



Annual Service Contract for providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima.

Reserve Bank of India, Kohima invites e-tenders from eligible agencies for Annual Service Contract for providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima. The contract will be initially valid up to March 31, 2027 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The e-tendering shall be done through the e-tendering portal of e-Tendering on Central Public Procurement Portal (CPPP) (<https://etenders.gov.in/e procure/app>). Interested tenderers must register themselves with CPPP through the aforementioned website to participate in the tendering process. The brief information and schedule of e-tender is as follows:

1	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II -Financial Bid through https://etenders.gov.in/e procure/app)
2	E-Tender No.	2026_RBI_289023_1
3	Estimated Cost	₹49,00,000/- (Rupees Forty-Nine Lakh Only), inclusive of GST
4	Earnest Money Deposit	₹98,000/-(Rupees Ninety-Eight Thousand Only) (2% of Estimated Cost) to be deposited through NEFT in favour of Reserve Bank of India, in the A/c No.- 8692299, IFSC-RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks]. EMD will not carry any interest. It would be refunded to the unsuccessful tenderers after the award of the contract. In the case of successful tenderers, the EMD will be returned after submission of Security Deposit in the form of a Bank Guarantee. All the participants, including MSMEs, have to remit the EMD amount.
5	Transaction Fees	As applicable
6	Date of starting of e-Tender for submission of online Techno-Commercial Bid	September 12, 2026 from 12:00 Hrs Onwards
7	Pre-bid meeting	Offline: September 22, 2026 at 11:00 Hrs Venue: Reserve Bank of India, Kohima
8	Date of Closing of Online e-tender for submission of Technical & Commercial Bid	October 06, 2026 up to 13:00 Hrs
9	Date & time of opening of (i) Part-I (Technical Bid)	(i) October 07, 2026 at 14:30 Hrs

	(ii) Part-II (Commercial Bid)	(ii) Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by Bank. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through e-mails on the valid e-mail ID given by them.
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Note: Please also note that further Addendum/ Corrigendum will only be published on RBI website / CPPP.

General Manager (Officer-in-Charge)
Reserve Bank of India, Kohima



**RESERVE BANK OF INDIA
KOHIMA**

NOTICE INVITING TENDER

E-Tender for Providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima

Reserve Bank of India, Kohima invites e-tender for '**Providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima**'. The contract will be initially valid up to March 31, 2027 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The e-tendering shall be done through the e-tendering portal of e-Tendering on Central Public Procurement Portal (CPPP) (<https://etenders.gov.in/eprocure/app>). Interested tenderers must register themselves with CPPP through the aforementioned website to participate in the tendering process.

- (1) The last date for submission of E-Tender is **October 06, 2026 till 13:00 Hrs.** Intending tenderers shall pay a sum of ₹98,000/- (Rupees Ninety-Eight Thousand Only) (2% of Estimated Cost) as earnest money to be **paid through NEFT/ Net banking only** to Reserve Bank of India, in the A/c No.- 8692299, IFSC- RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks]. Documentary evidence in support of remittance with transaction number (scanned copy) shall be submitted to hrrmdkohima@rbi.org.in by **13:00 Hrs on October 06, 2026**. E- tenders without EMD will not be accepted under any circumstances.
- (2) Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. E- tenders without EMD will not be accepted under any circumstances.
- (3) The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
- (4) Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website/CPPP and will not be published in the newspaper.

General Manager (Officer-in-Charge)
Reserve Bank of India, Kohima

**Reserve Bank of India
Kohima Office, Kohima**

Part - I

**E-TENDER FOR PROVIDING TRAINED FIREFIGHTING STAFF FOR FIRE SAFETY
SERVICES AT RBI OFFICE PREMISES LOCATED IN KOHIMA**

Name of Tenderer:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

E mail Address:

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E-TENDER

Annual Service Contract for Providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima

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The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisor.

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**RESERVE BANK OF INDIA
KOHIMA**

E-TENDER

**Annual Service Contract for providing Trained Firefighting staff for fire
safety services at RBI office premises in Kohima**

TABLE OF CONTENTS

Section /Annexure	विवरण / Description	Page No.
PART I		
Section I	Schedule of Tender	4-5
Section II	Important Instructions for e-tender	6-9
Section III	General Instructions for Bidders	10-22
Section IV	Evaluation / Selection Criteria	23-24
Section V	Broad Scope of work	25-28
	Duties and Responsibilities	29-34
	General Terms and Conditions	35-43
Technical Bid	Technical Bid Form -1	44-45
	Technical Bid Form -2	46-48
Annexure-I	Details of Experience	49
Annexure-II	Certificate regarding performance of firm/agency/company	50
Annexure-III	Check List for Bid Submission	51-53
Annexure-IV	Undertaking by Bidder	54
Annexure – V	Certificate of Annual Turnover	55
Annexure – VI	Details of Bankers	56-57
PART-II		
Price / Financial Bid	Proforma of Financial Bid	59-60
	Wage Analysis (Break up of rates)	61-62

Section - I
SCHEDULE OF TENDER
(Only through e-procurement)

(a)	E-Tender ID	2026_RBI_289023_1
(b)	E-Tender Name	Annual Service Contract for Providing Trained Firefighting staff for fire safety services at RBI office premises located in Kohima.
(c)	Estimated cost	₹49,00,000/- (Rupees Forty-Nine Lakh Only), inclusive of GST
(d)	Mode of e-tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through https://etenders.gov.in/eprocure/app)
(e)	Type of e-tender	Open (Two Bid System)
(f)	Date of Notice Inviting e-Tender available for download on RBI website	September 12, 2026 at 12:00 Hrs
(g)	Date of Pre-bid meeting	Offline: September 22, 2026 at 11:00 Hrs Venue: Reserve Bank of India, Kohima
(h)	Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the CPPP. Also, intimate/ forward the transaction details (UTR number) to e-mail: hrrmdkohima@rbi.org.in	₹98,000/-(Rupees Ninety-Eight Thousand Only) (2% of Estimated Cost) to be deposited through NEFT in favour of Reserve Bank of India, in the A/c No.- 8692299, IFSC- RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks]. EMD will not carry any interest. It would be refunded to the unsuccessful tenderers after the award of the contract. In the case of successful tenderers, the EMD will be returned after submission of Security Deposit in the form of a Bank Guarantee. All participants, including MSMEs, have to remit the EMD amount.

(i)	Last date of submission of EMD.	October 06, 2026 up to 13:00 Hrs
(j)	Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at https://etenders.gov.in/eprocure/app	September 12, 2026 from 12:00 Hrs Onwards
(k)	Performance Bank Guarantee	5% of Contract Value (to be submitted by successful bidder)
(l)	Date of closing of online e-tender for submission of Technical Bid & Price Bid.	October 06, 2026 up to 13:00 Hrs
(m)	Date & time of opening of Part-I (i.e. Technical Bid).	October 07, 2026 at 14:30 Hrs
(n)	Date of opening of Part II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by Bank. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through e-mails on the valid e-mail ID given by them.
(o)	Validity of the e-tender	90 days from the date of opening of technical bid

General Manager (Officer-in-Charge)
Reserve Bank of India, Kohima

Section – II

Important Instructions for e-tender

This tender is published on the Central Public Procurement Portal (CPPP) and can be accessed at <https://etenders.gov.in>. Unregistered bidders must complete their registration on the portal to participate in the bidding process. Step-by-step user manuals and guides are available on the homepage of the portal;

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

Process of E-tender:

- (A) Registration: The process involves vendor's registration with CPPP e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet, will be done. **The Vendor should possess Class III signing type digital certificate and digital encryption certificate.** Vendors are to make their own arrangement for bidding from a computer connected with Internet. CPPP/RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).
- (i) Vendors are required to register themselves online as vendor by filling up details and creating own user id and password→ Submit. <https://etenders.gov.in/eprocure/app>
- (ii) Vendors will receive a system-generated mail confirming their registration in their email, which has been provided while filling the registration form.
- (iii) For further details, go to Download Guide / Visual / Registration Guide. In case of any clarification, please contact CPPP, (before the scheduled time of the e-tender). <https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>
- (B) Contact person (CPPP):

(i) For any technical related queries please call at 24 x 7 Help Desk Number

0120-4001 002

0120-4001 005

0120-4493395

(ii) Email Support:

For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical – support-eproc@nic.in

Policy Related - cppp-doe@nic.in

(iii) Contact person (RBI):

Sl. No.	Contact Person	Email	Mobile
(a)	Shri Doukhanlun Simte, Manager (P&SO)	dsimte@rbi.org.in	7710022860
(b)	Shri Abhishek Dutta, Assistant Manager	abhishek Dutta@rbi.org.in	7002338097
(c)	Shri Thejaswi K V, Assistant Manager	thejaswikv@rbi.org.in	9164464243

(A) System Requirement:

Operating System	Window 7 and above, BOSS Linux
Java	Java 8 Update 161 (Recommended version – available under Downloads section)
Browser	Firefox Google Chrome Microsoft Edge
Digital Signature	Class 3 – Signature Certificate Class 3 – Encipherment certificate
Internet Connectivity	Dedicated Internet Broadband Connection with minimum 1 MBPS speed and above
Others	MS Office, WinRAR, DSC Drivers, PDF Reader/ Creator

For details, vendor may refer to **Bidder manual kit, available on home page.**

<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

The vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the CPP portal. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

(1) Process of e-tender:

- (a) The Technical Bid and the Financial Bid shall have to be submitted online at <https://etenders.gov.in/eprocure/app>.
- (b) All entries in the tender should be entered in online Technical & Financial formats without any ambiguity
- (c) Part I Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT.
- (d) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno Commercial Bid is found to be Techno-Commercially acceptable by the Bank. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.

(2) Special Conditions:

- (a) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- (b) Information about tenders /corrigendum uploaded shall be or updated through CPPP <https://etenders.gov.in/eprocure/app> as well as on RBI website <https://www.rbi.org.in>
- (c) E-tender cannot be accessed after the due date and time mentioned in NIT.

(3) Bidding in e-tender:

Earnest Money Deposit shall be remitted to Bank Account of Reserve Bank of India. The account details for NEFT/RTGS transactions are as follows. Bidders are advised to remit EMD well in advance to avoid last minute hassle.

