



भारतीय रिज़र्व बैंक
मानव संसाधन प्रबंध विभाग
आइज़ोल

निविदा आमंत्रण सूचना

भारतीय रिज़र्व बैंक, आइज़ोल स्थित कार्यालय परिसर में अग्नि सुरक्षा सेवाएं प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारियों की उपलब्धता हेतु ई-निविदा आमंत्रित है। निविदा एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://mstcecommerce.com/eprocn/>) के माध्यम से की जाएगी। ई-निविदा की अनुसूची इस प्रकार है।

निविदा अनुसूची (एसओटी)

a. ई-निविदा का नाम	आरबीआई, आइज़ोल स्थित कार्यालय परिसर में अग्नि सुरक्षा सेवाएं प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारियों की उपलब्धता हेतु ई-निविदा
b. ई-निविदा नः	RBI/AIZAWL/HRMD/7/25-26/ET/842
c. अनुमानित लागत	₹34,00,000/- (चौतीस लाख रुपये मात्र), जीएसटी सहित
d. निविदा मोड	ई-खरीदी प्रणाली ऑनलाइन (www.mstcecommerce.com/eprocn/) के माध्यम से भाग I - तकनीकी- वाणिज्यिक बोली और भाग II - मूल्य बोली
e. एनआईटी की तिथि पार्टियों के लिए डाउनलोड करने हेतु उपलब्ध है	19 जनवरी 2026 को शाम 5 बजे से
f. बोली पूर्व बैठक (ऑफ लाइन)	30 जनवरी 2026, सुबह 11:00 बजे स्थान: भारतीय रिज़र्व बैंक, टी-30, वीजेड बिल्डिंग, थकथिंग वेंग, आइज़ोल – 796005 नोट: प्रतिभागियों को सलाह दी जाती है कि वे अपनी भागीदारी की पुष्टि कम से कम एक दिन पहले ई-मेल आईडी oicaizawl@rbi.org.in पर कर लें। किसी भी प्रश्न या स्पष्टीकरण का उत्तर ईमेल या पत्र के माध्यम से नहीं दिया जाएगा। बोली पूर्व बैठक में भाग लेने और दर उद्धृत करने से पहले विक्रेता साइट पर जा सकते हैं और कार्य की प्रकृति को विस्तार से समझ सकते हैं।
g. बोली-पूर्व बैठक के निष्कर्ष को परिशिष्ट, शुद्धिपत्र आदि के रूप में आरबीआई वेबसाइट पर अपलोड करने की तिथि और समय	2 फरवरी, 2026

h. बयाना जमा राशि (ईएमडी)	₹68,000/- की राशि NEFT के माध्यम से निम्न खाते में जमा करें: खाता संख्या- 186003001 IFSC – RBIS0AZPA01 (IFS कोड के पाँचवें और दसवें अंक शून्य हैं) 13 फरवरी, 2026 से पहले (दोपहर 2 बजे तक)
i. www.mstcecommerce.com/eprocn/ पर ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि	19 जनवरी 2026 को शाम 5 बजे से
j. ईएमडी जमा करने की अंतिम तिथि	13 फरवरी, 2026 दोपहर 2 बजे तक
k. तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि	13 फरवरी 2026 दोपहर 2 बजे तक।
l. ई-निविदा के भाग I के खुलने की तिथि एवं समय	13 फरवरी 2026 दोपहर 3 बजे तक।
m. भाग-II (मूल्य बोली) खोलने की तिथि और समय	मूल्य बोली खोलने की सूचना अलग से दी जाएगी
n. लेनदेन शुल्क	एमएसटीसी लिमिटेड के पक्ष में एमएसटीसी पेमेंट गेटवे/एनईएफटी/आरटीजीएस के माध्यम से या मेसर्स एमएसटीसी लिमिटेड द्वारा बताए गए अनुसार भुगतान किया जाना है।

आवेदन करने के इच्छुक आवेदकों को आवश्यक पात्रता रखने के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करके बैंक को संतुष्ट करना होगा और ऐसा करने में विफल रहने की स्थिति में, बैंक उनकी उम्मीदवारी को अस्वीकार करने का अधिकार सुरक्षित रखता है।

बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं है तथा किसी भी निविदा को पूर्णतः या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है तथा बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार सुरक्षित रखता है।

भविष्य में निविदा में यदि कोई संशोधन/शुद्धिपत्र जारी किया जाएगा तो उसे केवल आरबीआई वेबसाइट पर ही अधिसूचित किया जाएगा।

**महाप्रबंधक और प्रभारी अधिकारी
भारतीय रिज़र्व बैंक, आइज़ोल**



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

आइजोल
AIZAWL

निविदा आमंत्रण सूचना
NOTICE INVITING TENDER

**आरबीआई, आइजोल स्थित कार्यालय परिसर में अग्नि सुरक्षा सेवाएं
प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारियों की उपलब्धता
हेतु ई-निविदा**

**E-Tender for providing Trained Firefighting staff for providing fire safety
services at office premises located in RBI, Aizawl**

भारतीय रिज़र्व बैंक, आइजोल, अपने कार्यालय परिसर में अग्नि सुरक्षा सेवाएं प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारियों की नियुक्ति हेतु ई-निविदा आमंत्रित करता है। यह अनुबंध प्रारंभिक रूप से एक वर्ष और एक माह की अवधि के लिए है, अर्थात् 1 मार्च, 2026 से 31 मार्च, 2027 तक। ई-निविदा प्रक्रिया एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://mstcecommerce.com/eprocn>) के माध्यम से की जाएगी। सभी पात्र और इच्छुक कंपनियों/एजेंसियों/फर्मों को ई-निविदा प्रक्रिया में भाग लेने के लिए उपरोक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ पंजीकरण करना होगा।

Reserve Bank of India, Aizawl invites e-tender for **“Providing Trained Firefighting staff for providing fire safety services at office premises located in RBI, Aizawl”**. The contract will be for an initial period of One Year and one month i.e. from **March 01, 2026 to March 31, 2027**. The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<https://mstcecommerce.com/eprocn>). All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process.

