs.4500/- Per head
2	1- Pair Shoes	Colour & type to be approved by IIM.	
3	ID Card	To be signed by contractor to its staff.	

3. Successful contractor to fulfil following as per labour Act: -

1	EPF	as applicable as per Central Provident Fund Act 1952 @ 12%
2	ESIC	as applicable as per ESI Act 1948 @ 3.25 %
3	Bonus	8.33% as per applicable Act 1965
4	Wages Payable	The technician to be deployed shall be paid wages as per minimum wages determined by Central labour Commissioner Office under category 'B' Category of "CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING LAYING DOWN UNDERGROUND ELECTRIC, WIRELESS, RADIO, TELEVISION, TELEPHONE, TELEGRAPH AND OVERSEAS COMMUNICATION CABLES AND SIMILAR OTHER UNDERGROUND CABLING WORK, ELECTRIC LINES, WATER SUPPLY LINES AND SEWERAGE PIPE LINES" as present the minimum Wages for skilled technician is Rs.918/- per day and High skilled technician 1008/- per day subject to revision as modified by Govt. from time to time.@ 26/27-days in a month. (Proof of payment to be submitted)

Note:

- a) Each shift's support personnel should hand over the duty to next shift staff before leaving the Institute. The Successful contractor should ensure that all the pending/ongoing support calls properly understood by next shift support staff.
 - b) The shift timings may be changed with the mutual understanding of both the parties (IIM Indore and The Successful contractor)
 - c) The contract shall initially be valid for a period of one year. The performance of the agency shall be reviewed annually, and based on satisfactory performance and Institute requirements, the contract may be extended on a yearly basis for a maximum total period of three years. The actual manpower requirement may vary depending upon the Institute's needs and may be increased, reduced, or modified from time to time.
 - d) The rates quoted by the bidder shall remain firm and fixed during the initial contract period of one year. In the event of extension of the contract, the rates may be revised to the extent of revision in minimum wages notified by the Central Government, along with applicable GST.
- Operation of Movie every weekend between 6 to 9 PM or appropriate timing as per the institute's decision.
 - Technical support on regular basis will be required for following.
 - i) Various events organized by students.

ii) Various Program in old/new auditorium, other programs viz, CERE, NASMEI Conference, Athrav, IRIS and Ranbhoomi, Seminar/Conferees/26th Jan /15 August Program, foundation day, convocation and other event any other culture event etc.

- Repair/rectification of equipment's if defective.
 - Handling the Audio-Visual systems for all the events scheduled at campus including major conferences, Annual Talks, Symposiums, Informal and Non-Informal Seminars, etc.
 - The system should be checked at least 45 minutes before any major events scheduled at Auditoriums, classrooms etc. with all necessary requirement and will be present during the events.
 - Complete audio-visual systems at the lecture halls / Auditoriums should be checked a day before the events/ Conferences etc.
 - Setup the sound system for the cultural events planned at campus.
 - Trouble shooting technical problems occurred in Audio Visual system during the events and resolve or provide alternate solutions.
 - Audio Visual related support needs to be extended within short notice from the users.
 - Co-ordinate with the other institute technical team to perform the appropriate test runs for both video conference and audio conference meeting in advance to ensure that the Video and audio quality along with the data sharing is fine, both at near end as well as far end.
 - Setting up other video calls such as videoconferencing, audio conferencing Skype, zoom if requested by the users.
 - Involvement in the process of new or re-installation and commissioning of the Audio-Visual System.
 - The maintenance Contract will include necessary repairs of the installed projectors/equipment and replacement of defective/damaged parts, components and other accessories/Component cost will be paid by IIMI.
 - The parts/ components/ sub-assemblies used for repair/ replacement by the Contractor will be of the same / equivalent or higher make and functional capability as originally available in the Equipment, under written intimation to the IIM INDORE.
 - The Contractor will maintain logbook of equipment under maintenance Contract with detailed specifications. Details of all minor/ major, routine/ preventive repair/ maintenance job undertaken shall be entered into the logbook.
4. Reports for Performance Monitoring of the Service Levels: -
The Successful contractor shall furnish the following reports to Estate Dept. of IIM Indore as per the frequency below.
- Daily Call Analysis Report - with all details
5. Qualification and Experience for deputed personnel:

As a part of Audio-Visual support, the Successful contractor shall provide services of trained and qualified support personnel as given below at IIM Indore. The minimum qualifications and experience of the technical service would be as follows: -

Skilled Technician: -

- 12TH/ ITI (Electronics/Relevant Trade) or equivalent qualification.
- Minimum 2 years of field experience in Audio-Visual (AV) systems installation, testing, commissioning, operation, and maintenance.