- (a) A/c No.- 8692299
- (b) IFSC- RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks].
- (c) Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded.
- (d) The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to hrmdkohima@rbi.org.in
- (e) A tender which is not accompanied by such EMD will not be considered. Scanned copy of EMD shall be uploaded in CPPP site.
- (f) No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority in due course.

(4) Conditions

- (a) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- (b) The vendor are advised to read relevant document guides for registration, DSC

activation, as well as submission of online bid available on CPPP.
<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

- (c) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- (d) During the entire e-tender process, the vendors will remain completely anonymous to one another and to everybody else.
- (e) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- (f) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.
- (g) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- (h) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- (i) **No deviation of the terms and conditions of the tender document is acceptable.** Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
- (j) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- (k) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.
- (l) **Vendors are requested to quote rate including GST for each item as specified in the portal. No change in quoted rates will be accepted**

Section – III
General Instructions to Bidders

Table of Clauses

(A) General

- (i) Scope of Tender and general information
- (ii) Obtaining of Tender documents
- (iii) Prohibited Practices
- (iv) E-Tender document
- (v) Eligible Tenderers / Eligibility Criteria

(B) Contents of Tender Document

- (i) Sections of Tender Document
- (ii) Clarification of Tender Document and Pre-bid meeting
- (iii) Amendment of Tender Document

(C) Preparation of Tenders

- (i) Cost of Tendering
- (ii) Documents Comprising the Tender
- (iii) EMD as Tender Security and Transaction Fee
- (iv) Forfeiture of EMD
- (v) Letter of Tender
- (vi) Documents Establishing the Qualifications of the Tenderer
- (vii) Visit to Department
- (viii) Period of Validity of Tenders

(D) Submission and Opening of Tenders

- (i) Submission and Marking of Tenders
- (ii) Deadline for Submission of Tenders
- (iii) One Bid per Bidder
- (iv) Late Tenders
- (v) Tender Opening

(E) Examination of Tenders

- (i) Confidentiality
- (ii) Clarification of Tenders

(F) Tender Evaluation and Comparison

- (i) Evaluation of Tenders
- (ii) Qualification of the Tenderer
- (iii) Bank's Right to Accept Any Tender, and to Reject Any or All tenders

(G) Award of Contract

- (i) Award Criteria
- (ii) Notification of Award
- (iii) Signing of Contract
- (iv) Performance Security

A. General	
(1) Scope of Tender and general information	1.1 Reserve Bank of India, Kohima invites online e-tender on https://etenders.gov.in/eprocure/app in two bid system for providing Trained Firefighting staff for fire safety services for RBI office premises located in Kohima for an initial period till March 31, 2027 as per laid down contractual obligations. However, the contract can be extended further for a maximum of two more years, one year at a time, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The estimated value of contract is ₹49,00,000/- (Rupees Forty-Nine Lakh Only), inclusive of GST. More details of Broad Scope of Work, General Terms and Conditions and details of staff required are detailed in Section V. The Bank reserves the right to increase/ decrease the required number of firefighting staff to be deployed by firm/ company before awarding the work or any time during the currency of contract, if required. The Bank also reserves the right to award work to any firm/company.
(2) Obtaining of Tender documents	2.1 The E-Tender Document / Notice Inviting Tender may be downloaded from https://etenders.gov.in/eprocure/app 2.2 Interested parties, if they so desire, may contact RBI Kohima officials on the phone /e-mail indicated in the tender for any further clarification.
(3) Prohibited Practices	3.1 The Bank requires that tenderers, suppliers, agencies, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank: (a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices: (i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party; (ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or

	attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; (iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and (iv) “collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party; (b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question; (c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract 3.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (Broad Scope of work, General terms and Conditions and Duties and responsibilities)
(4) E- Tender Document	4.1 Tender shall consist of documents (Part-I & Part-II). Part I contains technical and commercial eligibility conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by Reserve Bank of India for the purpose. 4.2 Part-II contains only financial/price bid. 4.3 Tenderers are advised to study the E-TENDER documents thoroughly. 4.4 Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.

(5) Eligible Tenderers/ Eligibility Criteria	The Agency participating in the bidding process shall submit copies of documentary proof along with the tender form and Agency not conforming to any of these criteria will not qualify for empanelment or short listing:
	5.1 <u>Experience.</u> (i) Minimum three (03) years of experience (up to the March 31, 2026) of similar works. Applicants should furnish their client list and documentary evidence showing details of work carried out by them during the last three years (As per Annexure I). (ii) Client report for satisfactory completion/performance be uploaded as documentary proof (Scanned copy PDF format) Submit work order accordingly (As per Annexure II) (iii) The Agency must be a legally recognized business entity i.e., Proprietary Firm, Partnership Firm, LLP Firm, Companies Registered under Companies Act for providing firefighting services. (iv) The Agency should be registered with the appropriate Government authorities and should be a well-established and reputed organization. (v) The Agency should have an office (Registered/ corporate/ branch/ regional/ Zonal/ representative/ liaison) at Nagaland. Documentary proof for the same to be submitted. 5.2 <u>Minimum value of each completed work.</u> (a) The estimated cost of the contract is approx. ₹49,00,000/- (Rupees Forty-Nine Lakh Only), inclusive of GST. The agency is required to submit proof of experience of having successfully completed similar works (providing Fire Fighting Services) during last three years ending March 31, 2026 as under (submit copies of work orders): (i) Three similar works, <u>each</u> costing not less than 40% of the estimated cost. OR

- (ii) Two similar works, each costing not less than 50% of the estimated cost.

OR

- (iii) One similar work, costing not less than 80% of the estimated cost.

5.3 Annual Turnover

- (a) Should have a minimum annual turnover of amount equal ₹49,00,000/- (Rupees Forty Nine Lakh Only), from provision of Firefighting Services activities, during the last 3 years i.e., up to March 31, 2026.

5.4 Registrations

- (a) Agency should submit copies of following registration certificates:
- (i) Certificate of Registration with Registrar of Companies under the Company Act 2013 along with Memorandum and Article of Association.
 - (ii) Registration Certificate under Shops & Establishment Act.
 - (iii) Certificate from ESI Corporation (latest).
 - (iv) Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest).
 - (v) Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970. (if applicable)
 - (vi) Registration Certificate for Service Tax/GST Registration

5.5 Solvency certificate

- (a) Solvency certificate from its banker specifically for the purpose of the work for amount **₹49,00,000/- (Rupees Forty-Nine Lakh Only)**. the issued date of the solvency certificate should not be older than March 31, 2026

5.6 Details of Bank accounts & undertaking for receiving payments through NEFT. Full particulars of their Bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled Banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer

	(NEFT).
B. Contents of Tender Document	
(6) Sections of Tender Document	6.1 The Tender Document consist of two parts which includes all the Sections indicated below and should be read in conjunction with any Article/Section issued in accordance with <u>Instructions to Bidders</u>. <u>Tendering Procedures</u> (i) Section-I: Schedule of Tender (ii) Section-II: Important Instructions for e-procurement (iii) Section-III: General instructions to Bidders (iv) Section-IV: Evaluation / Selection Criteria
	<u>Conditions of Contract and Contract Forms</u> (i) Section-V: Broad Scope of work, General terms and Conditions and Duties and responsibilities of Fire Supervisor, and Firefighting Staff, General Instructions regarding Technical and Financial bids. (ii) Annexure I to VI (iii) Part-II (Financial Bid)
(7) Clarification of Tender document, Pre-bid meeting	7.1 A tenderer requiring any clarification on this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the Pre-bid meeting. 7.2 The Pre-Bid meeting will be conducted September 22, 2026 at 11:00 Hrs at Reserve Bank of India, Kohima. Bidders may also clarify the issues telephonically or in person as per the contacts furnished in this document.
(8) Amendment of Tender Document	8.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments/ corrigendum on RBI website (www.rbi.org.in) / CPPP. 8.2 Any amendments/corrigendum issued shall be a part of this document.

	8.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.
C. Preparation of Tenders	
(9) Cost of Tendering	9.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
(10) Documents Comprising the Tender	10.1 The Tender shall comprise the following: (a) Notice Inviting Tender (b) Technical Bid Details (c) Financial Bid Details (d) Earnest Money Deposit: Intending tenderers has to deposit a sum of ₹98,000/-(Rupees Ninety-Eight thousand Only) paid through NEFT/ Net Banking to A/c No.- 8692299, IFSC: RBIS0GWPA01 in favor of “Reserve Bank of India, Kohima” (e) IFSC - RBIS0GWPA01 (5th and 10th digit is Zero) to Reserve Bank of India Kohima. Please mention UTR transaction details while applying in the given format. Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the Bank. (f) Performance Bank Guarantee to be furnished after award of contract by the successful tenderers (g) Contract Agreement (after award of contract by the successful tenderers). 10.2 Part - I – Technical Bid (a) All Sections and Annexures are the part of Technical bid. Please note that prices should not be indicated in the Part I (Technical Bid). Technical bid may be submitted on https://etenders.gov.in/eprocure/app (b) Documentary proof of Pre-qualification/Eligibility criteria must be uploaded online on

	https://etenders.gov.in/eprocure/app (c) EMD shall be part of Technical Bid. 10.3 Part - II – Financial Bid (a) Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (Inclusive of GST), charges, levies, cess, insurance, transportation, entry taxes,) Labour, other Govt Taxes, Minimum wages of Central Government and EPF / ESI contribution, etc. as applicable as per rules. (b) No conditional/optional quote shall be accepted.
(11) EMD as Tender Security	11.1 The tenderers shall deposit EMD of ₹98,000/-(Rupees Ninety-Eight thousand Only) paid through NEFT/ Net Banking to A/c No.- 8692299, IFSC: RBIS0GWPA01 in favor of “Reserve Bank of India, Kohima” through <u>NEFT/ Net banking only</u>. No interest will be paid on EMD. 11.2 Tenders without EMD will not be accepted under any circumstances. 11.3 The EMD of unsuccessful tenderers shall be discharged/returned by RBI after award of work to successful bidder. 11.4 The EMD of the Successful Bidder shall be returned to the Bidder after submission of Performance Bank Guarantee as per tender condition, without interest. 11.5 All the bidders including MSME has to remit the EMD amount.
(12) Forfeiture of EMD	12.1 The EMD shall be forfeited in the following circumstances: (a) Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or

