

TENDER FOR
COMPREHENSIVE ANNUAL MAINTENANCE SERVICE (CAMC)
OF
FIRE EXTINGUISHERS
AT
LIC OF INDIA, ZONAL TRAINING CENTRE, HYDERABAD-500080.

Tender No.:ZTC/HYD/2024-25/8

LIC OF INDIA, Zonal Training Centre, HYDERABAD 500080.

The bid also published in GeM portal vide GeM Bid No. GEM/2024/B/5908468/Date:04.02.2025

NOTICE INVITING TENDER

Name of the work:	Tender for providing Comprehensive Annual Maintenance Contract for Fire Extinguishers at LIC,ZTC,Hyderabad
Type of Tender:	Sealed tender (Single packet)
Cost of tender documents	Free of cost
EMD	Rs.NIL
Issue of tender:	04.02.2025 (TUESDAY)
Last date for submission of tender:	Date: 26.02.2025 (WEDNESDAY)
	Time:3.00 pm
Opening of tender:	Date: 27.02.2025 (THURSDAY)
	Time:11.00 am
Contacting Authority:	Asst.Secretary LIC of India, Zonal Training Centre, Jeevan Vidya, Near Indira Park,Gandhi Nagar, Hyderabad- 500080. Mobile:9496929819

Tender No.:ZTC/HYD/2024-25/8

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LIC OF INDIA, ZONAL TRAINING CENTRE, HYDERABAD-500 080.

COMPREHENSIVE ANNUAL MAINTENANCE SERVICES (CAMC) FOR FIRE EXTINGUISHERS

CAMC Service covers upkeep and smooth working of the Fire Extinguishers within the premises of LIC ZTC Hyderabad as per the agreement and any other provisions contained in the contract. The CAMC services shall consist of/ inclusive of the following:

1. Maintenance of Fire extinguishers, as described in the scope of the services such as servicing of Fire extinguishers, testing Fire extinguishers etc.
2. CAMC is for period of 3 years i.e from 01.04.2025 to 31.03.2028.
3. We have 35 no.of Fire extinguishers with different type & capacity (See Annexure-II for details of FEs) installed in different locations of our LIC ZTC campus .It is required to be serviced by Service Provider for their smooth working. The LIC of India, ZTC, Hyderabad reserves the right to reduce or increase the number of Fire Extinguishers that would be covered under CAMC and payment will be made accordingly.

(A).SCOPE OF SERVICES

A.1.Periodic maintenance of all our Fire Extinguishers once in a Quarter installed within the premises.

A.2.It includes general cleaning of fire extinguishers, Checking and replacement of pressure gauges, squeeze grip, Syphon tube, discharge nozzle, repair/ replacement of brass portion, repair/ replacement of valves/ lids, fixing/ positioning of fire extinguishers, refilling, repair/ replacement of grip handle/ PVC base/ trolley (as required) etc. and any other work to maintain the serviceability of the fire extinguishers and submit report accordingly.

A.3.The CAMC shall include repair or replacement of hose clips, hose nozzles, etc. and exclude painting of the fire extinguishers, chassis repair etc.

A.4.All extinguishers shall be pressure tested as per standard norms of extinguisher and water type extinguishers shall be refilled with potable water (tube well water shall not be allowed).

A.5.The Cartridge of extinguishers shall be weighed and refilled if required.

A.6.The Maintenance work of fire extinguishers should be carried out as per IS 2190:2010 or as per the latest IS guidelines.

A.7.Defective spare parts shall be replaced with new ones as per IS 2190,2010 or of the latest IS guidelines.

A.8.The maintenance, inspection and testing of all extinguisher in respect of mechanical parts, extinguishing media and expelling means should be carried out by properly trained and competent personnel at frequent intervals, to ensure that these are in their proper condition and have not been accidentally discharged or lost pressure or suffered damage.

A.9.LIC ZTC Hyderabad will provide the details such as model numbers of equipment's/ system etc for information to the Service Provider in bid.

A.10.LIC ZTC Hyderabad shall nominate a Nodal officer from its organization to coordinate with Service Provider to facilitate proper co-ordination related to servicing of fire extinguishers.

(B).Service Provider's Obligations

B.1.The Service Provider may visit the site before quoting for the CAMC and may inspect the Fire Extinguishers installed in the premises.