2. इच्छुक निविदाकर्ताओं को भारतीय रिज़र्व बैंक, आइजोल को एनईएफटी के माध्यम से ₹68,000/- (केवल 68,000 रुपये) की अग्रिम राशि जमा करनी होगी। अग्रिम राशि जमा होने की पुष्टि ईमेल द्वारा oicaizawl@rbi.org.in पर भेजे, जिसका विषय हो: "आरबीआई, आइजोल स्थित कार्यालय परिसर में अग्नि सुरक्षा सेवाएं प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारियों की आपूर्ति हेतु ई-निविदा के लिए अग्रिम राशि"।

Intending tenderers shall pay a sum of **₹68,000/- (Rupees Sixty-eight Thousand Only)** as earnest money to be **paid through NEFT** to Reserve Bank of India, Aizawl. Confirmation of EMD deposit shall be submitted through e-mail to oicaizawl@rbi.org.in with the subject line **“EMD FOR E-TENDER FOR PROVIDING TRAINED FIREFIGHTING STAFF FOR PROVIDING FIRE SAFETY SERVICES AT OFFICE PREMISES LOCATED IN RBI, AIZAWL”**.

3. आवेदन करने के इच्छुक उम्मीदवारों को अपनी पात्रता साबित करने के लिए दस्तावेजी प्रमाण प्रस्तुत करने होंगे और ऐसा करने में विफल रहने पर बैंक को उनके आवेदन अस्वीकार करने का अधिकार होगा। ईएमडी के बिना ई-निविदाएं किसी भी परिस्थिति में स्वीकार नहीं की जाएंगी।

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.

4. बैंक सबसे कम बोली स्वीकार करने के लिए बाध्य नहीं है और उसे किसी भी बोली को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित है। बैंक को बिना कोई कारण बताए सभी बोलियों को अस्वीकार करने का भी अधिकार सुरक्षित है।

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.

5. निविदा में भविष्य में जारी किए जाने वाले किसी भी संशोधन/शुद्धिपत्र की सूचना केवल उपर्युक्त आरबीआई की वेबसाइट पर ही दी जाएगी और इसे समाचार पत्र में प्रकाशित नहीं किया जाएगा।

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website as given above and will not be published in the newspaper.

Place : Aizawl
Date : January 19, 2026

**General Manager & Officer-in-Charge,
RBI Aizawl**

**Reserve Bank of India
HRMD**

Aizawl Regional Office, Aizawl

Part - I

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

Name of Tenderer:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

E mail Address:

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**RESERVE BANK OF INDIA
AIZAWL**

E-tender No. **RBI/AIZAWL/HRMD/7/25-26/ET/842**

E-TENDER FOR

**Providing Trained Firefighting staff for providing fire safety services at
office premises located in RBI, Aizawl**

DISCLAIMER

Reserve Bank of India, HRMD, Aizawl, has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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.

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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

E-Tender No.	RBI/AIZAWL/HRMD/7/25-26/ET/842
ई-टेंडर संख्या E-Tender Name	आइजोल स्थित आरबीआई कार्यालय परिसर में अग्नि सुरक्षा सेवाएं प्रदान करने के लिए प्रशिक्षित अग्निशमन कर्मचारी। Trained Firefighting staff for providing fire safety services at RBI office premises located in Aizawl.
a) अनुमानित लागत Estimated cost	₹34,00,000/- (चौंतीस लाख रुपये मात्र), जीएसटी सहित ₹34,00,000/- (Rupees Thirty-four Lakhs Only), inclusive of GST.
b) ई-निविदा का तरीका Mode of e-tender	ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी बोली और भाग II - मूल्य बोली) www.mstcecommerce.com/eproc के माध्यम से e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through www.mstcecommerce.com/eproc
c) ई-निविदा का प्रकार Type of e-tender	खुली (दो बोली प्रणाली) Open (Two Bid System)
d) पार्टियों द्वारा डाउनलोड करने के लिए उपलब्ध एनआईटी की तिथि Date of NIT available to parties to download	19 जनवरी 2026 को शाम 5 बजे से January 19, 2026 from 17:00 hrs
e) बोली-पूर्व बैठक Pre-bid meeting	Offline: January 30, 2026 at 11:00 hrs Venue: Reserve Bank of India, T-30, VZ Building, Thakthing Veng, Aizawl – 796005 Note: The participants are advised to confirm their participation, atleast one day before on e-mail ID : oicaizawl@rbi.org.in The minutes of the pre-bid meeting shall be published on February 02, 2026.