	(b) Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids. (c) If a Tenderer withdraws its Bid during the period of Bid Validity, or (d) The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force. In the case of the Successful Tenderer, if it fails to complete the work within the prescribed time limit.
(13) Letter of Tender	13.1 The tenderer shall submit the Tender using the digital signature class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.
(14) Documents Establishing the qualifications of the Tenderer	14.1 To establish its qualifications to perform the Contract in accordance with Section-IV the tenderer shall provide the information in the format prescribed in tender document.
(15) Visit to department	15.1 The bidder is required to provide Firefighting Services is advised to visit and acquaint himself with the operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the Agency has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.
(16) Period of validity of Tenders	16.1 The Tender validity period shall be 90 days from the date of opening of technical bid. 16.2 In exceptional circumstances, prior to the expiration of the Tender validity period, the Bank may request tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.
D. Submission and Opening of Tenders	
(17) Submission and Marking of Tenders	17.1 Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender. 17.2 The tenderers may submit online their Financial Bid (competitive rates) in prescribed format

	(Part-II) along with copies of necessary documents as indicated in the “Technical Bid” (Part-I). E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders will be summarily rejected. 17.3 The tenderers shall quote rates inclusive of all components factored as illustrated in cost analysis. 17.4 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.
(18) Deadline for Submission of Tenders	18.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document. 18.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.
(19) One Bid per Bidder	19.1 Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
(20) Late Tenders	20.1 No Tender after the deadline shall be allowed on the portal.
(21) Tender Opening	21.1 The Bank shall open the Tender (Part-I) electronically on the notified date. Part-II will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email to the successful bidders on their valid email address.
E. Examination of Tenders	
(22) Confidentiality	22.1 Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other person not officially concerned with such process until information on Contract award is communicated to all tenderers.

(23) Clarification of Tenders	23.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders. 23.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.
F. Tender Evaluation and Comparison	
(24) Evaluation of Tenders	24.1 The Bank shall use the evaluation criteria indicated in Section IV.
(25) Qualification of the Tenderer	25.1 The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section IV
(26) Bank's Right to Accept Any Tender, and to Reject Any or All Tenders	26.1 The Bank reserves the right to accept or reject any tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out-rightly.
G. Award of Contract	
(27) Award Criteria	27.1 The Bank shall shortlist the tenderer based on the evaluation criteria detailed in Section IV (Evaluation Criteria).

(28) Notification of Award	28.1 The tenderer who qualifies the Technical Evaluation and is L1 in Financial Bid shall be awarded the tender. 28.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall be ready to take over entire work within 7 days of notification of award of work.
(29) Signing of Contract	29.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 15 days of award of work. The stamp duty shall be borne and paid by the Agency. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.
(30) Performance Security	30.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (@ 5% of the contract value). The PBG shall be valid for two months beyond the period of contract. 30.2 Failure of the successful tenderer to submit the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.

Section – IV
Evaluation / Selection Criteria

Evaluation Matrix

(1) First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish information for Technical Evaluation as per Standard Format (Technical Bid Form - 2).

(2) Supporting documents for the various items indicated should be submitted for Technical evaluation.

(3) The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients as also the findings from site visit to take decision regarding qualification in Technical Evaluation.

(4) The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The work will be awarded to the lowest bidder L-1 agency.

Further, in case the lowest tender amount of two or more bidders is same (more than one bidder quotes lowest rate), then such lowest bidders will be assigned marks, out of total 100 marks, as per the following criteria and the agency which obtains the maximum marks shall be awarded the contract: -

S. No.	Evaluation Parameter	Marks
(1)	Number of years in Fire Fighting services business	Maximum 20 Marks
	(a) Up to 3 years	10 Marks
	(b) More than 3 years and up to 10 years	15 Marks
	(c) More than 10 years	20 Marks
(2)	Nos. of Trained personnel employed as Fire Supervisor/ firemen at present on the pay-roll of the agency	Maximum 20 Marks
	(a) Up to 100	07 Marks
	(b) More than 100 and up to 300	10 Marks
	(c) More than 300 and up to 500s	15 Marks
	(d) More than 500	20 Marks
(3)	Average Turnover for the last 3 Financial Year (i.e. FY 2023-24, 2024-25, 2025-26)	Maximum 20 Marks
	(a) Up to 01 Crores	10 Marks
	(b) More than 01 Crores and up to 05 Crores	15 Marks
	(c) More than 05 Crores	20 Marks
(4)	Empanelled/Services rendered with (at present)	Maximum 15 Marks
	(a) Any offices of Reserve Bank of India	15 Marks
	(b) Any Central Government Organization	10 Marks

	(c) State Government Organizations/ Public Sector Bank/Companies/PSU's/Others	05 Marks
(5)	Training Infrastructure for fire officer/ firemen	Maximum 15 Marks
	(a) Own Security Education and Training Institute	15 Marks
	(b) MOU with other institute/training establishment	10 Marks
(6)	Quality Related Marks	Maximum 10 Marks
	(a) ISO(Less than 3 years)	05 Marks
	(b) ISO(More than 3 years)	10 Marks

Section – V

BROAD SCOPE OF WORK

- (1) The successful tenderer/contractor / firm / company /Agency shall provide three Fire Supervisor and Six Fireman. The Bank reserve the right to increase or decrease the number of persons to be deployed before awarding the work or any time during the currency of contract.
- (2) The staff deployed will be responsible for the following: -
 - (a) Manning of Fire Control Room round the clock.
 - (b) Check all fire equipment for serviceability at laid down periodicity.
 - (c) Supervise the work done by the AMC service provider of all firefighting equipment.
 - (d) Conduct periodic training of Bank staff on firefighting.
 - (e) Fight the fire at the incipient stage, and assist the fire brigade as and when they arrive.
 - (f) Conduct regular firefighting drills.
 - (g) Function under the Security Manager In-Charge of Fire on all aspects of work and administration.
 - (h) Regular inspection of entire premises for identifying fire hazards and removing /taking steps to protect against fire and building code violations.
 - (i) Check all escape routes and fire lanes daily and ensure they are free of obstacles.
 - (j) Assist in search and rescue & salvage operation in case of an incident.
 - (k) Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.
 - (l) Any other work as when assigned by the Security In charge of the Bank.
 - (m) Effective and close liaison with local fire brigade establishments and daily check of Fire Hotline to the Fire Brigade.
- (3) The successful tenderer/contractor / firm / company/ Agency shall deploy one Fire Supervisor and two Firemen in eight hours shift and should work round the clock in three shifts (6:00 AM to 2:00 PM, 2:00 PM to 10:00 PM and 10:00 PM to 6:00 AM) providing fire-fighting, fire safety, manning the fire console rooms, holding and maintaining fire safety equipment like fire alarm, fire extinguishers, hydrants, wet/dry riser system, assisting physically challenged employees/visitors, training of general staff, liaison with local fire brigade.
- (4) For performing the assigned work, the successful tenderer/contractor / firm / company/ Agency shall deploy medically and physically fit trained personnel (Firemen below 45 years of age and Fire Supervisor below the age of 55 Years). The successful tenderer/contractor / firm / company/ Agency shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty. Persons so engaged by the successful tenderer/contractor / firm / company/ Agency shall be properly trained firemen of high integrity and good conduct and shall be fully conversant in Hindi and English.
- (5) Fire Supervisor provided should have undergone a **diploma course in firefighting**

of minimum 06 (Six) month's duration from a government/ government recognized institute and should have adequate (**minimum 3 year**) experience and Firemen Staff provided should have undergone a **basic course in firefighting of minimum 06 (Six) month's duration from a government/ government recognized institute** and should have adequate (**minimum 1 year**) experience in Fire Safety and Security measures including First Aid, emergency responses and firefighting operations while working in the same capacity in organizations like in Airports, Defence, PSUs, Embassies, Public /Pvt. Sector Banks, IT Sector, and other reputed large Pvt. Sector companies etc.

- (6) The persons deployed by the Fire Safety Agency for the services mentioned above shall be the employees of the Fire Safety Agency for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Fire Safety Agency and *in no case, a relationship of employer and employee between the said persons and the Bank shall accrue/ arise implicitly or explicitly.* It will be the responsibility of the Fire Safety Agency to ensure that no liability on this count should come on Bank in respect of workers deployed by him.
- (7) On taking over the responsibility of work assigned, the Fire Safety Agency shall formulate the mechanism for due assignment of work to its personnel in consultation with the GM (O-i-C), Reserve Bank of India, Kohima or his nominee. Subsequently, the Fire Safety Agency shall review the work assigned from time to time and advise the GM (O-i-C), Reserve Bank of India, Kohima for further streamlining their system. The Fire Safety Agency shall further be bound by and carry out the directions/instructions given to him by the GM (O-i-C), Reserve Bank of India, Kohima or the Officer designated by the GM (O-i-C) in this respect from time to time.
- (8) The personnel deployed should be above 21 years of age.
- (9) The successful tenderer/contractor / firm / company /Agency shall provision for sufficient number of relievers/leave reserves for the staff deployed which should have adequate experience and qualifications in fire-fighting.
- (10) The agency will not deploy any fireman for more than 01 shift in a span of 24 hrs.
- (11) The successful tenderer/contractor / firm / company/ Agency shall ensure that an experienced Fire Supervisor is being deputed for overall management and supervision of the firefighting staff i.e., Fireman deployed by the agency and upkeep and maintenance of the firefighting system.
- (12) The successful tenderer/contractor / firm / company/ Agency shall ensure that specified number of Firemen are always on duty at Banks' office premises round the clock subject to the condition that the fire staff is not on duty for more than 8 hours continuously and fresh manpower shall be provided in each shift. The Agency shall make substitute arrangements for equally trained and qualified fire- fighting staff in the event of absence of any of the Fire staff supplied by him within half an hour from

the commencement of shift.