Highly Skilled: -

- B.E./B. Tech/Diploma in Electronics & Communication Engineering (ECE) or equivalent.

B.E./B.Tech. in Electronics Engineering with a minimum of 2 years of experience, OR Diploma in Electronics Engineering with a minimum of 5 years of experience, in Audio-Visual systems, conferencing solutions, display systems, control systems, troubleshooting, operation, and maintenance.

Note:

- a) Trainee/Fresher will not be accepted.
- b) All the personnel, deputed at IIM Indore will be interviewed by Estate department for suitability. Only those personnel found suitable in the interview will be considered for deputation at IIM Indore.

B. Terms & Conditions: -

- a. The contract may be terminated before the expiry of the contract period owing to deficiency in service or substandard quality of the service provided by the selected Company / Firm /Agency. Further, IIMI reserves the right to terminate contract at any time by giving one month (30 days) notice to the successful bidder.
- b. The bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IIMI.
- c. The bidder will be bound by the details furnished by him / her to IIMI, while submitting the bid. In case, any of such documents furnished by the firm is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
- d. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to IIMI, before the commencement of work:
 - (i) List of Manpower short listed by agency for deployment at IIMI,

- containing full details i.e. Name, date of birth, Aadhar Card, address proof etc.
- (ii) Certificate of verification of antecedents of persons by local police authority.
 - (iii) Education/professional certificates.
- e. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including, making good the financial loss, their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.
- f. The selected agency shall provide identity cards to the personnel deployed in this office carrying the photograph of the personnel and personal information such as name, date of birth, age, Aadhar card and identification mark etc. attested by the Security officer of the institute.
- g. The selected agency shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in this office.
- h. The selected agency shall ensure the proper conduct of his personnel in institute/office premises and enforce the prohibition of consumption of alcoholic drinks/ smoking. Etc.,
- i. The selected agency shall immediately provide replacement and ensure that as far as possible no designated post is left vacant in any shift. In case the agency fails to provide replacement within two working days. The pro-rata salary / wages to be recovered from monthly bills based on hour/day if absence.
- j. IIMI is not liable at any stage to provide accommodation, transport, food, medical and any other requirement of their personnel deployed at the institute.
- k. Payment shall be made only to the contractor and on a monthly basis as per actual services. The contractor has to submit invoices/bills monthly for the services rendered during the preceding month along with ESI/PF Challans etc., pertaining to that month.
- l. IIMI reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The Director, IIMI is the final authority for settling any disputes and the decision of the Director in this regard shall be final and binding on all.

- m. The duty hours should not exceed eight hours at a stretch. Continuous shifts by the same person should be avoided and no shift should remain unmanned. Odd duties/shifts may be required according to the exigencies, which are to be provided by the agency.
- n. Items of tool kit, soldering iron, torches, bag, uniforms including raincoats, jerseys etc. for efficient conduct of duty by the agency personnel shall be provided by the agency and shall be in good working condition.
- o. If the agency fails to provide services to the satisfaction of the institute, the same will be communicated to the agency in writing. If three such notices are issued to the agency, the contract will be terminated, and the agency shall forfeit the performance Security.
- p. The technician deployed by the agency shall ensure that the institute properties are protected from damage. After necessary investigations, if proved that the agency/their personnel are responsible for the damage, the agency is liable and will be penalized to the extent of the value of the loss and additional charges for each incident as decided by the competent authority.
- q. The agency shall not involve in any bribery or other unethical activities with anyone employed in the institute. The involvement in any such activity shall entail in the termination of the contract.
- r. All major faults and problems shall be reported to the Engineer-In-charge immediately of occurrence. After inspection by Engineer-In-charge, procedures for rectification shall be got approved by the agency.
- s. Any damage or loss due to failure to carry out prescheduled maintenance work shall be at the risk and cost of the agency.
- t. The necessary salary and other allowances due to the employees of the contractor shall be paid by him and shall strictly comply with all rules and regulations of statutory bodies and other labour laws. All employees engaged by the contractor shall be comprehensively insured for accidents and injuries.
- u. The payments to the successful contractors are subject to all statutory deductions as are applicable at the time of payment.
- v. In the event of contractor showing lack of attendance / negligence to work or under-performance in the opinion of Engineer-In-charge. Then the contract may be terminated at any stage without prejudice to the right of action under any other relevant clauses of the contract.
- w. The contractor shall follow all security rules framed by Security