<p>f) एनईएफटी के माध्यम से बयाना राशि जमा करें और विवरण एमएसटीसी पोर्टल पर अपलोड करें। साथ ही, लेनदेन का विवरण (यूटीआर नंबर) ई-मेल: oicaizawl@rbi.org.in पर भेजें। Earnest Money Deposit (EMD) through NEFT and upload the details on the MSTC portal. Also, intimate/ forward the transaction details (UTR number) to e-mail: oicaizawl@rbi.org.in</p>	<p>₹68,000/- (Rupees Sixty-eight Thousand Only) by paid through NEFT.</p> <p>Beneficiary Name- Reserve Bank of India Beneficiary A/c No – 186003001 IFSC - RBIS0AZPA01 (5th and 10th digit is Zero)</p>
<p>g) ईएमडी जमा करने की अंतिम तिथि Last date of submission of EMD.</p>	<p>13 फरवरी 2026 दोपहर 2 बजे तक। February 13, 2026 up to 14:00 hrs.</p>
<p>h) ऑनलाइन तकनीकी बोली और मूल्य बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि https://mstcecommerce.com/eproc पर उपलब्ध है Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at https://mstcecommerce.com/eproc</p>	<p>9 जनवरी 2026 को शाम 5 बजे से। January 19, 2026 from 17:00 hrs.</p>
<p>i) तकनीकी बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा जमा करने की अंतिम तिथि Date of closing of online e-tender for submission of Technical Bid & Price Bid.</p>	<p>13 फरवरी 2026 दोपहर 2 बजे तक। February 13, 2026 up to 14:00 hrs.</p>
<p>j) भाग-I (अर्थात तकनीकी बोली) खोलने की तिथि एवं समय। भाग-II (अर्थात मूल्य बोली) खोलने की तिथि एवं समय की सूचना अलग से दी जाएगी। Date & time of opening of Part-I (i.e. Technical Bid). Date of opening of Part II i.e. price bid shall be informed separately</p>	<p>13 फरवरी 2026 दोपहर 3 बजे तक। February 13, 2026 up to 15:00 hrs.</p>
<p>k) ई-निविदा की वैधता Validity of the e-tender</p>	<p>तकनीकी निविदा खुलने की तिथि से 90 दिन। 90 days from the date of opening of Technical bid.</p>
<p>l) लेनदेन शुल्क (अप्रतिदेय) (यह शुल्क निविदाकर्ताओं द्वारा एमएसटीसी के ई-पेमेंट गेटवे के माध्यम से ई-निविदा में भाग लेने के लिए एमएसटीसी को अलग से भुगतान किया जाना है) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)</p>	<p>एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान एमएसटीसी पेमेंट गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में किया जाना चाहिए, जैसा भी लागू हो। Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC</p>

	LIMITED, as applicable.
m) भाग-II (मूल्य बोली) खोलने की तिथि Date of opening of Part-II (price bid)	संबंधित पक्षों को अलग से सूचित किया जाएगा Shall be informed separately to parties

Section – II

Important Instructions for E - Procurement

This is an e-procurement event of Reserve Bank of India, Aizawl. The procurement service provider/Agency/vendor is MSTC Limited. Bidders are requested to read and understand the terms & conditions of this e-tender before submitting online tender.

1.	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC 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 Technical Bid as well as Financial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC /RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn</p> <p>1) Vendors are required to register themselves online with www.mstcecommerce.com→ e-Procurement →PSU/ Govt depts→ Select RBI Logo->Register as Vendor -- Filling up details and creating own user id and password→Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <div><p>Contact person (RBI Aizawl):</p><ul style="list-style-type: none">a) Shri Harish Vedi, Phone - 0389-3568450b) Shri Kuldip Kakati, Phone - 0389-3568450c) Capt Lalthantluanga, Phone – 0389-3563443d) Shri Bikramjit Pegu, Phone - 0389-3568450<p>E-mail – oicaizawl@rbi.org.in</p></div> <p>Contact person (MSTC Ltd):</p> <p>1. MSTC CENTRALISED HELP DESK NO. 07969066600 E-mail - helpdeskho@mstcindia.in</p> <p>I) Shri Arun Kumar, Chief Manager, bmghymstc@mstcindia.in Mobile - 9830924222</p> <p>II) Shri Prashant Chitranjan, Manager, ghyopn2@mstcindia.in Mobile - 8592888286</p> <p>III) Shri Debayan Kar, Assistant Manager, ghyopn3@mstcindia.in Mobile - 9831149790</p> <p>IV) Shri Srajan Gupta, Management Trainee ghyopn1@mstcindia.in Mobile - 9690044570</p> <p>Landline number: 0361-3516372/ 0361-2221199</p> <p>Please mention "HO Helpdesk" as subject while sending emails.</p>
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	<p>B) System Requirement:</p> <ul style="list-style-type: none"> i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system. v) To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.
	<ul style="list-style-type: none"> • Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”. Other Settings: • Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”. <p>vi) To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p> <p>vi) For more details, vendor may refer to Service Provider/Agency/Vendor Guide and FAQ available at www.mstcecommerce.com/eprocn.</p>
2.	The Technical Bid and the Financial/Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn . E-tenders will be opened electronically on specified date and time as given in the E-tender.
3.	All entries in the e-tender should be entered in online Technical & Financial Formats without any ambiguity.
4.	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular e-tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated Bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>Note:</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5.	Information about e-tenders /corrigendum uploaded shall be sent by email only during the process till finalization of e-tender. Hence 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 MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-Tender cannot be accessed after the due date and time mentioned in NIT.