- (13) The Fire staff shall go round the Bank's premises to check fire-fighting arrangements are in place or not and their functioning before the start of their shift duty and before relieving the present fire staff on duty and at regular intervals and before finishing their shift duty. Proper handing/taking over on shift change along with records of serviceability of fire-fighting equipment shall be maintained and put up to Security Officer on a daily basis.
- (14) Any shortfall of man power due to illness/other reasons shall be made up by the successful tenderer/contractor / firm / company/ Agency on ad-hoc basis.
- (15) Manning of fire control room round the clock. Conduct periodic training of staff on firefighting. Check all fire equipment for serviceability as per laid down periodicity. Responsible for all fire-fighting arrangement in respect of the said premises including Fire Alarm System, Wet Riser System, Fire Hydrants and Fire-fighting Extinguishers and other fire related equipment.
- (16) Ensure that the reserve water tank of Hydrant system is full at all times. Supervise the work done under the AMC of all fire-fighting equipment.
- (17) Fight the fire at the incipient stage and assist the fire brigade as and when they arrive. In case of fire, assist the staff and take all necessary action to extinguish the fire and evacuate the occupants of the premises/building.
- (18) Function under the Security Officer of the Bank on all aspects of work and administration.
- (19) Conduct regular fire-fighting drills and assist during the Bank's disaster evacuation mock drills to include evacuation of differently abled employees using evacuation chairs.
- (20) Regular patrolling of entire premises for identifying fire hazards and removing/taking steps to protect against fire and building code violations. Check all escape routes and fire lanes daily and ensure they are free of obstacles.
- (21) Assist in search, rescue and salvage operation in case of an incident.
- (22) Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.
- (23) Effective and close liaising with local fire brigade establishments and assist in Fire Audit, as and when carried out.
- (24) The successful tenderer's/contractor's / firm's / company's/ Agency's fire staff shall obtain necessary instructions for day-to-day work from the Security Officer of the Bank.

- (25) The successful tenderer's/contractor's / firm's / company's/ Agency's Fire Staff shall perform duties according to the detailed Standard Operating Procedures and Fire Orders prepared by the Security Manager of the Bank.
- (26) The successful tenderer/contractor / firm / company/ Agency shall ensure that the fire staff engaged on Bank's premises should abide by all the instructions as and when given by the Security Manager or any other officer designated by the GM (O-i-C).
- (27) The Company/Firm shall provide two pairs of uniform at his own cost to the persons deployed for this work and will also include fluorescent jacket – inscribed as FIRE SAFETY at the back, Fire helmet, Safety shoes, Socks, Lanyard with whistle, Jersey for winter, Rain coat/umbrella for rainy season, loaded torches and batons at all the posts. Reserve Bank of India, Kohima shall have no liability whatsoever on this account. The uniform shall be approved by the Bank.

DUTIES AND RESPONSIBILITIES OF FIRE SUPERVISOR AND FIREFIGHTING STAFF

The tenderer/contractor / firm / company/ Agency is advised to visit the site before quoting their rates to assess the quantum of work. Apart from the scope of work mentioned above, following will also be included:

Functional Requirements

- (1) INITIAL RESPONSE TO INCIDENTS: Tasks occurring between the receipt of an alarm and initial firefighting or emergency scene activities.
 - (a) Make preliminary evaluation of incident based on alarm information received (e.g., alarm type, structure type, etc.).
 - (b) Proceed to assigned apparatus upon receipt of call for services.
 - (c) Don personal protective equipment before and at emergency scenes.

- (2) WATCH DUTIES: Stand watch to receive incoming alarms and information, answers phones, and monitor access.
 - (a) Receive notification of alarms, multiple alarms, EMS alarms, and other significant emergencies.
 - (b) If required, notify station personnel (over public address or through use of signals) of incoming alarms and required response (e.g., everybody goes, truck only, engine only, etc.)
 - (c) If required, answer department and outside phone.

- (3) ON SCENE COMMUNICATION: Communicate at the emergency scene to ensure appropriate coordination of apparatus and personnel.
 - (a) Receive information (e.g., regarding the assignment of personnel and apparatus) from the officer in command upon arrival at the emergency scene.
 - (b) Communicate with other fire personnel at emergency scene about conditions, size up, etc.
 - (c) Relay orders from superior officers at emergency scene.

- (4) PUMP OPERATIONS: Connect or hook up apparatus to fire hydrant and operate pumps to supply water in appropriate pressure and volume using couplings, hoses, spanner wrenches, and other tools.
 - (a) Open and flush hydrant to ensure it is functional.
 - (b) Fill hose with water by hydrant pressure.
 - (c) Engage pumps.
 - (d) Monitor control panel (e.g., water temperature, oil pressure gauge, fuel gauge, hydrant pressure).
 - (e) Connect and lay supply line from supply to the apparatus.
 - (f) Notify officer of any problems that occur while pumping.
 - (g) Shut down pump when ordered to by officer.

(5) DOCUMENTATION: The firemen employed should know how to maintain basic documents under the supervision of Fire Supervisor. If required the firemen should promptly act as a runner to carry documents/ equipment related to Fire, Security and Disaster management from one person/place to other. The firemen should be conversant in spoken English and Hindi.

(6) HOSE (AND EXTINGUISHER) OPERATIONS: Stretch line or use extinguisher to deliver water, foam, and other extinguishing agents to emergency scene.

- (a) Determine type (size) and number of lengths of hose needed for operation.
- (b) Pull hose out of hose bed.
- (c) Determine proper nozzle and nozzle setting.
- (d) Connect hose lines to nozzles.
- (e) Connect to standpipe when necessary/appropriate.
- (f) Flake out hose line prior to charging or during extinguishment to ensure proper operations.
- (g) Locate seat of fire or other hazard (e.g., gas leak) by observing, smelling or listening for smoke, sound, flames, gas, vapours, etc.
- (h) Use extinguisher to extinguish, contain and/or control incident.

(7) MANUAL LADDER OPERATIONS: Carry, raise, extend and climb manual ladders to perform search, rescue and other operations.

- (a) Determine manual ladder type and size needed at incident scene.
- (b) Determine proper placement of manual ladder at scene.
- (c) Raise and position manual ladder at incident scene.
- (d) Anchor and secure manual ladder (i.e. tying off) at scene.
- (e) Climb manual ladder to perform search, rescue and other operations.

(8) ASSISTANCE TO PHYSICALLY HANDICAPPED EMPLOYEES/ CUSTOMERS: If required, the fireman on duty when not engaged in an Emergency situation should help and assist physically disabled staff/ customers.

(9) FORCIBLE ENTRY (If required): Pry open, cut, or break down doors, or otherwise enter structures, vehicles, aircraft and other entrapments in order to search for and rescue victims and provide access to the emergency scene - using axes, halligan tools, hooks, rabbit tools, battering rams, sledge hammers, power saws and other tools.

- (a) Determine best location for forcible entry.
- (b) If required, cut through surfaces using power saws and other power tools.
- (c) Gain entry into structures using axes, sledge hammers, battering rams, halligan tools and other forcible entry tools.

- (d) Pry open doors in structures using pry bars, halligan tools, bolt cutters and other tools.
 - (e) Remove locks or hinges from doors using sledgehammers, battering rams, axes or other forcible entry tools.
- (10) VENTILATION: Open or break windows, chop or cut holes in roofs, breach walls or doors, and aim fog stream out of window or hang fans in windows or doors to remove heat, smoke and/or gas from structures or entrapments.
- (a) Determine best location for venting structure based on location of hazard and fire personnel, roof type, and building construction.
 - (b) Open windows and other points of entry manually or by using pry bars, Halligan tools, and other tools, to ventilate structure.
 - (c) Break windows and other points of entry using axes, ladders and other tools, to ventilate structure.
 - (d) Cut open walls, roof and other structures to ventilate structure.
 - (e) Use fans for positive and negative pressure.
- (11) SEARCH: Search assigned area in order to locate victims and to obtain further information about incident, following standard search procedures.
- (a) Determine search procedure or strategy needed to accomplish objectives.
 - (b) Search structures for seat of fire, or other hazard, and extensions.
 - (c) Search floor or area of fire, or other hazard, for conscious and unconscious victims, sweeping assigned search area with arms, legs or tools.
 - (d) Work together as a team/company to maintain personnel accountability.
- (12) RESCUE: Assist, hoist, carry or drag victims from emergency area by means of interior access (stairs, hallways, etc.) or, if necessary, by ladders, fire escapes, or other means of escape using rescue harnesses, ropes, backboards and other equipment. Extricate victims from vehicles, aircraft, cave-ins, collapsed buildings or other entrapments in order to save lives using shovels, torches, drills, pry bars, saws, jacks, jaws, air bags, and other equipment.
- (a) Evacuate persons from incident scene due to risk of fire, explosion, exposure to hazardous chemicals, etc.
 - (b) Hoist or lower victims or fire personnel using ropes, knots and rescue harnesses.
 - (c) Drag or carry victims from emergency scenes.
 - (d) Place victims onto stretchers, backboards, baskets, etc.
 - (e) Dig to free victims trapped in tunnels, pipes, excavations, cave-ins or other entrapments using shovels, picks, spades and other equipment.
 - (f) Conduct water rescues (i.e., river rescue, using boats) in accordance with established guidelines.
 - (g) If required, rescue drowning victims using life saving techniques.
- (13) SALVAGE: Move and cover furniture, appliances, merchandise and other property; cover holes in structures; stabilize damaged structural components; and

redirect or clean up water in order to minimize damage using plastic and canvas covers, ropes, staple guns, mops, squeegees, and other tools.

- (a) Spread salvage covers over property.
- (b) Move furniture and other objects to protect from water or other damage.
- (c) Tear down weak and dangerous structural components (e.g., floors, walls, roofs, overhangs and stairs) using hooks, axes, saws and other tools.

(14)OVERHAUL: Open up walls and ceilings, cut or pull up floors and move or turn over debris in order to check for hidden fires which could rekindle or spread using hooks, axes, saws and pitchforks.

- (a) Check and search open areas, walls, open structures for fire extension.
- (b) Search for and extinguish any hidden fires by looking, feeling or smelling for fire and smoke.
- (c) Open ceilings, walls etc. to expose hot spots and other hazardous conditions with axes, pike pole/ceiling hook, etc.
- (d) Remove and extinguish burned or smouldering debris from buildings.

(15)CLEAN UP/PICK UP: Pick up, clean and return equipment to vehicle and rolls or fold hose, so that the company can go back in service.