B.2.Service Provider should maintain register indicating details of equipment/Equipment's being maintained and details of rooms/place where they are placed. In case any equipment is shifted within the same location during tenure of the contract then the details of such change in location are also to be recorded in the registers. Such shifting within the same location shall be done under the supervision of the CAMC Service Provider and Buyer department should ensure that information is given to Service Provider regarding such shifting. Cost of such shifting to be borne by the Service Provider.

B.3.Service Engineers should be properly trained and technically competent to ensure proper upkeep of equipment and quick resolution of fault during the CAMC period.

B.4.Service Provider should have facility to enable Buyer department to register complaints through call centre or through website or email. Proper record of the complaints should be maintained by Service Provider.

B.5.Service Provider should ensure availability of suitable instruments / tools for their service engineer to examine and repair the equipment at any point in time. Any cleaning solution or chemical required also to be made available to service engineer.

B.6.Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.

B.7.The Service Provider must fulfill the requirement of number of maintenance services.

B.8.Service provider shall ensure strict compliance of scope of services .

B.9.Replacement of filters, membranes and other parts shall be under responsibility of service provider. The replacements are to be effected as per requirements specified in OEM Manual.

B.10.The contractor whose tender is accepted will be required to furnish security deposit for the due fulfillment of his contract. Security deposit shall be 5% (Five percent) of the amount of work for the entire period of contract. The Security Deposit paid at the time of acceptance of Letter of Intent, will be released after payment of final bill after deduction for any non compliances of the contractual conditions or for other matters ,which Director, LIC , ZTC, Hyderabad may deem fit.

(C). Special Terms and Conditions

C.1.FIRE EXTINGUISHERS are to be checked by service provider for ensuring output water TDS level within permissible limits as per specification of the equipment during quarterly preventive maintenance visits.

C.2.The comprehensive maintenance to be provided by Service Provider includes preventive maintenance on Quarterly basis and regular servicing of the various equipment's and/or replacement of any items necessary for keeping the Fire Extinguishers in active working condition and free from any defects/disturbance and on any unscheduled call for corrective and maintenance services by the Service Provider.

C.3.Repair should be conducted as per standard guidelines for the FIRE EXTINGUISHERS' repair and as per OEM manual. The parts/components/sub-assemblies used for repair/replacement by the Service Provider will be of same make and functional capability as originally available in the Fire Extinguishers . All types of spares, consumables and accessories shall be available with the Service Provider for equipment's covered under the Contract. An undertaking is required to be submitted to this effect by the Service Provider during the execution of the Contract.

C.4.The new parts which are required to be fitted, shall be verified before fitting by the Service Provider. The removed part is to be handed over to Buyer department. In case Service Provider notice any part is missing, then the same to be immediately brought to the knowledge of Buyer department or otherwise responsibility shall be of service provider and penalty of this will be levied as per the agreement deduction. Service provider shall ensure that only original parts of same make/brand are used for replacement.

C.5.The Service Provider shall submit the escalation matrix and name of persons coordinating CAMC jobs with the Buyer once the CAMC is awarded. Service provider shall ensure that equipment under CAMC are in working conditions in users' premises. The Service Provider shall provide service support as and when required during the CAMC period without any extra cost.

C.6.Immediately on award of the service contract, the Service Provider would give a report regarding taking over of the FIRE EXTINGUISHERS. It shall be the responsibility of the Service Provider to make the FIRE EXTINGUISHERS work satisfactorily throughout the contract period, also to hand over the FIRE EXTINGUISHERS to the department in working condition on expiry of the contract. In case any damage in the same is found, appropriate deductions will be levied at the time of payment.

C.7.All the consumable articles / parts such as material required for cleaning repairs and maintenance will be provided by the Service Provider at no extra charge to the Buyer. The spares and accessories shall be of standard quality. The spares and accessories shall be compatible with fire extinguisher and according to specification provided by the manufacturer and with best quality.

C.8.In case of delay in attending to problems, breakdown of systems due to improper handling by Service Provider personnel etc suitable deductions for violation of agreement shall be levied as indicated in the Deduction Clauses (as per Annexure-I).