7.	<p>Bidding in e-tender:</p> <ul style="list-style-type: none"> a) Vendor(s) need to submit necessary documents as per eligibility criteria, EMD, e-tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. E-Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the e-tender inviting authority. b) The process involves Electronic Bidding for submission of Technical and Financial/Price Bid. c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Government departments. → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event. d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Financial specification and save the same. After that click on the Technical bid. If this application is not running, then the vendor will not be able to save/submit his Technical bid. e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Once both the Technical bid & Financial bid has been saved, then the vendor can click on the "Final submission" button to register their bid. f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded. g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid. h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. j) 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. k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system. l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof. m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.
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8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and Financial terms & conditions is allowed.
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11.	<p>Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize themselves with the system before bidding.</p> <p>For technical assistance, MSTC officials may be contacted at centralized helpdesk contact number 07969066600 well in advance and bidders are advised to avoid any last-minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.</p>

Section – III
General Instructions to Bidders

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A. General	
1. Scope of Tender and general information	<p>1.1 Reserve Bank of India, Aizawl invites online e-tender on www.mstcecommerce.com/eprocn in two bid system for providing Trained Firefighting staff for fire safety services for RBI office premises located in Aizawl for an initial period of 13 Months (March 01, 2026 to March 31, 2027) as per laid down contractual obligations. However, the contract can be extended further for a period as may be decided by Bank, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The estimated value of contract is ₹34,00,000 (Rupees Thirty-four Lakhs Only).</p> <p>1.2 . 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.</p>
2. Obtaining of Tender documents	<p>2.1 The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprocn</p> <p>2.2 Interested parties, if they so desire, may contact Protocol & Security Cell officials on the phone /e-mail indicated in the tender for any further clarification.</p>
3. Prohibited Practices	<p>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:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <ul style="list-style-type: none"> 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

	<p>attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p>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</p> <p>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;</p> <p>(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;</p> <p>(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</p> <p>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)</p>
4. E- Tender Document	<p>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.</p> <p>4.2 Part-II contains only financial/price bid.</p> <p>4.3 Tenderers are advised to study the E-TENDER documents thoroughly.</p> <p>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.</p>
5. Eligible Tenderers/ Eligibility Criteria	<p>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:</p>

5.1 Experience.

The bidder should hold license under Private Security Agency Regulation Act 2005 (PSARA) valid for Mizoram State. The license should be valid as on the date of application. Under Renewal / Under Process Applications of license will not be eligible for participating in the Tender.

Minimum five (05) years of experience (up to December 31, 2025) of similar works in. Applicants should furnish their client list and documentary evidence showing details of work carried out by them during the last Five years.

- (a) 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.
- (b) The Agency should be registered with the appropriate Government authorities and should be a well-established and reputed organization.
- (c) The Agency should have a full-fledged office (Registered/ corporate/ branch/ regional/ Zonal) in Mizoram. Documentary proof for the same to be submitted.

5.2 Minimum value of each completed work.

The estimated cost of the contract is approx. **₹34,00,000 (Rupees Thirty-four Lakhs Only)**. The agency is required to submit proof of experience of having successfully completed similar works (providing Fire Fighting Services) during last five years ending December 31, 2025 as under (submit copies of work orders):

- (a) Three similar works, each costing not less than ₹13,60,000/- i.e. 40% of the estimated cost.

OR

- (b) Two similar works, each costing not less than ₹ 17,00,000/- i.e. 50% of the estimated cost.

OR

- (c) One similar work, costing not less than ₹27,20,000/- i.e. 80% of the estimated cost.

Client report for satisfactory completion/performance

be uploaded as documentary proof (Scanned copy PDF format) Submit work order accordingly (As per [Annexure II](#))

5.3 Annual Turnover

Should have a minimum annual turnover of amount greater than or equal to **₹34,00,000 (Rupees Thirty-four Lakhs Only)**. from provision of Watch and Ward Services with firefighting activities, during three financial years i.e. 2022-23, 2023-24 and 2024-25.

5.4 Registrations

Agency should submit copies of following registration certificates:

- (a) Certificate of Registration with Registrar of Companies under the Company Act 2013 along with Memorandum and Article of Association.
- (b) Registration Certificate under Shops & Establishment Act.
- (c) Certificate from ESI Corporation (latest).
- (d) Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest).
- (e) Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970. (if applicable)
- (f) Registration Certificate for Service Tax/GST Registration
- (g) Valid PSARA License.

5.5 Solvency certificate

Solvency certificate from its banker, for the purpose of the work, for amount ₹34,00,000 (Rupees Thirty-four Lakhs Only), having issued date within the financial year.

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	<p>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>.</p> <p><u>Tendering Procedures</u></p> <ul style="list-style-type: none"> • Section-I: Schedule of Tender • Section-II: Important Instructions for e-procurement • Section-III: General instructions to Bidders Section-IV: Evaluation / Selection Criteria
	<p><u>Conditions of Contract and Contract Forms</u></p> <ul style="list-style-type: none"> • Section-V: Broad Scope of work, General terms and Conditions and Duties and responsibilities of Fire Officer, and Firefighting Staff, General Instructions regarding Technical and Financial bids. • Annexure I to VI • Part-II (Financial Bid)
7. Clarification of Tender document, Pre-bid meeting	<p>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.</p> <p>7.2 The Pre-Bid meeting will be conducted on January 30, 2026 at Reserve Bank of India, Aizawl-796005. Bidders may also clarify the issues telephonically or in person as per the contacts furnished in this document.</p>
8. Amendment of Tender Document	<p>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).</p> <p>8.2 Any amendments/corrigendum issued shall be a part of this document.</p> <p>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.</p>

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	<p>10.1 The Tender shall comprise the following:</p> <ul style="list-style-type: none"> a) Notice Inviting Tender b) Technical Bid Details c) Financial Bid Details d) Earnest Money Deposit: Intending tenderers has to deposit a sum of ₹68,000/- (Rupees Sixty-eight Thousand Only) by paid through NEFT. e) Beneficiary Name- Reserve Bank of India Beneficiary A/c No – 186003001 IFSC - RBIS0AZPA01 (5th and 10th digit is Zero) to Reserve Bank of India Aizawl. 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). <p>10.2 Part - I – Technical Bid</p> <ul style="list-style-type: none"> 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 www.mstcecommerce.com/eprocn b) Documentary proof of Pre-qualification/Eligibility criteria must be uploaded online on www.mstcecommerce.com/eprocn c) EMD shall be part of Technical Bid. <p>10.3 Part - II – Financial Bid</p> <ul style="list-style-type: none"> 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