- (a) Back lines out of structures.
 - (b) Roll and hold hoses after use and returns them to appropriate vehicle.
 - (c) Determine that all hoses used during response to incident are present and accounted for.
 - (d) Clean and return all tools, equipment, supplies and property in usable condition to appropriate vehicles.
5. Clean the apparatus.

(16)EMERGENCY MEDICAL CARE: Perform thorough patient evaluation and intervene with the appropriate medical care for persons requiring medical care and/or requesting assistance with medical care.

- (a) Assess and prioritize patient according to medical and/or injury.
- (b) Intervene with oxygen therapy or assisted ventilations, using oxygen adjuncts when appropriate.
- (c) Identify life threatening bleeding and intervenes appropriately.
- (d) Identify the pulse less, apneic patient and administers cardiopulmonary resuscitation.
- (e) Evaluate the patient's responsiveness (awake, alert and oriented vs. unresponsive) based on the patient's response to verbal and painful stimuli.
- (f) Determine whether patients need emergency or non-emergent transport.
- (g) Work to maintain the patient's wellbeing, emotionally as well as physically.
- (h) Assess the patient's vital signs using a watch, stethoscope, and sphygmomanometer.

(17)EQUIPMENT MAINTENANCE: Check, clean and maintain personal gear and equipment including the Fire Hydrant system, extinguishers to ensure proper and safe operations.

- (a) Visual inspection of fire extinguishers
- (b) Place turnout gear on or near apparatus.
- (c) Check and weighing of fire extinguishers
- (d) Check medical equipment.
- (e) Check the condition of generators, blowers, lights, cords and fans.
- (f) Check hose on apparatus (proper bedding and amount).
- (g) Check and maintains power equipment.
- (h) Check and perform ordinary maintenance on other portable equipment (e.g., checks oil levels, greases, etc.).
- (i) Change over equipment and supplies from one apparatus to another.

(18) APPARATUS MAINTENANCE: Check, clean, and maintain apparatus to ensure proper and safe operation.

- (a) Perform normal daily apparatus check (e.g., oil, fuel and water levels; proper pressures and lubrications; batteries; lights; sirens; brakes; tires; etc.).
- (b) Perform normal weekly apparatus check (e.g., hydraulic fluid levels).
- (c) Check ability of engine to pump water.
- (d) Check engine pumper pressure.
- (e) Notify officer of electrical or mechanical problems on apparatus.
- (f) Notify the officer of needed repairs on apparatus.
- (g) Notify the officer that apparatus needs to be kept out of service due to a mechanical problem.
- (h) Clean all the fire extinguishers from outside and check pressure from the pressure gauge, notify officer in case of drop in pressure.

(19) STATION MAINTENANCE AND DUTIES: Check, clean, and maintain house facilities. This includes the performance of routine housekeeping chores.

- (a) Clean apparatus bay and rooms.
- (b) Clean and maintains fire house yard.

(Below mentioned points are only for Fire Supervisor)

(20) INSPECTION OF BUILDINGS AND FIRE PROTECTION DEVICES: Inspect building for fire prevention/ hazardous materials code violations or hazards on a periodic basis or during the course of their activities. Inspects alarms, hydrants, sprinkler systems and standpipe systems for operational use.

- (a) Regularly inspect the entire premises for identifying fire hazards and removing them/ taking steps to protect against fire and building code violations.
- (b) Inspect buildings upon request of occupants/owners
- (c) Investigate buildings suspected of violating codes.
- (d) Recognize code violations (e.g. blocked exits, improper storage of chemicals etc.).

(21) PUBLIC RELATIONS: Engage in the activities which have an impact on the department's image in the staff. Such activities include providing information to the staff, providing assistance and support to staff seeking help or information and giving presentations to community groups and other members of the RBI fraternity.

- (a) Deal with distressed individuals at emergency scene.
- (b) Meet officers in the fire station, conduct tours and provide information.
- (c) Provide information to inspecting officers or staff on service runs.
- (d) Make public presentations and conduct demonstrations of apparatus and equipment on behalf of the department.

(22) TRAINING AND PROFESSIONAL DEVELOPMENT: Participate in training drills and classes to enhance job related skills and abilities. Reads internal memos and bulletins to keep apprised of new developments in departmental operations and procedures. Attend lectures, seminars, courses etc. and read external documents (e.g. professional trade publications) to remain current in the fire service.

- (a) Maintain knowledge of latest fire-fighting equipment and techniques.
- (b) Maintain basic knowledge of building structures related to fire control.
- (c) Maintain basic knowledge of chemicals and other hazardous materials.
- (d) Attend and impart routine training drills and sessions.
- (e) Give and participate in physical fitness sessions.
- (f) Attend specialized training sessions (e.g. CPR certification, special schools, etc.)
- (g) Review internal fire department bulletins, memos etc. to remain aware of departmental updates.
- (h) Read professional journals and publications (e.g. Fire Command) to be aware of current developments in the fire service and make the same available to senior officers

(23) DOCUMENTATION: The Fire Supervisor should maintain the entire document system pertaining to Fire related matters. He should be conversant in usage of computer. He should be fluent in Spoken and Written Hindi and English.

(24) Such other incidental/related functions as may be necessary for fire-fighting.

GENERAL TERMS & CONDITIONS

- (1) **Agreement between the Agency and the Bank:** The successful bidder / Agency shall execute an Agreement in duplicate on a non-judicial Stamp Paper of appropriate value, as per the format provided by the RBI, and all the expenses be payable by the Agency. A copy each of the agreement to be retained by both the RBI and the Agency.
- (2) **Pay Structure:** Pay Structure of firefighting staff shall be as per the latest recommendation of Central Minimum Wages for Watch and Ward (without arms) for “Area C” or DGR wage Rates for ESM, as applicable.
 - (a) The quoted service charge will cover the cost of Agency profit & overhead, insurance and all taxes (including GST). The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
 - (b) The quoted service charge will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The agency will be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them, therefore, rate should be quoted keeping this in mind. Tenders having ‘quoted rates’ below the Central Govt. minimum wages are bound to be rejected.
 - (c) The quoted service charge shall also include Insurance charges (Workmen compensation and Third-Party liability), and all applicable existing or future taxes levied by the Central Government or any State or Local authority.
 - (d) Bank shall consider the changes in pay structure as recommended by Central Govt (Central Minimum Wages) if published during the period of the contract. The Agency will have to submit valid notification of the Central Govt. in this regard.
- (3) **Insurance:** *The Agency should necessary take insurance cover (Workmen Compensation policy and Third-Party Liability) against the personal injuries likely to be suffered by the firefighting staff while doing the Bank’s work.* It shall ensure that the insurance cover is kept alive during the tenure of the agreement with Bank. Agency shall provide a copy of insurance cover (valid for entire contract period) to the Bank. If the successful Tenderer does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the successful tenderer. The Bank shall not be responsible for payment of any compensation for death or injury or accident to any of the firefighting staff which may arise out of and in the course of their duties and deployment. It is agreed and understood that the successful tenderer/contractor / firm / company/ Agency shall alone be liable to pay such damages or compensation to such fire staff.
- (4) **Terms of Payment:** The charges quoted will cover the cost of the services of manpower deployed, shall be payable on monthly basis subject to submission of invoice and performance check. The payment thereon will be made after the same

is duly certified by the Bank's Officers that the services provided have been satisfactory and after deducting all statutory dues/taxes, etc.

The payment would be made on monthly basis for actual shifts manned/ operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the P&SO and other supporting documents. RBI, Kohima will deduct tax at source and all other taxes, duties as applicable from time to time from the amount payable to the successful tenderer/contractor / firm / company/ Agency. The Bank shall entertain no other claim on whatever account. The Contractor will ensure that the men engaged must receive their entitled wages in time.

The bills shall be submitted along with the following documents in respect of the contractual employees deployed at RBI Kohima, mandatorily:

- (i) Current month Invoice Copy.
- (ii) Current month Wage Register (Form XVII [See rule 78(1) (a) (i) of The Contract Labour (Regulation and Abolition) Central Rules, 1971], duly signed by the individual contract Labourers. (if applicable)
- (iii) Current month Attendance Register/Sheet.
- (iv) Current month ESI remittance challan (if applicable) with consolidated and breakup details.
- (v) Current month EPF remittance challan, as applicable, with consolidated and breakup details.
- (vi) Bank statement of the agency duly authorized by Bank officials having details of salary Payment made to each employee for current month.
- (vii) Proof of any other payment (bonus etc.) made to the contractual employees.
- (viii) Certificate by the Agency declaring that they are adhering to the applicable forms under the Minimum Wages Act, 1948 (XI of 1948) and all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and all other Act/Rules issued by the GOI in connection with employment of labours.

The Agency shall compulsorily issue the salary slip to their staff. A tentative format is as under:

Name of Employee's	Month	Designation
		No. of Days/ Duties present: -
SALARY STATEMENT		ESI No.
Payable paid		PF No.
BASIC		DEDUCTIONS AMOUNT
BONUS		EPF (%)
HRA		ESI (%)
GRATUITY		SECURITY DEPOSIT
OTHERS ALLOW.		TOTAL DEDUCTION:
ADD. ALLOW/LATE DUTY GROSS		
WAGES		
OT		
GROSS WAGES + OT		
DEDUCTIONS (TAXES AND ANY		

OTHER CHARGES) NET PAYABLE (Rs.)	
-------------------------------------	--

The successful tenderer/contractor / firm / company/ Agency will raise monthly invoice on Reserve Bank of India, Kohima latest by 10th of the succeeding month.

