

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	24-03-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	24-03-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम/Department Name	Department For Promotion Of Industry & Internal Trade
संगठन का नाम/Organisation Name	National Institute Of Design (nid)
कार्यालय का नाम/Office Name	Nid Haryana Kurukshetra
वस्तु श्रेणी /Item Category	Operation And Maintenance Of Fire Fighting System - Complete System
अनुबंध अवधि /Contract Period	3 Year(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	57 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित बिड मूल्य / Estimated Bid Value	5764772
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	170000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
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ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	56

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी / Beneficiary :

DIRECTOR

NID Haryana Kurukshetra, Department for Promotion of Industry & Internal Trade, National Institute of Design (NID), Ministry of Commerce and Industry (Director Nid Haryana)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for

Relaxation.

4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Please upload scope of work:[1770273463.pdf](#)

List, quantity, type, specifications and other details of Machines/Product:[1770273471.pdf](#)

Operation And Maintenance Of Fire Fighting System - Complete System (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	Similar Service Provider-Fire fighting system

विवरण/ Specification	मूल्य/ Values
Status/condition of equipment/machine/system (At the time of bid)	partly functional
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addons	
अतिरिक्त विवरण /Additional Details	
Number of Dedicated managerial/supervisory staff required	na
Duty hours of dedicated mangerial/supervisory staff	na
Working days in a week for mangerial/supervisory staff	na
Number of dedicated skilled manpower required	na
Duty hours of dedicated skilled manpower	na
Working days in a week for skilled manpower	na
Number of dedicated semi-skilled manpower required	na
Duty hours of dedicated semi-skilled manpower	na
Working days in a week for semi-skilled manpower	na
Number of dedicated unskilled manpower required	na
Duty hours of dedicated unskilled manpower	na
Working days in a week for unskilled manpower	na

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	37119

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	1	<ul style="list-style-type: none"> Number of months for which Operations & Maintenance service is required during contract period : 36

Operation And Maintenance Of Fire Fighting System - Complete System (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	Similar Service Provider-Manpower deployment for Fire fighting system
Status/condition of equipment/machine/system (At the time of bid)	partly functional
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)

विवरण/ Specification	मूल्य/ Values
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Number of Dedicated managerial/supervisory staff required	1
Duty hours of dedicated managerial/supervisory staff	8
Working days in a week for managerial/supervisory staff	6
Number of dedicated skilled manpower required	3
Duty hours of dedicated skilled manpower	8
Working days in a week for skilled manpower	6
Number of dedicated semi-skilled manpower required	na
Duty hours of dedicated semi-skilled manpower	na
Working days in a week for semi-skilled manpower	na
Number of dedicated unskilled manpower required	na
Duty hours of dedicated unskilled manpower	na
Working days in a week for unskilled manpower	na

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	112522

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	1	<ul style="list-style-type: none">Number of months for which Operations & Maintenance service is required during contract period : 36

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

2. **Generic**

Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.

3. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

National Institute of Design Haryana
payable at
Kurukshetra

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

NATIONAL INSTITUTE OF DESIGN HARYANA

Account No.

36539944010

IFSC Code

SBIN0006615

Bank Name

STATE BANK OF INDIA

Branch address

MINI SECRETARIATE, KURUSHETRA

. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

NATIONAL INSTITUTE OF DESIGN HARYANA

payable at

Kurukshetra

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

7. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

NATIONAL INSTITUTE OF DESIGN HARYANA

payable at

Kurukshetra

. Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

NATIONAL INSTITUTE OF DESIGN HARYANA

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

NATIONAL INSTITUTE OF DESIGN HARYANA

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of

contract.

10. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

NATIONAL INSTITUTE OF DESIGN HARYANA

Account No.