	<p>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.</p> <p>b) No conditional/optional quote shall be accepted.</p>
11. EMD as Tender Security and Transaction Fee	<p>11.1 The tenderers shall deposit EMD of ₹68,000/- (Rupees Sixty-eight Thousand Only) through <u>NEFT</u> and Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD.</p> <p>11.2 Tenders without EMD (if not exempted) will not be accepted under any circumstances.</p> <p>11.3 Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>11.4 The EMD of unsuccessful tenderers shall be discharged/returned by RBI after award of work to successful bidder.</p> <p>11.5 The EMD of the Successful Bidder shall be returned to the Bidder after submission of Performance Bank Guarantee as per tender condition, without interest.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
12. Forfeiture of EMD	<p>12.1 The EMD shall be forfeited in the following circumstances:</p> <ol style="list-style-type: none"> 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 Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids. if a Tenderer withdraws his Bid during the period of Bid Validity, or The Tenderer has been blacklisted by any government agency, PSU and the blacklisting

	<p>is still in force.</p> <p>In the case of the Successful Tenderer, if he fails to complete the work within the prescribed time limit.</p>
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	<p>16.1 The Tender validity period shall be 90 days from the date of opening of technical bid.</p> <p>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.</p>
D. Submission and Opening of Tenders	
17. Submission and Marking of Tenders	<p>17.1 Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender.</p> <p>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.</p> <p>17.3 The tenderers shall quote rates inclusive of all components factored as illustrated in cost analysis.</p> <p>17.4 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>

18. Deadline for Submission of Tenders	<p>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.</p> <p>18.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
19. One Bid per Bidder	<p>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.</p>
20. Late Tenders	<p>20.1 No Tender after the deadline shall be allowed on the portal.</p>
21. Tender Opening	<p>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.</p>
E. Examination of Tenders	
22. Confidentiality	<p>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.</p>
23. Clarification of Tenders	<p>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.</p> <p>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.</p>

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	<p>28.1 The tenderer who qualifies the Technical Evaluation including Site visit evaluation and is L1 in Financial Bid shall be awarded the tender.</p> <p>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 the stipulated time period.</p>
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 and Retention money	30.1 On award of contract, the successful Bidder shall deposit/ furnish an amount of 5% of value of contract in the form of a Security Deposit through NEFT to the Bank or in the form of Performance Bank Guarantee (PBG), as per format given in Annex VII, (which will be deposited/submitted at the time of letter of acceptance) towards security deposit for the due fulfillment of the contract. Further, Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract

	<p>value as stipulated in the tender document. The Retention Money shall be released after satisfactory completion of the contract and the amount retained by the Bank shall not bear any interest. The Earnest Money Deposit furnished at the time of submission of Tender will be returned after the submission of security deposit. This security deposit/Performance Bank Guarantee shall be deposited/kept till March 31, 2027 (during the currency of the contract, thereafter it will be refunded). If the contract is renewed, fresh Bank Guarantee of 5% of the contract value should be deposited for the currency of the contract. No interest will be paid on Security Deposit/PBG/ Retention Money.</p> <p>30.2 All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be recovered from the security deposit/PBG, if the amount so permits unless the Successful Bidder deposits such amounts in cash within Ten days of issue of demand notice by the Bank.</p> <p>30.3 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.</p>
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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 tendered amount of two or more bidders is same (more than one bidder quoted lowest rate), then such lowest bidders will be assigned marks, out of total 100 marks, as per the following criteria:-

S. No.	Evaluation Parameter	Marks
1.	Number of years in Fire Fighting services business	Maximum 20 Marks
	(a) Up to 5 years	10 Marks
	(b) More than 5 years and up to 10 years	15 Marks
	(c) More than 10 years	20 Marks
2.	Nos. of Trained personnel employed as fire officer/ firemen at present on the pay-roll of the agency (Mizoram Region)	Maximum 20 Marks
	(a) Up to 50	07 Marks
	(b) More than 50 and up to 100	10 Marks
	(c) More than 100 and up to 200	15 Marks
	(d) More than 200	20 Marks
3.	Average Turnover for the last 3 Financial Year (i.e. FY 2022-23, 2023-24, 2024-25)	Maximum 20 Marks
	(a) Up to 01 Crores	10 Marks
	(b) More than 01 Crores and up to 02 Crores	15 Marks
	(c) More than 02 Crores	20 Marks
4.	Empanelled/Services rendered with(at present)	Maximum 15 Marks
	(a) Any offices of Reserve Bank of India or Any Central Government Organization	15 Marks
	(b) State Government Organizations/ Public Sector Bank/Companies/PSU's	10 Marks
	(c) /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 5 years)	05 Marks
	(b) ISO(More than 5 years)	10 Marks



PART I

**RESERVE BANK OF INDIA
PROTOCOL & SECURITY CELL (HRMD)
AIZAWL**

(Terms and conditions and Technical Specifications)

E-TENDER for providing Trained Firefighting staff for providing fire safety services at office premises located in RBI, Aizawl

Section – V
BROAD SCOPE OF WORK

1. The successful tenderer/ firm/ agency shall provide one Lead Fireman (Fireman Supervisor) and seven (7) firemen. The lead fireman shall be deployed during the day shift, and two firemen each shall be deployed in morning, afternoon, and night shifts, while one fireman is on weekly-off. All fire personnel should have undergone a basic firefighting/ fire safety course and/ or a refresher course in firefighting/ fire safety from a government/ recognised institution during the past 12 months from the date of publication of this tender.