- (5) **Financial Inclusion:** The successful tenderer/Agency / firm / company/ Agency shall ensure that all the staff deployed in the Bank premises is having a Saving Bank Account along with an ATM card. Payments of wages shall be paid through NEFT/ RTGS only and wages must be paid up to 7th of every month.
- (6) **Liquidated damages and immediate termination:** In case of breach of any/or more of the conditions in the agreement and/or services provided by the Agency are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc.) during any period of the agreement, an amount subject to (maximum) 10% of the total monthly bill would be deducted as liquidated damages for one month and if the performance continues to be unsatisfactory in any of the subsequent months the services of the Agency can be terminated by giving a short notice of seven days depending upon the severity of the non-satisfactory service. The nature of deficient service for which penalty can be imposed or contract shall be cancelled / terminated will be decided solely at the discretion of the Bank. The penal action may also include disqualifying the Agency for participation in the future tenders of the Bank.
- (7) **Sexual Harassment:** The successful Agency shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee/personnel/representative within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the successful Agency and the successful Agency shall ensure appropriate action under the said Act in respect to the complaint.
- (a) Any complaint of sexual harassment from any aggrieved employee of the successful Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
 - (b) The successful Agency shall be responsible for educating its employees/personnel/representatives about prevention of sexual harassment at work place and related issues.
 - (c) The successful Agency shall be responsible for any monetary compensation

that may need to be paid in case the incident involves the employees of the successful tenderer/Agency / firm / company/ Agency, for instance any monetary relief to Bank's employee, if sexual misconduct by the employee of the successful Agency is proved.

- (d) The successful tenderer/Agency / firm / company/ Agency shall ensure that none of its employee/personnel/representatives will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling successful Agency obligations and with permission of the Bank Security officials.

(8) Non-Disclosure Clause:

- (a) The successful Agency shall not disclose directly or indirectly any information, materials, and details of the Bank's infrastructure / systems/ equipment etc, which may come to the possession or knowledge of the successful Agency during the course of discharging contractual obligations in connection with this tender, to any third party and shall at all times hold the same in strictest confidence.
- (b) The successful Agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws.
- (c) The successful Agency shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank/Employer.
- (d) The successful Agency shall indemnify the Bank/Employer for any loss suffered by the Bank/Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful Agency and the Bank/Employer shall be entitled to claim damages and pursue legal remedies.
- (e) The successful Agency shall take all appropriate actions with respect to its employees/personnel/representatives to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- (f) The successful Agency obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reasons.

- (9) **Force Majeure:** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

(10) Termination of Contract:

Without prejudice to what is contained herein above, the Bank/Employer shall at its sole and absolute discretion, be entitled to terminate the contract forthwith by written notice without assigning any reason and without payment of any compensation, if-

- (a) In the opinion of the Bank/Employer (which shall not be called in question by the successful Agency and shall be binding on the successful Agency) the successful Agency fails or refuses to implement the contract to the Bank's satisfaction; and/or
- (b) The successful Agency commits a breach of any terms and conditions of the contract; and/or
- (c) For any reason whatsoever, the successful Agency becomes disentitled under any law to perform his obligation under the contract; and/or
- (d) There is any variation in the ownership/partnership of the successful Agency or its business without the prior permission in writing from the Bank; and/or
- (e) The successful Agency is adjudged an insolvent/bankrupt or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon it or receiver is appointed for any part of the assets or property of the successful tenderer/Agency / firm / company/ Agency.

In the event of termination of the contract for any reason whatsoever, the successful Agency or persons employed by it shall not be entitled for any sum or sums whatsoever from the Bank/Employer by way of compensation or damages.

- (11) Stamp Duty and other law charges:** The Agency shall bear the stamp duty and/or other law charges for execution of the agreement pursuant to award of the contract. The agreement shall be executed in duplicate and the Bank shall retain the original and the Agency shall retain the duplicate.

- (12) Integrity Clause:** Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle.

(13) Arbitration:

- (a) Any dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the GM (O-i-C), Reserve Bank of India, Kohima.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation

Act 1996 as amended from time to time. The venue of arbitration shall be RBI,
Kohima.

- (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Agency shall continue to be made in terms of the contract.
- (d) All matters pertaining to this tender shall be subjected to the jurisdiction of the courts in Kohima only.

(14) OTHER CONDITIONS:

- (a) The Agency shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act 1948; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. The bank reserves the right to call for proof of such compliance when deemed necessary and Agency shall abide by the same. The Agency shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep RBI, Kohima indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Successful tenderer/contractor / firm / company/ Agency failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Kohima shall be entitled to cover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment or any other amount payable to the contractor or by invoking the Bank Guarantee.
- (b) The Agency shall be required to obtain a license, from the office of the Assistant Labour Commissioner, Government of India, provided under section 12(1) of the Contract Labour (Regulation & Abolition) Act, 1970 read with section 21 Contract Labour (Regulation & Abolition) Central Rules, 1971 and also comply with the other requirements of the above Act or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Agency and shall in no way be made liable to the labourers engaged by the Agency.
- (c) Agency's failure to fulfil any of the obligations here under and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Kohima shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Agency's monthly payment and Security Money Deposit/Performance Bank Guarantee.

- (d) In case of sickness, leave, or absence from duty for whatever cause, of the firefighting staff, the Agency shall undertake to replace such staff. The Bank will not be liable for payment whatsoever on account of replacement of firefighting staff, which shall be the obligation of the Agency.
- (e) The Agency shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him. For the purpose of proper identification of the employees of the Agency deployed for the work, it shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty.
- (f) The Agency shall alone be liable to pay the salaries / wages at all times that the same are not below the minimum wages prescribed under law, contributory saving fund, Gratuity, Risk Insurance and ESIS to the Firemen provided to the Bank as and when due and shall maintain all necessary records. It is agreed and understood that such Firemen shall not be considered employees of the Bank and shall not have any claim or right against the Bank. However, Bank reserves the right to call for and inspect such records, as and when deemed fit by the Bank and Agency shall supply the same to the Bank within a reasonable time say not exceeding four days. The Agency shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the "Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948". Agency has to deposit the ESI & EPF contribution in respective organizations (ESIC & EPFO) and he has to ensure that all his employees are given ESI Card and EPF Card immediately.
- (g) Accommodation for living of firefighting staff will be provided by the Agency at his own cost. The Bank shall not bear any responsibility in this regard.
- (h) The Performance Bank Guarantee deposited by the Agency shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Agency and / or loss/ damage if any sustained by RBI, Kohima on account of failure or negligence of the firefighting staff deployed by him or in the event of breach of the agreement by the Agency.
- (i) That during the tenure of duty the firefighting staff shall protect the property of Reserve Bank of India and do other security duties as assigned through the Agency by the officer(s) so authorized by the Bank in the normal circumstances. However, in case of emergency etc. when the Agency cannot be approached immediately such duties can be assigned to the firefighting staff so deployed directly by such officer(s) authorized by the Bank and such staff will abide by such instructions. If any security matter arises during the course of duty by the staff which involves police interference, the representative of the Agency should pursue the case and do all the formalities like filing FIR etc. with the Police. Agency shall be liable to pay applicable overtime allowance if any, and the Bank in this regard will entertain no claim.
- (j) That any loss of official property of Reserve Bank of India due to negligence of

personnel so deployed will be recoverable from the Agency and the same shall be determined after giving due notice to the Agency. Decision in this regard will be taken by Competent Authority i.e. Assistant General Manager / Deputy General Manager in-Charge of HRMD. However, Agency will have the right to appeal to the GM (O-i-C) whose decision will be final in the matter.

- (k) As mentioned elsewhere in this tender document, it is clarified here once again that the Bank has no responsibility of enforcing any service condition, which the Agency may have with its own employees / officers who may be put on duty to the Bank. However, for its own information, research and analysis, budget / administrative measure if the Bank calls for any information from the Agency, it shall be providing the same within four days. Also, the Bank expects that they will be good employers to their own employees so that the Bank receives no complaints from them about their own service conditions because of the possible embarrassment caused to the Bank's image.
- (l) The successful tenderer/contractor / firm / company/ Agency shall not transfer/change the staff deputed during the period of the agreement without the permission of the Bank.
- (m) Police verification of each and every person deployed is necessary and mandatory. It will be the sole responsibility of the successful tenderer/contractor / firm / company/ Agency to get proper police verification done of all the fire staff prior to deployment. A certificate to this effect is to be submitted to the Bank by the successful tenderer/contractor / firm / company/ Agency that the Police verification of its staff deployed for the purpose of the contract has been completed and the same can be called by the Bank as and when required.
- (n) That on taking over the responsibility of work assigned, the successful tenderer/contractor / firm / company/ Agency shall formulate the mechanism for due assignment of work to its personnel in consultation with the GM (O-i-C), Reserve Bank of India, Kohima or his nominee. Subsequently, the successful tenderer/contractor / firm / company/ Agency shall review the work assigned from time to time and advise the GM (O-i-C), Reserve Bank of India, Kohima for further streamlining their system. The successful tenderer/contractor / firm / company/ Agency shall further be bound by and carryout the directions/instructions given to him by the GM (O-i-C), Reserve Bank of India, Kohima or the officer designated by the GM (O-i-C) in this regard from time to time.
- (o) That the GM (O-i-C), Reserve Bank of India, Kohima or any other persons authorized by the GM (O-i-C) shall be at liberty to carryout surprise check on the persons as deployed by the successful tenderer/contractor / firm / company/ Agency in order to ensure that persons deployed by him are doing their duties properly.
- (p) That in case any of the persons so deployed by the successful tenderer/contractor / firm / company/ Agency does not come up to the mark or does not perform their duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the successful tenderer/contractor / firm / company/ Agency shall immediately

withdraw and take suitable action against such persons on the report of the GM (O-i-C), Reserve Bank of India, Kohima. Further, the successful tenderer/contractor / firm / company/ Agency shall immediately replace the particular person so deployed in case any of the aforesaid acts on the part of the said person.