Department, IIMI. From time to time regarding the removal of material from the site, the issue of identity cards, control of entry of persons and other similar matters.

- x. Cost of damages caused due to bad workmanship shall be recovered from the contractor. Penalty if any, for the Utility for any reason shall be borne by the agency.
- y. The knowledge/Information about reporting of manpower on a daily basis shall be responsible of contractor himself, the information regarding manpower absences shall be communicated to the IIMI.
- z. The proof of remittance of statutory deductions of PF, ESI to the appropriate agency, for those employed at IIMI, must be provided by the selected agency to IIMI monthly with the claim bill, failing which the claim bill shall not be settled.

Termination of Agreement:

- a. Either party may terminate this Agreement by giving the other party not less than thirty (30) days written notice.

Contractor to comply with laws:

- a. In the performance of this Contract, the Contractor 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.
- b. 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.

Responsibility of Accident and hazards:

The contractor shall be responsible for any accident or hazard that takes place during the maintenance period of 1 year due to negligence of work performed by the agency. He shall also be responsible for payment of compensation and penalties payable to affected parties as a result of legal action.

H. Penalty & Terms of Payment

- i) This is Annual Operational Support Services for Audio Visual Equipment. The taxes as applicable shall be deducted from each bill paid to the contractor.
 - ii) The Contractor should get registered under GST and tax as applicable as per the extant order on the subject work shall be paid by the contractor to concerned department. Which will be reimbursed by the Institute as per the recommendation of Finance & Accounts department of the Institute & the same will be final & binding to the contractor.
 - iii) The quote should exclude the GST and all other taxes applicable for the subject work.
 - iv) Income Tax and cess as applicable shall be deducted from bill paid to the contractor.
 - v) Contractor should be registered under EPF and as per law, shall pay EPF of contract workers to concerned Department from time to time.
 - vi) Any other taxes/cess as per Government directives shall be deducted from each bill paid to the contractor from time to time.
- The payment will be made Monthly on receipt of your bills and the requisite supporting documents (i.e., proof of salary payment to the worker deployed at site of work (EPF, ESI) for payment on Monthly basis.
 - 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 Monthly bill.
 - During the contract period, a penalty shall be imposed on the vendor in case of absence of deployed support personnel as per the following rates:
 - Highly Skilled Technician: Rs. 800/- per person per day
 - Skilled Technician: Rs. 700/- per person per day
 - Delay hours will be calculated from the time the call is logged irrespective of Sunday / holiday.
 - No advance payment will be made in any case.
 - The Successful contractor shall raise invoices on Monthly basis on completion of each Month. Payment will be made within 30 days on receipt of bills along with complete documents.

- Due to unforeseen conditions (like duration of pandemic situation) the service is not provided by agency, the decision of payment is fully dependent upon IIM Indore authority or as per the updated guideline of Govt. of India.
- TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

I. General Conditions of Contract

This will be as per the General Condition of the Contract (GCC) Maintenance works - 2023 with up-to-date correction slips of CPWD to extent applicable to the IIM Indore. Decision in this regard will be governed by the Engineer-in-Charge which shall be final and binding to the contractor.

J. Proforma of Schedules

SCHEDULE "A"

Schedule of quantities - as per Financial Bid.

SCHEDULE 'B'

Schedule of materials to be issued to the contractor. - Deleted.

SCHEDULE "C"

Tools and plants to be hired to the contractor - Deleted.

SCHEDULE "D"

Extra schedule for specific requirements/document for the work, if any. - To be intimated later if required.

SCHEDULE "E"

Reference to General Conditions of contract laid down in the tender document.