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. Fight the fire at the incipient stage and assist the fire brigade as and when they arrive.
 - c. Check all fire equipment for serviceability at laid down periodicity and conduct regular checks of the firefighting systems and equipment, and maintain record of the same.
 - d. Assist in Fire Audit as and when carried out.
 - e. Maintain close liaison with the nearby fire-services and fire stations, disaster management and similar agencies.
 - f. Supervise the work done by the AMC service provider of all firefighting equipment.
 - g. Conduct regular fire safety trainings & drills for staff members/ residents and other outsourced/ support staff.
 - h. Conduct regular firefighting drills.
 - i. Perform designated responsibilities assigned as part of disaster management & evacuation plan of the Bank's office premises/ residential colonies.
 - j. Function under the Security Manager In-Charge of Fire Safety on all aspects of work and administration.
 - k. Regular inspection of entire premises for identifying fire hazards and removing /taking steps to protect against fire and building code violations.
 - l. Check all escape routes and fire lanes daily and ensure they are free of obstacles.
 - m. Assist in search and rescue & salvage operation in case of an incident.
 - n. Have thorough knowledge of the office SOP (standard operating procedure) for firefighting staff.
 - o. Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.
 - p. Any other work as when assigned by the Security In charge i.e. Manager P&SO of the Bank.
3. The successful tenderer/contractor / firm / company/ Agency shall deploy 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) and the Fire Officer in general shift (09:30 AM to 05:30 PM) 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 Officer 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, and also possess working knowledge of the local language, *i.e., Mizo*.

5. Fire Staff provided should have undergone a basic firefighting/ fire safety course and/ or a refresher course in firefighting/ fire safety from a government/ government recognised institution during the past 12 months from the date of publication of this tender. The fire personnel should have also undergone the mandated training applicable under PSARA.
6. Fire 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.
7. 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.
8. 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, Aizawl 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, Aizawl 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, Aizawl or the officer designated by the GM (O-i-C) in this respect from time to time.
9. The successful tenderer/contractor / firm / company/ Agency shall deploy the Fire Officer in general shift (09:30 AM to 05:30 PM), Two (02) Firemen in eight hours shift and should work round the clock in three shifts at office premises of RBI at Aizawl. One Fire Officer (with adequate experience, preferably decorated with previous service in fire department) who will work from 9:30am to 5:30pm from Monday to Saturday.
10. The fireman deployed by the successful tenderer/contractor / firm / company/ Agency deployed should be above 21 years of age.
11. 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.

12. Fire-fighting staff deployed by the agency should be rotated / shifted from Bank every **Six Months of deployment without fail**. The agency will ensure regular rotation of guards at a regular interval of Six Months. No guards will be deployed for more than 179 days continuously at Bank. Additionally, agency will not deploy any guards for more than 01 shift in a span of 24 hrs.
13. The successful tenderer/contractor / firm / company/ Agency shall ensure that an experienced Fire officer 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.
14. The successful tenderer/contractor / firm / company/ Agency shall ensure that two 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.
15. 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.
16. 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.
17. 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.
18. 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.
19. 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.
20. Function under the Security Officer of the Bank on all aspects of work and administration.

21. 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.
22. 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.
23. Assist in search, rescue and salvage operation in case of an incident.
24. Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.
25. Effective and close liaising with local fire brigade establishments and assist in Fire Audit, as and when carried out.
26. 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.
27. 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.
28. 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 Officer or any other officer designated by the GM (O-i-C), RBI Aizawl.
29. The successful tenderer's/contractor's / firm's / company's/ Agency's Fire Staff shall provide two pairs of uniform (preferably orange colored dungarees) at his own cost to the persons deployed for this work every year. Uniform shall include:
 - (i) Full Sleeve dungarees with Inscription "Firefighting Staff" and logo of the contractor'
 - (ii) Fire Rated Safety shoes;
 - (iii) Socks, fire rated gloves;
 - (iv) Jersey/ sweater/Jacket for winter with Inscription "Firefighting Staff" and logo of the contractor and
 - (v) Raincoat/ umbrella for rainy season

Reserve Bank of India, Aizawl 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) Makes preliminary evaluation of incident based on alarm information received (e.g., alarm type, structure type, etc.).
 - (b) Proceeds to assigned apparatus upon receipt of call for services.
 - (c) Dons personal protective equipment before and at emergency scenes.
2. WATCH DUTIES: Stands watch to receive incoming alarms and information, answers phones, and monitors access.
 - (a) Receives notification of alarms, multiple alarms, EMS alarms, and other significant emergencies.
 - (b) If required, notifies 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, Answers department and outside phone.
3. ON SCENE COMMUNICATION: Communicates at the emergency scene to ensure appropriate coordination of apparatus and personnel.
 - (a) Receives information (e.g., regarding the assignment of personnel and apparatus) from the officer in command upon arrival at the emergency scene.
 - (b) Communicates with other fire personnel at emergency scene about conditions, size up, etc.
 - (c) Relays orders from superior officers at emergency scene.

4. DOCUMENTATION

The firemen employed should know how to maintain basic documents under the supervision of Fire Officer. 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.

5. FIRE EXTINGUISHER OPERATIONS: Stretches line or uses extinguisher to deliver water, foam, and other extinguishing agents to emergency scene.

- (a) Locates seat of fire or other hazard (e.g., gas leak) by observing, smelling or listening for smoke, sound, flames, gas, vapours, etc.
- (b) Uses extinguisher to extinguish, contain and/or control incident.