36539944010

IFSC Code

SBIN0006615

Bank Name

STATE BANK OF INDIA

Branch address

MINI SECRETARIATE, KURUSHETRA

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

11. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

Additional Scope of Work and Contractor's Obligations for Comprehensive O&M of Firefighting Systems at NID Haryana

A. Scope of Work: Operation and Maintenance of Firefighting Systems

The contractor shall be responsible for the initial repair/restoration, operation, preventive & corrective maintenance, inspection, testing, and performance assurance of all firefighting installations at NID Haryana. The systems include following (as per the attached inventory and Fire NoCs):

- Fire Extinguishers
- Fire Hydrant System
- Fire Alarm System (including MCPs, detectors, indicators, sensors, etc.)
- Addressable Fire Detection & PA System
- Fire Pumping System (pumps, electrical panels, piping, fire shafts, fittings, etc.)

The contractor shall ensure uninterrupted functionality of all systems and sustain the validity of the Fire Department NoC throughout the contract period.

All prospective Service Providers are strongly advised to carefully read the complete tender document, including the scope of work and terms & conditions, and to visit the Institute campus and inspect all relevant facilities prior to submission of their bids.

The site visit shall specifically include, but not be limited to, inspection, corrective and preventive maintenance of all firefighting systems, installations of all buildings.

During the site visit, bidders shall assess the condition of the installations and determine the extent of initial repair, servicing and restoration.

n required to achieve full and safe functionality. Bidders shall factor in all costs, risks and resources required for such works while quoting their prices.

No claim for additional payment, compensation or reimbursement shall be entertained on account of inadequate assessment, unforeseen site conditions or execution of initial repair/restoration works. The contract price shall be deemed to be inclusive of all such costs.

B. Contractor's Obligations

1. Initial Repair, Rectification & System Restoration

Immediately upon commencement of the contract, and based on joint inspection, the contractor shall carry out the following works and submit a completion/fitness report within **60 days**:

1. Refill/replace expired or used fire extinguishers.
2. Identify and rectify leakages in hydrants, hose pipes, pipelines, pumps, and related components.
3. Lubricate and tighten all mechanical and pumping system fittings.
4. Ensure all fire alarm devices, sensors, MCPs, PA units and addressable panels are functional; replace defective components.
5. Repaint pipelines and system fittings as per prescribed color codes.
6. Conduct a fire drill upon restoration of systems, with prior intimation to the Institute and local fire station.
7. Complete all actions required for renewal/validation of Fire Department NoC (Institute will assist in application formalities).

2. General Responsibilities

1. Operate and maintain (corrective and preventive) all firefighting systems in line with national fire safety standards throughout the contract period.
2. Maintain all type of consumables and spares required for functional, preventive and corrective maintenance of all firefighting systems and installations.
3. Conduct regular servicing, testing, and preventive inspections.
4. Ensure 24x7 availability of trained personnel for emergency response.
5. Maintain detailed service records, inspection logs, and incident registers.
6. Provide monthly performance and maintenance reports.
7. Conduct quarterly fire drills and training for NID Haryana personnel.
8. Ensure compliance with applicable fire safety laws, NBC/BIS standards, and best industry practices.
9. Arrange timely refilling/replacement of extinguishers and other defective components.

3. Preventive and Routine Maintenance

1. Conduct monthly inspections and testing of all systems as per standard guidelines.
2. Test fire alarm and detection systems routinely to ensure proper functioning.
3. Inspect hydrants and verify adequate water pressure.
4. Test pumps, valves, and pipelines to eliminate pressure drops or leakages.
5. Ensure the PA system is operational at all times.
6. Maintain battery backups for electronically operated systems.
7. Ensure all installations remain obstruction-free and easily accessible.
8. Maintain maintenance logs in prescribed formats.

4. Breakdown and Emergency Maintenance

1. Attend to breakdowns and emergency calls within stipulated response time.
2. Diagnose, repair, and restore system functionality with minimal downtime.
3. Maintain adequate stock of essential spares and consumables.
4. Provide operational support during fire incidents and assist in post-incident restoration.