- (q) One dedicated mobile number must be provided by the successful tenderer/contractor / firm / company/ Agency at the fire control rooms at its own cost.
- (r) That the successful tenderer/contractor / firm / company/ Agency shall keep the Reserve Bank of India, Kohima indemnified against all claims whatsoever in respect of the employees/personnel/representatives deployed by the successful tenderer/contractor / firm / company/ Agency. In case any employee/personnel/representatives of the successful tenderer/contractor / firm / company/ Agency so deployed enters into dispute of any nature whatsoever, it will be the primary responsibility of the successful tenderer/contractor / firm / company/ Agency to contest the same. In case Reserve Bank of India, Kohima is made party and is supposed to contest the case, the Reserve Bank of India, Kohima will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the successful tenderer/contractor / firm / company/ Agency to Reserve Bank of India, Kohima on demand. Further, the successful tenderer/contractor / firm / company/ Agency shall ensure that no financial or any other liability comes on Reserve Bank of India, Kohima in this respect of any nature whatsoever and shall keep Reserve Bank of India, Kohima indemnified in this respect.
- (s) That the successful tenderer/contractor / firm / company/ Agency shall ensure that the persons so deployed do not take any property including Fire Safety Equipment belonging to the RBI, Kohima out of the premises without a Gate Pass signed by the designated officials of the Reserve Bank of India, Kohima. As a safeguard against any dishonesty, connivance and/or ulterior motive, the specimen signature of the officials designated and authorized to sign the Gate Pass will be intimated in writing to the successful tenderer/contractor / firm / company/ Agency along with subsequent changes, if any.
- (t) It shall be the responsibility of the successful tenderer/contractor / firm / company/ Agency to take care of fire safety arrangements in the Reserve Bank of India, Kohima premises and report the matter related to fire safety to the Security Officers of RBI, Kohima immediately. It shall be the sole responsibility of the successful tenderer/contractor / firm / company/ Agency to ensure security and safety of all the property and assets, movable and immovable, related to fire safety and security of the RBI, Kohima and if there is any loss to the RBI, Kohima on account of dishonesty, and/or due to any lapse on the part of the successful tenderer/contractor / firm / company/ Agency or his worker/s, the successful tenderer/contractor / firm / company/ Agency shall make good on demand the loss to the bank. He should also take steps, in consultation with RBI, Kohima authorities, to register FIR with police, if required.

TECHNICAL BID FORM - 1
(To be given on tenderer's letter head)

The General Manager (O-i-C)
Ground & 1st Floor, T Tachu Enclave
New Secretariat - High Court Junction Road
Kohima, Nagaland 797004

Dear Sir,

**E-Tender for Annual Service Contract for Providing Trained Firefighting staff
for fire safety services at RBI office premises located in Kohima**

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Kohima:

- (a) I/ We certify that before signing this bid, I/ We have read and fully understood all the terms and conditions and instructions laid down in tender document and undertake to abide by them.
- (b) I/ We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government/ other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, Leave, relieving charges, uniform, etc., also need to be paid as prescribed under various statutes, by me / us.
- (c) I/ We will pay the Earnest Money Deposit of **₹98,000/- (Rupees Ninety-Eight Thousand Only) through NEFT/ Net banking only.**
- (d) On receiving the award of contract, **I/We will furnish a Performance Bank Guarantee i.e., 5% of the contract value which shall be valid for two months beyond the period of contract.**
- (e) I/ We also understand that the General Manager (O-i-C), Reserve Bank of India, Kohima has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
- (f) I/ We have valid registration in respect of Employees Provident fund/ Employees State Insurance/ Service Tax /GST etc., copies of which are enclosed herewith.
- (g) I/ We agree and undertake, if our bid is successful and accepted, to provide Trained Firefighting staff for fire safety at RBI Kohima in accordance with the requirement of the Bank.
- (h) I/ We also understand that the security deposit, will be forfeited by the Bank in the event of failure on my/ our part to execute the agreement within the specified time or failure on my/ our part to duly execute the work or invoke the Bank Guarantee in case of breach attributable to me/ us of the terms and conditions

of the agreement.

- (i) I/we hereby also declare that the statements made and the information provided in the Bid are complete, true and correct in every detail.

I/We have read the Instructions for E-procurement, General Instructions to bidders, Evaluation/selection criteria, Broad scope of Work, General Terms & Conditions, additional conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

Yours faithfully,

Place:

Name & Signature of tenderer

Date:

(Please sign at the bottom of all pages)

Scanned copy (PDF format) must be uploaded while submitting e-tender online through CPPP.

TECHNICAL BID FORM - 2: DETAILS OF THE BIDDER

S.No.	Information Required	Comments of the Bidder
(1)	Category of Bidder (Proprietor/partnership Firm/LLP/Company)	
(2)	Name of Bidder (mention name of firm/company and name of proprietor/directors)	
(3)	Registration No. and Legal Status of Bidder	
(4)	Date of Incorporation/registration	
(5)	Office address of Bidder with contact & communication details	
(6)	Particulars of Authorised Signatory	Name: Designation: Address: Telephone: Mobile: E-mail
(7)	Office address of the Bidder in KOHIMA with contact & communication details	
(8)	Financial Eligibility: Minimum annual turnover of amount equal to ₹49,00,000/- (Rupees Forty Nine Lakh Only) from provision of Firefighting Services activities, during the last 3 years i.e., up to March 31, 2026 (Certificate specifying turnover for FY 2023-24, FY 2024-25 and FY 2025-26 as per Annexure V and duly certified by the practicing Chartered Accountant with Unique Document Identification Number (UDIN) on the certificate)	
(9)	Experience: Proof of being continuously in business (for providing firefighting services) for at least three years as on March 31, 2026 (Details of experience has to be submitted as per Annexure I).	

(10)	The estimated cost of the contract is approx. ₹49,00,000/- (Rupees Forty-Nine Lakh Only). The agency is required to submit proof of experience of having successfully completed similar works (providing firefighting staff) during last three years ending March 31, 2026 as under (submit copies of work orders): a. Three similar works, each costing not less than ₹19,60,000/- (Rupees Nineteen Lakh Sixty Thousand only), i.e., 40% of the estimated cost. OR b. Two similar works, each costing not less than ₹ 24,50,000/- (Rupees Twenty-Four Lakh Fifty Thousand only), i.e., 50% of the estimated cost. OR c. One similar work, costing not less than ₹39,20,000/- (Rupees Thirty-Nine Lakh Twenty Thousand only), i.e., 80% of the estimated cost.	
(11)	Bank Details of Bidder All the information must be filled in BLOCK LETTERS ONLY. Copy of cancelled cheque having the above details should be enclosed	
(12)	Registration Certificate under Shops & Establishment Act.	
(13)	Certificate from ESI Corporation (latest)	
(14)	Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest)	
(15)	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 (if applicable)	
(16)	Registration Certificate for Service Tax/GSTIN	
(17)	PAN card details of the company	
(18)	Solvency certificate from its banker specifically for the purpose of the work for amount ₹49,00,000/- (Rupees Forty Nine Lakh Only) The issued date of the solvency certificate should not be older than March 31, 2026	

(19)	Indicate if involved in any litigation	
(20)	Any disputes (including with statutory authorities) are pending and details of the stage of proceedings	

(Please sign at the bottom of all pages)

Yours faithfully,

Place:

Name & Signature of tenderer

Date:

(Please sign at the bottom of all pages)

Scanned copy (PDF format) must be uploaded while submitting e-tender online through CPPP.

Details of Experience
(On Bidder's letter head)

Name of the Applicant: _____

S.No.	Client Details	Brief Description of Work (e.g. No of Firefighting Staff deployed etc.)	Date of start of work	Work completion date	Cost of Work	Experience/Work Completion Certificate attached	
						Yes	No
(1)							
(2)							
(3)							

Furnishing of details in all the columns is mandatory. The work shall be filled in chronological order with oldest work filled first.

Proof of being continuously in business (for providing Trained Firefighting staff for fire safety services) for at least three years as on March 31, 2026 is mandatory eligibility criteria.

For and on behalf of: _____ (Name of firm and seal)
 Signature : _____ (Authorized Signatory)
 Name of the person: _____
 Designation : _____
 Seal of the Bidder : _____
 Date : _____
 Place : _____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through CPPP.

**CERTIFICATE REGARDING PERFORMANCE OF FIRM/ COMPANY
PROVIDING TRAINED FIREFIGHTING STAFF FOR FIRE SAFETY SERVICES**

To,

General Manager (O-i-C)
Reserve Bank of India,
Kohima - 797004

Name and address of the Client: -

Details of service availed from M/s.....

S. No	Particulars	Comments
(1)	Nature of service availed	
(2)	Agreement No. and date	
(3)	Agreement amount firm/agency/company	
(4)	Since when dealing with the company/agency/firm	
(5)	Number of personnel provided a. Fire Supervisor b. Firemen c. Other trained persons d. Untrained persons	
(6)	Comments regarding adherence of terms and conditions of contract	
(7)	Any penalty imposed for non- adherence of terms and conditions of contract	
(8)	Any other information	

(Authorize Signatory)_____

Name of Authorize Signatory_____

Designation of Authorize Signatory_____

Client reports for satisfactory completion/performance from minimum three different clients. Scanned copy (PDF format) must be uploaded while submitting e-tender online through CPPP.

CHECK LIST FOR SUBMISSION OF BID

Name of the Bidder _____

S.No.	Item	Page No._____ to_____ in the Technical Bid Submitted
(1)	Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the CPPP	
(2)	Certified copy of certification of registration/incorporation as applicable to legal status	
(3)	Registration Certificate under Shops & Establishment Act.	
(4)	Certificate from ESI Corporation (latest)	
(5)	Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest)	
(6)	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 (if applicable)	
(7)	Registration Certificate for GST	
(8)	PAN card details of the company	
(9)	Solvency certificate from its banker specifically for the purpose of the work for amount ₹49,00,000/- (Rupees Forty-Nine Lakh Only) . The issued date of the solvency certificate should not be older than March 31, 2026	
(10)	Minimum annual turnover of amount equal to ₹49,00,000/- (Rupees Forty-Nine Lakh Only) from provision for providing Trained Firefighting staff for fire safety services, during the last three financial years i.e., up to March 31, 2026. (Certificate specifying turnover for FY 2023-24, FY 2024-25 and FY 2025-26 as per Annexure V and duly certified by the practicing Chartered Accountant with Unique Document Identification Number (UDIN) on the certificate)	

(11)	Experience: Proof of being continuously in business (for providing Trained Firefighting staff for fire safety services) for at least three years as on March 31, 2026 (Details of experience has to be submitted as per Annexure I).	
(12)	The estimated cost of the contract is approx. ₹/- 49,00,000/- (Rupees Forty Nine Lakh Only). The agency is required to submit proof of experience of having successfully completed similar works (providing firefighting staff) during last three years ending March 31, 2026 as under (submit copies of work orders): (a) Three similar works, each costing not less than ₹19,60,000/- (Rupees Nineteen Lakh Sixty Thousand only), i.e. 40% of the estimated cost. OR (b) Two similar works, each costing not less than ₹ 24,50,000/- (Rupees Twenty-Four Lakh Fifty Thousand only), i.e., 50% of the estimated cost. OR (c) One similar work, costing not less than ₹39,20,000/- (Rupees Thirty-Nine Lakh Twenty Thousand only), i.e., 80% of the estimated cost.	
(13)	Client reports from minimum three different clients. (As per Annexure II)	
(14)	Technical Bid Form -1	
(15)	Technical Bid Form – 2	
(16)	Financial Bid*	
(17)	ISO Certificate (Item)	

* To be submitted online only.