6. MANUAL LADDER OPERATIONS: Carries, raises, extends and climbs manual ladders to perform search, rescue and other operations.

- (a) Determines manual ladder type and size needed at incident scene.
- (b) Determines proper placement of manual ladder at scene.
- (c) Raises and positions manual ladder at incident scene.
- (d) Anchor and secures manual ladder (i.e. tying off) at scene.
- (e) Climbs manual ladder to perform search, rescue and other operations.

7. 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.

8. FORCIBLE ENTRY (If required): Pries open, cuts, or breaks down doors, or otherwise enters 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) Determines best location for forcible entry.
- (b) If required, Cuts through surfaces using power saws and other power tools.
- (c) Gains entry into structures using axes, sledge hammers, battering rams, halligan tools and other forcible entry tools.

- (d) Pries open doors in structures using pry bars, halligan tools, bolt cutters and other tools.
 - (e) Removes locks or hinges from doors using sledgehammers, battering rams, axes or other forcible entry tools.
9. VENTILATION: Opens or breaks windows, chops or cuts holes in roofs, breaches walls or doors, and aims fog stream out of window or hangs fans in windows or doors to remove heat, smoke and/or gas from structures or entrapments.
- (a) Determines best location for venting structure based on location of hazard and fire personnel, roof type, and building construction.
 - (b) Opens windows and other points of entry manually or by using pry bars, halligan tools, and other tools, to ventilate structure.
 - (c) Breaks windows and other points of entry using axes, ladders and other tools, to ventilate structure.
 - (d) Cuts open walls, roof and other structures to ventilate structure.
 - (e) Uses fans for positive and negative pressure.
10. SEARCH: Searches assigned area in order to locate victims and to obtain further information about incident, following standard search procedures.
- (a) Determines search procedure or strategy needed to accomplish objectives.
 - (b) Searches structures for seat of fire, or other hazard, and extensions.
 - (c) Searches 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.
11. SALVAGE: Moves and covers furniture, appliances, merchandise and other property; covers holes in structures; stabilizes damaged structural components; and

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

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

12. EQUIPMENT MAINTENANCE: Checks, cleans and maintains personal gear and equipment including the Fire Alarm system, smoke detectors, fire extinguishers to ensure proper and safe operations.

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

13. APPARATUS MAINTENANCE: Checks, cleans, and maintains apparatus to ensure proper and safe operation.

- (a) Notifies officer of electrical or mechanical problems on apparatus.
- (b) Notify the officer of needed repairs on apparatus.
- (c) Notify the officer that apparatus needs to be kept out of service due to a mechanical problem.
- (d) Clean all the fire extinguishers from outside and check pressure from the pressure gauge, notify officer in case of drop in pressure.

14. PUBLIC RELATIONS: Engages 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) Deals with distressed individuals at emergency scene.
- (b) Meets officers in the fire station, conducts tours and provides information.
- (c) Provides information to inspecting officers or staff on service runs.
- (d) Makes public presentations and conducts demonstrations of apparatus and equipment on behalf of the department.

15. **TRAINING AND PROFESSIONAL DEVELOPMENT:** Participates 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. Attends lectures, seminars, courses etc. and reads external documents (e.g. professional trade publications) to remain current in the fire service.

- (a) Maintains knowledge of latest fire-fighting equipment and techniques.
- (b) Maintains basic knowledge of building structures related to fire control.
- (c) Maintains basic knowledge of chemicals and other hazardous materials.
- (d) Attends and impart routine training drills and sessions.
- (e) Gives and participates in physical fitness sessions.
- (f) Attends specialized training sessions (e.g. CPR certification, special schools, etc.)
- (g) Reviews internal fire department bulletins, memos etc. to remain aware of departmental updates.
- (h) Reads 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

16. **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.

17. 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; i.e., for Fire Supervisor – Highly Skilled (equivalent to Watch and Ward (with arms), and for Fireman – Skilled (equivalent to 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. The RBI, Aizawl 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 Aizawl, 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, Aizawl 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 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 copy and the Agency shall retain the duplicate copy.

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, Aizawl.
- (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. The venue of arbitration shall be RBI, Aizawl.
- (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.
- (d) All matters pertaining to this tender shall be subjected to the jurisdiction of the courts in AIZAWL only.

14. OTHER CONDITIONS:

1. 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, Aizawl 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, Aizawl 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.
2. The Agency shall be required to obtain a license, from the office of the Assistant Labour Commissioner, Government of India, Aizawl was 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.
3. 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, Aizawl 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.
4. 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.
5. 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.

6. 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.
7. 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.
8. 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, Aizawl 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.
9. 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 over time allowance if any, and the Bank in this regard will entertain no claim.
10. 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. Deputy General Manager / General Manager (HRMD). However, Agency will have the right to appeal to the GM (O-i-C) whose decision will be final in the matter.
11. 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.

12. 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.
13. 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.
14. 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, Aizawl 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, Aizawl 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, Aizawl or the officer designated by the GM (O-i-C) in this regard from time to time.
15. That the GM (O-i-C), Reserve Bank of India, Aizawl 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.
16. 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, Aizawl. 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.
17. One dedicated mobile number must be provided by the successful tenderer/contractor / firm / company/ Agency at the fire control rooms at its own cost.
18. That the successful tenderer/contractor / firm / company/ Agency shall keep the Reserve Bank of India, Aizawl 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, Aizawl is made party and is supposed to contest the case, the Reserve Bank of India, Aizawl 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, Aizawl 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, Aizawl in this respect of any nature whatsoever and shall keep Reserve Bank of India, Aizawl indemnified in this respect.