Name of Work	"Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore"
Estimated Cost Put to Tender (Excluding-Goods & Service Tax)	Rs 55,71,508/- (Rupees Fifty-Five Lakhs Seventy-One Thousand Five Hundred and Eight Only.).
EMD Amount	Rs.1,11,430/- (Rupees One Lakh Eleven Thousand Four Hundred Thirty Only /-
Performance Guarantee	5 (Five) % of tendered value

SCHEDULE "F"

General Rules & Directions

- Officer inviting tender: The Chief Officer Engineering, IIM Indore on behalf of the Director, IIM Indore

Definitions:

2(v)	Engineer-in-Charge	Chief Officer Engineering, IIM Indore
2(viii)	Accepting Authority	Director, IIM Indore
2(x)	Percentage on cost of materials and labour to cover all overheads and profits	15%
2(xi)	Standard Schedule of Rates	Market rates
2(xii)	Department	Estate Department, IIM Indore

Clause 1

i. Time allowed for submission of Performance Guarantee from the date of issue of letter of acceptance: **7 Days**

ii Maximum allowable extension with late fee @ 0.1% per day of Performance Guarantee amount beyond the period provided in (i) above: **7 days**

Clause 2

- i. Authority for fixing compensation under clause 2.: Director, IIM Indore
- ii. Compensation for delay of work : as per clause H of this tender document

Provided always that the total amount of compensation for delay on account of non-performance of contract to be deducted under this Condition shall not exceed 10% of the Tendered Value of work or of the awarded Value of the item or group of items of work for which a separate period of completion is originally given.

Clause 2A

Whether Clause 2A shall be applicable: **No.**

Clause 5

Number of days from the date of issue of letter of acceptance for reckoning date of start: **As per LOC.**

Total time allowed for completion of work: One Year (to be counted with effect from date of issue of LOC).

Authority to decide:

- (i) Extension of time : Director, IIM Indore
- (ii) Shifting of date of start in case of delay in handing over of site: Chief Officer Engineering, IIM Indore

Clause 7

Payment will be made as per clause H of this tender document

Clause 10 A

List of testing equipment to be provided by the contractor at site lab. - Deleted.

Clause 10 C - Deleted.

Clause 10 CC - Deleted

Clause 11

Specifications to be followed for execution of work:

Relevant BIS code, CPWD Specifications with up-to-date correction slips and OEMs specifications as applicable and or as per the direction of Engineer-in-Charge.

Clause 12

As per GCC Clause 12 CPWD maintenance 2023 with up-to-date correction slips

Clause 16

Competent Authority for Deciding reduced rates: Chief Officer Engineering, IIM Indore

Clause 25

Resolution of Disputes and Disagreements

If any dispute or difference of any kind whatsoever shall arise between the parties in connection with or arising out of this Agreement or out of the breach termination or invalidity of this Agreement thereof, the parties shall resolve them by resorting to the following:

The Party shall attempt within a period of 7 days after receipt of notice by the other party of the existence of a dispute, settle such dispute in the first instance by mutual discussions between the parties represented by the **Contractor** and Chief Officer Engineering of the institute.

If the dispute cannot be settled by mutual discussion within 7 days the matter shall be referred to the Director IIM Indore, whose decision shall be full, final & binding on the parties.

Clause 32

Requirement of Technical Representative(s) and recovery Rate

Sl no	Minimum Qualification of Technical Representative/Supervisor	Discipline	Designation	Minimum Experience Supervisor/technical representative	Number of Technical Representative/Supervisor	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause 32
						Figures
1	Engineer/ Diploma holder with minimum 5years' experience	Electronics Engineering	Technician (High skill)	Graduate Engineer with minimum 2 years' experience/ Diploma holder with minimum 5 years' experience	1	₹800/- per person per day
2	Minimum Class 12 th /ITI or equivalent qualification.	Any discipline	Technician (Skilled)	Minimum 2 years of experience	14	₹700/- per person per day

- In case, the contractor does not deploy engineer/technical representative (as per above stated qualification) at site or it is observed that the deployed engineer/technical representative is not having knowledge of items to be executed then the contract may be terminated by Engineer-in-Charge after giving 07 days opportunity to contractor for compliance and decision of Engineer-in-Charge will be final & binding. In the event of cancellation, EMD/PG will also be forfeited besides taking any other action as per terms & conditions of contract.