C.9.The AMC maintenance shall be carried out primarily at the premises as specified in the service order, during office hours. In case, the Service Provider feels that the equipment cannot be repaired at site, they should carry and deliver the equipment back at their own cost and risk to get it repaired promptly. While taking out the equipment from the Buyer's premises, Gate Pass to be obtained from the Buyer/nodal officer.

C.10. After carrying out repair, a certificate regarding equipment's working condition should be obtained from concerned Buyer/ nodal officer.

C.11. In case the Service Provider fails in adhering to the maintenance requirements, and Buyer made alternative arrangements for the servicing/maintenance from the third party, then Service Provider would reimburse the cost of such arrangements.

C.12. A preventive periodic maintenance report shall be submitted by the Service Provider to the Buyer nodal officer.

C.13. Service Provider to give guarantee for the replaced part, as per OEM warranty or for at least 6 months if not covered in OEM warranty. Service Provider shall ensure that only original part of same make/model/brand are used for replacement.

C.14. **Response Time** Ordinarily a complaint must be attended within 24 hours when no change of spare part is involved, however, in case of requirement of change of spare part, the complaint should be resolved within 72 hours of lodging. In case the system is not repaired, or an alternative system not supplied within the period of 72 hours from the time of failure reported, then the Buyer may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the Service Provider.

C.15. **System Uptime:** Service Provider shall ensure that equipment is maintained and in case of any reported fault shall be repaired without any delay. The total uptime of the equipment should be 95% of the period covered in the AMC.

C.16. AMC Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the buyer department. In case of any misconduct, necessary deductions as indicated in the SLA shall be levied.

C.17. The service provider shall provide proper identification cards for the resources and uniform etc so that the only authorized service persons are attending to the servicing and repair work.

C.18. The Service Provider shall be fully responsible for the acts of their representatives / consultants/ team members/ employees and shall fully indemnify the Buyer for any kind of losses or damages caused by its employees/ team members/ consultants/representatives.

C.19. The Service Provider shall be liable for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services and the Buyer shall not be liable on any such account.

C.20. The Service Provider shall at all times ensure that the services being provided under this Contract/ Agreement are performed strictly in accordance with all applicable laws, orders, bye-laws, regulations, rules, standards, recommended practices, notifications, guidelines etc, and no liability in this regard will be attached to the Buyer.

C.21. The Service provider will ensure strict compliance of all labour laws pertaining to the personnel/ staff deployed and the Buyer will not be liable for any kind of levies / penalties etc. by the authorities concerned. In the event of any demand served on the Buyer by any of the authorities in this regard, the Buyer will be entitled to recover any such amounts from the bills / amount payable to the Service

Provider or from the Security Deposit or from the assets of the Service Provider available in the Buyer's premises.

C.22.The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under the Agreement to any other agency or organization by whatever name be called without the prior written consent of the Buyer.

C.23.Necessary training & demonstration regarding use of fire extinguishers will be given to all staff members of LIC,ZTC,Hyderabad free of cost twice in a year preferably in June & December (on mutual agreed dates).

C.24.Service Provider should have registered address in twin cities of Hyderabad or Secunderabad.

C.25.Refer Annexure-I for deductions (penalties).

(D).Payment Terms

D.1.The payment will be made to AMC Service provider on quarterly basis (if the services are satisfactory) on submission of bill by the service provider by noting our GST No.36AAACL0582H1ZN on completion of each quarter after making necessary deductions, if any.

D.2.Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC ; no difference shall be paid or claimed as a result of the above.

The decision of the competent authority will be final and binding in awarding the order. In case of any clarification required, the same can be clarified from LIC ZTC Hyderabad before submission of the bids.

Dated : 04.02.2025
Place: Hyderabad

Director
LIC of India, Zonal Training Centre
Hyderabad

DEDUCTIONS (PENALTIES)**Annexure- I**

Sl. No	Service Level Agreement	Base Line Performance	First default	Second default
1	Delay in starting the AMC Services	AMC services to start within maximum 2 weeks	Termination of contract	
2	Log sheet Maintenance	Log sheet to be maintained Per Visit / per maintenance arising on call	Warning to be given	Rs 250
3	Delay in carrying out Preventive maintenance as per schedule	To be carried out as per intervals applicable	0.5 % of billed amount for every day delay	
4	Delay in carrying out repairs where no spare part change is involved	24 hours of reporting	1 % of billing amount for the quarter for every one-day delay	2% of billing amount for quarter for every one-day delay
5	Delay in carrying out repair in where change of spare part is involved	should be resolved within 72 hours of lodging	2 % of billing amount for the quarter for every one-day delay	3 % of billing amount for quarter for every one-day delay
6	Non provision of proper identity card to resources employed by service provider or non-display of identity card	Should be provided	Rs 500	RRs 750