5. Reporting and Documentation

1. Maintain records of inspections, repairs, and system performance.
2. Submit monthly status and compliance reports.
3. Maintain incident logs and corrective action reports.
4. Keep updated logbooks for all firefighting system operations.

6. Safety and Compliance

1. Execute all tasks as per fire safety norms and workplace safety guidelines.
2. Deploy only qualified and trained personnel.
3. Use approved and certified spare parts.
4. Maintain an updated emergency response plan and evacuation protocol.
5. Conduct periodic system audits to ensure continuous compliance.

C. Liaisoning with Local Administration and Fire Department

The contractor shall:

- Coordinate regularly with the Institute, local police, fire services, and district administration regarding fire safety and emergency response matters.
- Immediately inform local authorities in case of any fire incident and coordinate response measures.
- Facilitate joint inspections, audits, and drills by external agencies, and implement their recommendations.
- Maintain updated contact details of key officials; the information must be available in the control room.
- Obtain/renew Fire NoCs, compliance certificates, and ensure statutory adherence.
- Document and submit all correspondences, permissions, reports, and action-taken statements.
- Provide printed registers for all mandatory records.

D. Manpower Deployment Requirements

1. Fire Fighting Technician-cum-Operator

1.1 General

- **Category:** Highly Skilled
- **Deployment:** 1 Technician (General Shift)
- **Working Days:** 6 days/week
- **Duty Hours:** 8 hours/day

1.2 Essential Qualifications

- Diploma/ITI/Certification in fire/safety-related field
- Minimum **3 years' experience** in firefighting system operations and maintenance

1.3 Training & Certification

- Mandatory training in fire safety procedures
- Certification to be obtained within **3 months** of deployment
- Non-compliance will result in immediate removal; re-deployment allowed only after certification

1.4 Roles & Responsibilities

A. Operation & Monitoring

- Operate/monitor fire pumps (auto/manual)
- Check fire alarm panel, batteries, device connectivity
- Maintain fire tank water levels
- Respond to fire alerts and activate systems
- Inspect extinguishers, hydrants, hose reels, detectors, MCPs
- Test PA system
- Maintain daily health checklist/logbook
- Report faults to Officer-In-Charge and initiate rectification

B. Preventive Maintenance

- Conduct monthly functional tests of all systems
- Clean, lubricate, and calibrate components
- Coordinate annual hydro-pressure testing
- Oversee extinguisher refilling/replacement as per IS:2190

C. Fire Drills & Emergency Support

- Assist in fire drills and demonstrate equipment usage
- Remain available during emergencies

D. Documentation & Compliance

- Maintain technical records, test reports, maintenance history
- Support NoC renewal, audits, and compliance inspections

2. Firefighting Assistant (Fire Staff)

2.1 General

- **Category:** Skilled
- **Deployment:** 3 Fire Staff
- Agency must maintain a reliever pool
- **Working Days:** 6 days/week
- **Duty Hours:** 8 hours/day

2.2 Essential Qualifications

- Diploma/ITI/Certificate in safety-related field
- Minimum **1-year experience** in firefighting duties

2.3 Training & Certification

- Mandatory training in fire safety procedures
- Certification within **3 months** of deployment
- Non-compliance to result in removal until certification is obtained

3.4 Roles & Responsibilities

A. Operations & Monitoring

- Support the technician in operating pumps, panels, hydrants, alarm systems
- Check water levels, extinguisher accessibility, and system readiness
- Test PA system and report faults
- Maintain daily inspections and logs

B. Preventive Maintenance Assistance

- Assist in monthly system tests
- Clean and lubricate components
- Support hydro-testing and extinguisher servicing
- Maintain basic maintenance records

C. Fire Drill & Emergency Support

- Assist in conducting fire drills
- Demonstrate equipment usage
- Respond to emergency situations

D. Documentation & Compliance

- Assist in maintaining records and compliance documents
- Support Fire NoC renewal and inspection activities

12. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

13. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Terms and Conditions for Comprehensive Operation and Maintenance Contract for Fire Fighting System at NID Haryana.