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 duty hours should not exceed eight hours at a stretch. Continuous shifts by the same person should be avoided and no shift should remain unmanned. Odd duties/shifts may be required according to the exigencies, which are to be provided by the agency.
4. 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 Engineer-in-charge by phone or by special messenger within one hour.
5. 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.
6. 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.
7. 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.

8. 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. Engineer-in-charge will not be responsible in any way for the same and no extra payment/claim/compensation shall be made to contractor by the Engineer-in-charge.
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-in-charge. 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 up-to-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 Engineer-in-charge. 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 annual operation support services will be carried out in the manner complying, in all respects, with the requirements of relevant byelaws 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 annual operation support services shall be arranged by the contractor and shall be in accordance with the specifications laid down.
17. 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.

18. The agency shall be responsible for completing the annual operation support services 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.

19. All tools, plants and measuring shall be arranged by the agency himself and nothing extra shall be paid to the agency on this account.

20. 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.

21. TERMINATION OF AGREEMENT:

- Either party may terminate this Agreement by giving the other party not less than thirty (30) days written notice.

Stamp Duty:

- a. Stamp (wherever mentioned in the tender/ not mentioned but required legally), stamp duty will generally be following the Indian Stamp Act, 1899 (as applicable to Madhya Pradesh).
- b. For the contract, the stamp duty shall be as per the Indian Stamp Act, 1899 (as applicable to Madhya Pradesh). Any revision, if made by the govt. will be applicable at the time of execution of the agreements.
- c. The cost w.r.t. stamp duty will solely be with the bidder i.e. cost to be borne by successful bidder.

L.	Integrity Pact
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INTEGRITY PACT

To,

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

Sub: NIT No. IIMI/Estate/11/2026/274 File No. 599 for the work of “Annual Operational Support Services for Audio Visual Equipment installed 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 Officer Engineering

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of
2026

BETWEEN

The Director, IIM Indore represented through Chief Officer Engineering, 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 IIM/Estate/11/2026/274 File No. 599 (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore”. Hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and 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 intentions.
- (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:

M.	Agreement
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Format for Agreement

THIS AGREEMENT made at Indore on the ____ day of ____ 2026 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 "**Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore**". Issued vide NIT No.: IIMI/Estate/11/2026/274 File No. 599

The Works are to be executed as per the scope of work, technical specifications, drawings etc. as is mentioned in the tender document for tendered rate amounting to Rs. _____.

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 other arrangements for workers, Specifications, Preambles and Schedule of Quantities and erection & furnishing schedule (all of which are hereinafter collectively referred to as the 'said tender conditions') and strictly in accordance with the Scope of work 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 upon the said Drawings strictly in accordance with the specifications and Schedule of Quantities.
2. The said tender conditions, scope of work and the annexure-1 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 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 as mentioned in LOI/ work order and shall complete the entire work within the stipulated time limit.
8. All payments by the IIM INDORE under this contract shall be made through online mode.
9. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen in respect of IIM Indore and Director IIM 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 the Engineer-in-charge 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.
12. The Engineer-in-Charge may, without prejudice to his any other right or remedy against the contractor in respect of any delay, non-commencement, inferior workmanship, any claim for damages and/ or any other provisions of this contract or otherwise, and whether the date for completion has or has not elapsed, by notice in writing determine/ repudiate the contract.

IN WITNESS WHEREOF the IIM INDORE has set his hands hereunto and duplicate hereof through his duly authorized official and the Contractor has caused these presents and duplicate 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

(1) Signature:

Name:

Address:

(2) Signature:

Name:

Address:

N.	Safety Codes
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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.

O.	Fire Safety
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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.

P. Formats for Different Forms/Certificates

Annexure-1

Letter of Transmittal

To,
The Chief Officer Engineering,
IIM Indore (M.P.)

Sub: Submission of bid for the work of “Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore.” vide NIT No. IIM/Estate/11/2026/274 File No. 599

Sir,

Having examined the details given in Notice and bid document for the above work, I/we hereby submit relevant document.