7	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behavior etc with or employees of buyer organization or other employees of service provider	No such occasion should happen	Rs 1000 and resource to be terminated in addition to any other action as deemed fit by buyer organization Including filing a complaint in Police Station & other legal action.	Rs 2500 and resource to be terminated in addition to any other action as deemed fit by buyer organization
8	Substandard parts /Non-OEM parts are used while undertaking replacement	No such occasion should happen	Immediate replacement with genuine and quality parts with deduction of Rs 1000	Immediate replacement with genuine and quality parts with deduction of Rs 2500
9	Missing of parts/ replaced parts	Replacement to be provider	Immediate replacement with genuine and quality parts with deduction of Rs 1000	Immediate replacement with genuine and quality parts with deduction of Rs 2500

LIST OF FIRE EXTINGUISHERS - for CAMC

SNO	Location	Type of extinguisher	Capacity	MFG YEAR	Warranty	REMARKS
1	VIP Dining Hall Entrance-Hostel	ABC	6 kg	2015	1	New Fire Extinguishers to be purchased in Jan-2025 and will be discarded this 17 number FE s. Comes under CAMC after expiry of warranty
2	VIP Dining Hall Entrance-Hostel	ABC	6 kg	2015	2	
3	Hostel First Floor	ABC	6 kg	2015	3	
4	Hostel First Floor	ABC	6 kg	2015	4	
5	Hostel First Floor	ABC	6 kg	2015	5	
6	Hostel Second Floor	ABC	6 kg	2015	6	
7	Hostel Second Floor	ABC	6 kg	2015	7	
8	Hostel Second Floor	ABC	6 kg	2015	8	
9	Office Tea point	ABC	6 kg	2015	9	
10	Office Tea point	ABC	6 kg	2015	10	
11	Office Tea point	ABC	6 kg	2015	11	
12	E-Vani Class Room Side	ABC	6 kg	2015	12	
13	E-Vani Class Room Side	ABC	6 kg	2015	13	
14	Krishna Class Room Side	ABC	6 kg	2015	14	
15	Krishna Class Room Side	ABC	6 kg	2015	15	
16	Krishna Class Room Side	ABC	6 kg	2015	16	
17	Krishna Class Room Side	ABC	6 kg	2015	17	
18	Dining Hall	Co2	2 kg	01.08.2024	1	Warranty up to 31.07.2025 Comes under CAMC after expiry of warranty
19	Dining Hall	Co2	2 kg	01.08.2024	2	
20	Office Tea point	Co2	2 kg	01.08.2024	3	
21	Office Tea point	Co2	2 kg	01.08.2024	4	
22	Office Tea point	Co2	2 kg	01.08.2024	5	
23	E-Vani Class Room Side	Co2	2 kg	01.08.2024	6	
24	E-Vani Class Room Side	Co2	2 kg	01.08.2024	7	
25	Library Side	Co2	2 kg	01.08.2024	8	
26	Library Side	Co2	2 kg	01.08.2024	9	
27	Library Side	Co2	2 kg	01.08.2024	10	
28	Library Side	Co2	2 kg	01.08.2024	11	
29	Generator Diesel Room	Co2	6.5 kg	01.08.2024	12	CAMC
30	Office Terrace	Co2	2 kg	2016	1	
31	VIP Dining Hall Entrance-Hostel	ABC	6 kg	2017	2	
32	Canteen Parking side	ABC	9 kg	Dec-16	3	
33	Conference Hall entrance	Co2	2 kg	Dec-21	4	
34	IT room	Co2	2 kg	Dec-21	5	
35	IT Room	Co2	2 kg	Dec-21	6	

Note:- Please note that CAMC charges is applicable for units after expiry of warranty period, where new Fire Extinguishers are installed.