I. Eligibility Criteria for Selection of Service Provider

A. General Information

- **Name of Work:** Comprehensive Operation and Maintenance Contract for Fire Fighting System at NID Haryana.
- Building details and fire installation inventory are provided in the attachments.
- **Estimated Annual Cost:** ₹0.192 crore (approx.).
- **Total Estimated cost** = ₹0.57 crore
- **Manpower Requirement:**
 - Ø Fire Fighting Technician-cum-Operator (Highly Skilled): **01 (Male)**
 - Ø Fire System Operator (Skilled): **03 (Male)**

- **Contract Duration:**

- The initial duration of the contract shall be (03) years, which may be extended further based on the contractor's performance and the evolving requirements of the institution, subject to a maximum total contract period of 4.5 years, inclusive of the initial term. Annual performance reviews may be conducted, and continuation of the contract beyond each year shall be contingent upon satisfactory performance as determined by the institution at its sole discretion

- **Mandatory Registrations:**

Valid registration under Companies Act/LLP Act/Partnership/Proprietorship, along with **PAN, GST**, and other statutory registrations as necessary.
Documentary proof is mandatory.

B. Experience & Past Performance

1. The bidder must have **minimum 3 years' experience** in providing similar firefighting maintenance/works services in **Government Educational Institutions, Government offices, PSUs, and other Government Institutions**, preferably to **residential educational institutions/Institutes of National Importance (INIs)**.

Bidder must have completed in the last 5 years:

- One similar work of value \geq **₹0.45 crore**, or
- Two similar works of value \geq **₹0.28 crore each**, or
- Three similar works of value \geq **₹0.22 crore each**

Work completion certificates are mandatory.

Exemption: MSME/Start-up service providers registered for firefighting services will be exempt from the above experience criteria (supporting proof required).

C. Financial Criteria

1. Minimum average annual turnover of **₹0.5 crore** in FY 2022-23, 2023-24, and 2024-25 (CA-certified).
2. MSME/Start-ups may avail exemption with valid proof.
3. Bidder must have **positive net worth** as per latest audited financial statement.
4. Bidder must not be **blacklisted/debarred** by any Govt. Department/PSU/Autonomous Body/Residential Educational Institute.
Self-declaration affidavit required.

Exemption: MSME/Start-up service providers registered for firefighting services will be exempt from the financial criteria (supporting proof required).

D. Tie-Breaker Criteria (In Case of Multiple L1 Bidders)

If two or more bidders quote identical lowest rates, selection shall follow this order:

2. Bidder with \geq 1-year experience in similar services in a **Government Residential/ Educational Institutions, Government offices, PSUs, and other Government Institutions**
3. Bidder with experience in an **Institute of National Importance (INI)**.
4. Bidder holding an **ongoing contract of highest value with an INI**.

Documentary evidence is mandatory. Unsupported claims will not be considered.

II. Other Important Considerations

1. Site Visit

All prospective Service Providers are strongly advised to carefully read the complete tender document, including the scope of work and terms & conditions, and to visit the Institute campus and inspect all relevant facilities prior to submission of their bids.

The site visit shall specifically include, but not be limited to, inspection of all firefighting systems, installations of all buildings.

During the site visit, bidders shall assess the condition of the installations and determine the extent of initial repair, servicing and restoration required to achieve full and safe functionality. Bidders shall factor in all costs, risks and resources required for such works while quoting their prices.

No claim for additional payment, compensation or reimbursement shall be entertained on account of inadequate assessment, unforeseen site conditions or execution of initial repair/restoration works. The contract price shall be deemed to be inclusive of all such costs.