1. I/we hereby certify that all the statement made and information supplied in respect of the aforesaid bid and accompanying statements are true and correct.
2. I/we furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/we submit the requisite bid security declaration/ requisite certified solvency certificate and authorize the Institute i.e. IIM Indore or its officials to approach the bank issuing the same to confirm the correctness thereof. I/We also authorize IIM Indore and its officials to approach individuals, employees firms and corporation to verify our competence and general reputation.
4. I/We submit the certificates/ documents in support of our suitability, technical knowledge and capability for having successfully completed the said works (as mentioned / as attached in support of eligibility requirement)

Seal of bidder

Date of submission:

Signature(s) of Bidder(s)

Undertaking having gone through the documents as per the technical bid

Sub.: “Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore”.

NIT No.: - IIMI/Estate/11/2026/274 File No. 599

Dated: /...../2026

To,

The Chief Officer Engineering,
Indian Institute of Management, Indore
Prabandh Shikhar, Rau-Pithampur Road, Rau, Indore-453556
Dear Sir,

We have carefully examined the specifications and schedule of quantities relating to the work specified in the memorandum hereinafter set out and have visited and examined the works specified 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, material 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.

(Duly authorized signatory of the Bidder)

Format of Bank Guarantee
Bank Guarantee for Performance Security

(On letter head of the Owner with adhesive stamp / non-judicial stamp paper of appropriate value at the time of issue of Bank Guarantee)

THIS DEED OF GUARANTEE made on _____ day of _____ 2026, between [Name of Bank], having Registered Office at [Address], (hereinafter called the "Bank" which expression shall unless repugnant to the context and meaning thereof include its successors) in favor of **Indian Institute of Management Indore having its office at Prabandh Shikhar, Rau-Pithampur Road, Indore- 453556 (M.P.)** (hereinafter called "Owner" which expression shall unless repugnant to the context and meaning thereof include its successors and assigns).

WHEREAS (IIMI) Indian Institute of Management Indore has issued a Letter of Acceptance / Letter of Intent No..... dated _____ to _____ having its Corporate office at _____ (hereinafter called the "Contractor") which constitute a binding Contract (hereinafter called "Contract Agreement") for carrying out the "Annual Operational Support Services for Audio Visual Equipment installed at IIM Indore". Based upon the Tender submitted by the Contractor and agreed between Client and Contractor and subject to the terms therein contained. The work to be carried out by Contractor shall be supervised and implemented by M/s _____ (hereinafter called "Contractor/Bidder")

AND WHEREAS in accordance with the terms and conditions of the contract agreement, the Contractor has agreed to furnish a Bank Guarantee to Owner in the form of acceptable to performance guarantee for a sum of Rs. _____ (Rupees _____ Only) to ensure timely and satisfactory performance by the Contractor of its obligation under the Contract Agreement.

AND WHEREAS the Bank has at the request of the Contractor agreed to furnish this irrevocable and unconditional guarantee in favour of Owner to secure performance by the Contractor of its obligations under the Contract Agreement on the terms and conditions herein contained.

NOW THIS DEED WITNESSTH AS FOLLOWS:

1. The Bank hereby unconditionally and irrevocably guarantees the due and punctual performance and observance of and compliance by the Contractor of the covenants, agreements, conditions and provisions expressed or implied on the part of the Contractor to be performed observed or complied with under the Contract Agreement in accordance with the terms thereof and in the event of any non-performance and non-compliance of the same for any reason, the Bank shall absolutely irrevocably and unconditionally without any demur right of set off or counter claim, forthwith upon written demand by Owner and without demur or protest and without reference to the Contractor pay to Owner a sum not exceeding Rs. _____ (Rupees _____ only). A demand so made by _____ shall be final and binding on the Bank.