I/We have checked the above list with our submittal. I/We are aware that if the bid does not contain above documents, our bid is likely to be rejected.

Place:

Name & Signature of tenderer with seal

Date:

(Please sign at the bottom of all pages)

Note: The above-mentioned list is not an exhaustive list to decide the eligibility of the firm/agency. It is the responsibility of the firm/agency to go through the complete bid document and submit the requisite documents to establish his/her eligibility as per the stipulated requirement.

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Undertaking by the Bidder

- (1) I/We M/s..... hereby submit that presently my/our firm is registered with all of the authorities as mentioned below and attached the proof for the same: -

S.No.	Registration For	Registered
(A)	Certified copy of certification of registration/incorporation as applicable to legal status.	
(B).	Registration Certificate under Shops & Establishment Act.	
(C)	Registration from EPF Organization under EPF & Misc. Provision Act. 1952	
(D)	Registration from ESIC	
(E)	Registration of Goods & Services Tax	
(F)	PAN Card	
(G)	Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 (if applicable)	

- (2) Further I/We M/s..... hereby confirm the following:

- (a) Our Firm has not abandoned any work in last Five Years.
- (b) Contract with any organisation have not been terminated due to poor performance.
- (c) Security deposit has not ever been forfeited by any government/semi government/PSU/Any other.
- (d) Our Firm has not suffered bankruptcy/insolvency in last Five years.
- (e) Our Firm have not been blacklisted/debarred by any organisation.

For and on behalf of: _____ (Name of firm and seal)
 Signature : _____ (Authorized Signatory)
 Name of the person : _____
 Designation : _____
 Seal of the Bidder : _____
 Date : _____
 Place : _____

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Certificate of Annual Turnover
(On Chartered Accountant Letter Head with UDIN)

Name of the Bidder: _____

S.No.	Financial Year	Annual Turnover (Amount in Rs.)
(1)	FY 2023-24	
(2)	FY 2024-25	
(3)	FY 2025-26	

This is to certify that the information contained above is correct as per the audited financial accounts of the Bidder.

UDIN No. _____

Date: _____ (Signature, Name and Seal of the CA)

Note:-

- (a) The above Form shall be duly filled and duly certified by a practicing Chartered Accountant with Unique Document Identification number (UDIN) on the certificate.
- (b) Bidder shall also submit audited financial accounts of FY 2023 - 24, FY 2024 - 2025 and FY 2025 - 26.

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

(To be uploaded by the Tenderer along with the Tender)

- (i) Name of the company/agency/firm:
- (ii) Composition of the company/agency/firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited):
- (iii) Name of the Proprietor/ Partners/ Directors of the company/agency/firm:
- (iv) Name of the Banker:
- (v) Name of the Branch and complete postal address:
- (vi) Name and job title of the contact person along with his/her Telephone No (s) and E-mail etc.:
- (vii) Type of Account:
- (viii) Account Number:
- (ix) IFSC of the bank branch:
- (x) Turnover of the company/agency/firm for the last 3 years (year wise):
- (xi) Credit facility/ Overdraft facility enjoyed by the company/agency/firm:
- (xii) Dealings:
- (xiii) The period from which the company/agency/firm has been banking with the bank:
- (xiv) Any other remarks:
- (xv) You may also kindly forward your opinion whether the above company/agency/firm is considered financially sound to be entrusted with the contract for works estimated to cost **₹49,00,000/- (Rupees Forty-Nine Lakh Only)**.

(Signature) For the Bank

Place:

Date:

- (i) Banker's certificates should be on letter head of the Bank.
- (ii) In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

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**RESERVE BANK OF INDIA
KOHIMA**

**PART II
FINANCIAL BID**

E-TENDER

**Annual Service Contract for Providing Trained Firefighting staff for fire
safety services at RBI office premises located in Kohima**

PART – II
PROFORMA OF FINANCIAL BID

In connection with the above and in full agreement with the terms and conditions as stipulated by you, I/we state as under:

Fixed amount (X) (=Total cost for 12 months without agency profit and other charges) for 3 Fire Supervisor and 06 Firemen) as per present DGR wage rates	 in (₹)
Quoted Agency Profit / Service Charge, Y (as _ % of X) (for 12 months) includes other administrative charges, Cost towards workmen compensation insurance policy, all risk policy, training, dress/uniform, shoes, baton, maintenance of equipment, uniform and consumables, mobile phones with annual recharge, other insurances, charges other than wages and statutory payment etc and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable other than Good and Service Tax (GST)) (Minimum 3.85% and above; Please enter numerical value one and do not enter % symbol)	 in (%)
Value of Y in INR (Total Quoted Agency Profit / Service Charge in INR)	 in (₹)
Total contract value for One Year (excl. GST) (Z= X + Y)	 in (₹)
GST@ _ % on 'Z' = U	
Value of U in INR	
Total contract value for One Year (inc. GST) (V= U + Z)	 in (₹)
Total in figures	
Quoted rate in words	

FINANCIAL BID TO BE FILLED THROUGH ONLINE PORTAL ONLY

NOTE:

The rates to be quoted in accordance with latest GOI notification on minimum wages File No. 1/6(1)/2025-LS-II dated 30/03/2026 under WATCH & WARD (with arms for Supervisor & without arms for Firemen) for Area C". These rates should also be in conformity with other mandatory charges i.e., EPF, ESI, EDLI, Bonus etc. as per latest notifications.

- (a) The rates quoted for are inclusive of reliever charges. No extra amount will be paid for posting a reliever.
- (b) *I/ We hereby confirm that the Basic Wages plus VDA quoted above are not less than the current minimum wages stipulated by the latest notification of Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus etc. are in conformity with the corresponding statutory provisions.*
- (c) I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Place:

Date:

Name & Signature of tenderer

(Please sign at the bottom of all pages)

Wage Analysis (Break up of rates)

It is for illustrative purpose only and the same should not be submitted with Technical Bid. It should be submitted at Online Portal under Section-Financial Bid. Illustrative wage rates are given as per DGR Wage rate as applicable for ESM.

Wage analysis: Firefighting staff deployed at RBI, Kohima (Cost per month)

S No	Description	Rate (for Fire Supervisor) (as on 01.04.2026)	Rate (for Firemen) (as on 01.04.2026)
(A)	No of Firefighting staff	3	6
(B)	Daily minimum wages (as of 01.04.2026) (Basic + VDA for Central Govt Area C)*	₹ 918.00	₹ 781.00
(C)	Duty per Month	26	26
(D)	Total Minimum Wages per month per person (B x C)	₹ 23,868.00	₹ 20,306.00
(E)	EPF Contribution @ 13% of D or of ₹ 15,000 whichever is less (inclusive of administrative charges)	₹ 1,950.00	₹ 1,950.00
(F)	ESIC Contribution @ 3.25% on D (only if D < ₹ 21,000 which is the existing limit as of April 1, 2026)	₹ 0	₹ 660.00
(G)	House Rent Allowance(HRA) @8 % of D or Rs. 1800/- whichever is Higher	₹ 1,909.00	₹ 1,800.00
(H)	Statutory Bonus per month(@ 8.33% of D)	₹ 1,988.00	₹ 1,691.00
(I)	Uniform Outfit Allowance (@5 % of D)	₹ 1,193.00	₹ 1,015.00
(J)	Uniform Washing Allowance (@3 % of D)	₹ 716.00	₹ 609.00
(K)	Total wages per month (D+E+F+G+H+I+J)	₹ 31,624.00	₹ 28,031.00
(L)	Reliever Charges - 1/6 of K	5,271.00	4,672.00
(M)	SUB TOTAL	36,895.00	32,703.00
(N)	Total cost per month without agency profit/ charge (for 03 Fire Supervisor and 06 Firemen)	1,10,685.00	1,96,218.00
(O)	Total cost for initial 12 months without agency profit/ charge	₹ 36,82,836.00	
(P)	Service Charge/ Agency Profit Per Year @ X% of 'O' (let's say 12% of 'O' for estimation)	₹ 4,41,940.32 (Please enter in %. Bidder quoting Below 3.85% will be rejected.)	

(Q)	Total cost for 12 months with agency profit / charge (O+P)	₹ 41,24,776.32
(R)	GST @18% on Q	₹ 7,42,459.74
(S)	Total contract value with GST@18% (Q+R)	₹ 48,67,236 ₹ 49,00,000 (rounded off)

NOTE

- (i) The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government or DGR Wage Rate (in case of Ex-servicemen).
- (ii) Rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment or DGR (in case of ESM) from time to time i.e., 1st April and 1st October every year.
- (iii) The rates should be quoted inclusive of all expenditure on providing managerial supervisory/administrative services to get the work done through deployed staff.
- (iv) Service Charge is to be quoted in terms **of percentage only**.
- (v) Service Charge should be given in terms of % (percentage) per head/per month amount.
- (vi) ESIC of 3.25% on Basic plus VDA will not be applicable if Basic plus VDA exceeds ₹21,000 per month.
- (vii) To accommodate and to promote competitiveness among the agencies, RBI Kohima advises the agencies to determine the service charge on parameters such as Deployment / Training Cost, Administrative & Overhead Charges, Uniform/ knitting Cost, insurance related cost & Profit Margin. **Service Charge rate less than 3.85% will be considered as disguised and frivolous bids.**
- (viii) Uniform Charges: These may be revised by the Bank from time to time at its discretion.
- (ix) Agency needs to provide Wage Slip pertaining to payment to the staff deployed.
- (x) **Kohima is under Area-C.** Also refer to the latest applicable rates/ wage ceilings for ESIC, BONUS, EPF, EDLI, ESI and Admin charges.
- (xi) In case of more than one L-1, the work will be awarded to the firm/agency/bidder with highest assigned marks out of total 100 marks as per the Evaluation Parameter.