2. Compliance & Statutory Obligations

The agency shall ensure the following:

a. Statutory Compliance

- EPF, ESIC, Labour Law compliance.
- Adherence to Minimum Wages Act, Payment of Wages Act, Contract Labour Act.

b. Salary & Welfare

- Payment of minimum wages, overtime, EPF, ESIC on time.
- Issue of uniforms, ID cards, and safety gear to deployed staff.

c. Background Verification

- Police verification and Aadhaar identity verification.
- Medical fitness certification for all personnel.

d. Training & Skill Development

- Periodic refresher training on fire safety, first aid, and emergency response.
- Mandatory **quarterly fire drills** in coordination with the institute.

3. Fire Safety Compliance (Fire NoC)

The agency is responsible for:

1. Obtaining and maintaining a **valid Fire NoC** at all times.
2. Coordinating Fire Department inspections and compliance actions.
3. Ensuring timely renewal of Fire NoC.
4. Conducting evacuation drills and safety trainings with the institute.
5. Ensuring all firefighting systems (hydrants, alarms, extinguishers, pumps, etc.) are **fully operational** at all times.

4. Penalty/Termination clause in case of Non-Compliance

The agency shall charge penalty/termination in case of non-compliances of following:

- Failure to secure or maintain the **Fire NoC from the Fire Department**.
- Non-payment of wages, PF, or statutory dues to Fire personnel.
- The contractor shall be responsible for the welfare and salaries of the deployed personnel.
- Any fire staff personnel found indulging in misconduct shall be replaced immediately upon request from NID Haryana.
- The contract shall be reviewed periodically based on performance and compliance
- The contractor shall be liable for any negligence, damage, or lapses in fire services.

Clause: -

Type of Default	Penalty/Termination
<p>1. Non-deployment of manpower</p>	<ul style="list-style-type: none"> • Warning/show cause letter (1st default) • ₹50 per worker/day (2st default) • ₹100 per worker/day (3rd default) • ₹200per worker/day (4th default) • 5th default ⇒ 1% of monthly bill + termination
<p>3. Delay in wage disbursement</p>	<ul style="list-style-type: none"> • Warning/show cause letter (1st default-delay more than one-week) • 0.25% of monthly bill (2st default) • 0.5% of monthly bill (3rd default) • .075 % of monthly bill(4th default) • 5th default ⇒ 1% of monthly bill + termination
<p>4. Untrained / uncertified staff</p>	<ul style="list-style-type: none"> • ₹200 per person per day; immediate replacement
<p>5. Misconduct / fire safety lapse</p>	<ul style="list-style-type: none"> • ₹1,000 1st instance • ₹1500 2nd instance • ₹2000 3rd instance • ₹2500 4th instance + replacement. • 5th instance ₹4000 + termination

<p>6. Delay in addressing audit/fire deficiencies</p>	<ul style="list-style-type: none"> • ₹1,000 1st instance-Delay more than a week • ₹1500 2nd instance • ₹2000 3rd instance • ₹2500 4th instance + replacement. • 5th instance ₹4000 + termination
<p>7. Equipment malfunction or service deficiency (e.g., fire alarm, extinguisher, firefighting system)</p>	<ul style="list-style-type: none"> • ₹1,000 1st instance • ₹1500 2nd instance • ₹2000 3rd instance • ₹2500 4th instance + replacement. • 5th instance ₹4000 + termination
<p>8. Force majeure</p>	<p>No penalty if contractor informs within 24hrs & resumes services ASAP</p>
<p>9. Cumulative Penalty Cap</p>	<p>10% of monthly service bill (incl. GST)</p>
<p>10. other Termination Conditions</p>	<ul style="list-style-type: none"> • Cumulative penalties reach 10% of contract value or • ≥3 SLA breaches in contract period or • Any major statutory non-compliance

5. The standard SLA and Terms & Conditions of GeM may apply. However, any additional Terms & Conditions specified by the buyer shall prevail over the standard SLA and Terms & Conditions of GeM in case of any conflict.

6. Seller seeking exemption from EMD need to submit documentary proof from such claim.

7. Jurisdiction: Any dispute arising shall be subject to the jurisdiction of courts in Kurukshetra.

14. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

15. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

16. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

17. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1

bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---