2. The Bank's liability under this Guarantee is restricted to Rs. _____ (Rupees _____ only).
3. The decision of Owner for the time being in force, or at any time thereafter as to the non-performance, non-observance and non-compliance by the Contractor of the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor, to be observed performed or complied with under the Contract Agreement shall be final, conclusive and binding upon the Bank and shall not in any circumstances be questioned by the Bank, under what so ever circumstances.
4. Any demand for payment under this Guarantee shall be made on the Bank by Owner in writing at [Bank Address] and shall be deemed to have been sufficiently made by Owner if the writing containing the demand is sent to the Bank by registered post to the address as aforesaid or sent to the Bank by hand delivery at such address and written acknowledgement obtained to such delivery.
5. The guarantee obligations of the Bank hereunder shall continue in force and effect and be binding on the Bank in accordance with its terms up to _____ or unless extended on written demand by IIM Indore until the due performance, observance and compliance by the Contractor of all the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor to be observed, performed or complied with under the Contract Agreement, the completion of the Defects Liability Period and issue of the Certificate of Final Completion by Owner in accordance with the Contract Agreement.
6. As between the Bank and Owner (but without affecting the Contractors' obligations) the Bank shall be liable under this Guarantee as if it were the sole principal debtor. The Bank's liability hereunder shall not be discharged nor shall its liability be affected by:
 - a. Any time, indulgence, waiver or consent at any time given by Owner to the Contractor.
 - b. Any amendment to the Contract Agreement,
 - c. The making or the absence of any demand by Owner on the Contractor or any other person for payment.
 - d. The enforcement or absence of enforcement of the Contract Agreement or of any security or other defect in any provision of the Contract Agreement or of any of the Contractors obligations there under;
 - e. The dissolution, amalgamation, reconstruction or reorganization or appointment of any Administrative Receiver of the Contractor.
7. The Guarantee herein contained shall not be determined or in any way prejudiced or affected by any change in the constitution of the Bank/ Owner or by any merger, or amalgamation or reconstruction of the Bank / Owner but shall be enforceable against the merged, amalgamated or reconstruction body.
8. The Bank hereby expressly and irrevocably waives all claims of waiver, release, surrender or compromise and all defences, set offs, counter claims recoupments, reductions, limitations and impairments, whatsoever.
9. Owner shall be at liberty to vary and alter or modify any of the terms and conditions of the Contract Agreement including without limitation to extend from time to time the time for the performance of the Contract Agreement by the Contractor or to postpone from time to time any of the powers exercisable by owner against the Contractor, to forbear or to enforce any of the terms and

conditions of the Contract Agreement, without in any manner affecting this Guarantee and without notice to or assent of the Bank.

10. The Bank waives any right to require/ proceeding first against the Contractor or the realization first of any other security or other guarantee, if any.
11. The Bank agrees and confirms that its obligation to make payment to Owner on demand hereunder and discharge of such obligation shall not be delayed, exercised or avoided by reason of any act or omission on the part of Owner.
12. The bank declares and confirms that the Bank has taken all necessary corporate action to authorize the execution delivery and performance of this Guarantee in accordance with the terms hereof and that the Bank has full power to enter into and perform and discharge its obligations under taken hereunder and that this Guarantee constitutes legal, valid and binding obligation of the Bank, enforceable in accordance with its terms and any defects therein or in its execution shall not be a plea for non-payment or performance of its obligation.
13. This guarantee shall be Governed by and construed in all respects according to the laws of India and shall be subject to the jurisdiction of the courts in Indore.
14. Any forbearance or indulgence on the part of Owner in the enforcement of the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor to be observed, performed or complied with by the Contractor under the contract agreement shall in no way relieve the Bank of its liability under the Guarantee.
15. Terms and expression defined in the contract agreement and used herein shall have the meanings assigned to them therein save and except where the context otherwise require.
16. Notwithstanding anything contained hereinabove;
 - a. Our liability under this bank guarantee shall not exceed Rs. _____ (Rupee _____)
 - b. This bank guarantee shall be valid upto _____ or and
 - c. It is a condition to our liability for payment of the guaranteed amount or part any thereof arising under this Bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before _____ or as provided in clause 5 failing which our liability under this bank guarantee will automatically cease.
 - d. This bank guarantee is not assignable and not transferable to third party.

IN WITNESS WHEREOF THE BANK HAS SET ITS HAND AND SEAL THE DAY AND YEAR FIRST ABOVE WRITTEN.

SIGNED for and behalf)
Of the Bank by it's duly authorized)
Representative)
In the presence of)

Q.	FINANCIAL BID
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1. The Financial Bid is to be filled through e-procurement portal namely CPPP through <https://eprocure.gov.in/eprocure/app>
2. Any other mode of bid submission will not be accepted.


Tender Inviting Authority