19. 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, Aizawl out of the premises without a Gate Pass signed by the designated officials of the Reserve Bank of India, Aizawl. 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.
20. 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, Aizawl premises and report the matter related to fire safety to the Security Officers of RBI, Aizawl 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, Aizawl and if there is any loss to the RBI, Aizawl 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, Aizawl authorities, to register FIR with police, if required.

**General Instructions regarding Technical and Financial
bids (To be read in relevance to e-tendering process)
(To be scanned and uploaded)**

1. PART- I (Technical bid)

- 1.1. E-tender (Open- two bid system) are invited from Companies/Firms/Agencies for providing Firefighting Staff (For providing fire safety services) for RBI Office Premises located in Aizawl for an initial period of 13 Months as per laid down contractual obligations. However, the contract can be extended further for a period as may be decided by Bank, subjected to satisfactory performance of the services and adherence to contractual obligations by the concerned entity.
- 1.2. The estimated value of contract is **₹34,00,000 (Rupees Thirty-four Lakhs Only)**.
- 1.3. The outsourcing agency (hereinafter referred to as "Agency") shall provide trained, uniformed Fire security personnel under its employment, and will provide security to the buildings, equipment, materials and employees at Main office premises of the Reserve Bank of India, Aizawl (hereinafter referred to as "Bank") as indicated in this document and monitoring and surveillance of the said premises.
- 1.4. Eligibility criteria for participating in the tender. Companies/Firms/Agencies who fulfil the following pre-qualification criteria are eligible to apply.

S.No	Criteria	Documents Required
1.	Eligible Entities: Bidder must be a legally recognized business entity i.e. Proprietary firm, Partnership fir, LLP Firm, Companies Registered under Companies Act.	Annexure IV along with Certified copy of certification of registration/incorporation as applicable to legal status and other details viz. GST registration number, PAN number and EPF registration, ESIC. Copy of bank statement for last three financial years ending on March 31, 2025.
2.	Work Experience: Details of experience has to be submitted as per Annexure I	<p>(a) Minimum five (05) years of experience (up to December 31, 2025) of similar works in Airports, Defence, PSUs, Embassies, Public /Pvt. Sector Banks, IT Sector, and other reputed large Pvt. Sector companies. Applicants should furnish their client list and documentary evidence showing details of work carried out by them during the last Five years.</p> <p>(b) The Agency should be registered with the appropriate Government authorities and should be a well-established and reputed organization</p>
3.	Minimum value of each completed work. As per Annexure II	The estimated cost of the contract is approx. ₹34,00,000 (Rupees Thirty-four Lakhs Only) . The agency is required to submit proof of experience of having successfully completed similar works

		<p>(providing firefighting staff) during last five years ending December 31, 2025 as under (submit copies of work orders):</p> <p>(a) Three similar works, each costing not less than ₹13,60,000/- i.e. 40% of the estimated cost.</p> <p>OR</p> <p>(b) Two similar works, each costing not less than ₹ 17,00,000/- i.e. 50% of the estimated cost.</p> <p>OR</p> <p>One similar work, costing not less than ₹27,20,000/- i.e. 80% of the estimated cost.</p> <p>Client report for satisfactory completion/performance be uploaded as documentary proof (Scanned copy PDF format) Submit work order accordingly (As per Annexure II).</p> <p>*TDS certificate is mandatory for clients being private organizations.</p>
4.	<p>Annual Turnover: Should have a minimum annual turnover of amount equal to ₹34,00,000 (Rupees Thirty-four Lakhs Only). from provision of watch and ward services with Firefighting activities during the last 3 years i.e., up to March 31, 2025.</p>	<p>Certificate specifying turnover for FY 2022-23, FY 2023-24 and FY 2024-25 as per Annexure-V and duly certified by practicing chartered accountant with Unique Document Identification Number (UDIN) on the certificate.</p>
5.	<p>Registrations:</p>	<p>Agency should submit copies of following registration certificates:</p> <ol style="list-style-type: none"> Certificate of Registration with Registrar of Companies under the Company Act 2013 along with Memorandum and Article of Association. Registration Certificate under Shops & Establishment Act. Certificate from ESI Corporation (latest). Certificate from EPF Organization under EPF & Misc. Provision Act. 1952 (latest). Valid Registration Certificate under Contract Labour Act (Regulation & Abolition) 1970 (if applicable) Registration Certificate for Service Tax/GST

		<p>Registration</p> <p>g. Solvency certificate from its banker specifically for the purpose of the work for amount ₹34,00,000 (Rupees Thirty-four Lakhs Only). the issued date of the solvency certificate should not be older than December 31, 2025.</p>
6.	Location of the Office	The Agency should have a full fledged office (Registered/ corporate/ branch/ regional/ Zonal) at Aizawl (Scanned copies of proof of address to be uploaded)

1.5. Eligibility Details of the company/firm/agency:

- a) The full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address(es)' etc. are required to be submitted (Scanned copy to be uploaded).
- b) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other centre should also be given (Scanned copy to be uploaded).
- c) Written information about the names and address of the Bankers with full details like names, present contact / postal addresses, e-mail IDs, telephone (landline and mobile) nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished (Scanned copy to be uploaded).

1.6. The Eligible bidder shall be required to enclose the Check List as given in (Annexure–III). Scanned copy of Original Documents to be uploaded online through MSTC portal in PDF format during submission of E-tender (Each file size should not exceed 5 MB):

1.7. 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 candidature.

1.8. Intending tenderers has to deposit a sum of **₹68,000/- (Rupees Sixty-eight**

Thousand Only) as EMD by paid through NEFT. Beneficiary Name- Reserve Bank of India Beneficiary A/c No – 186003001
IFSC - RBIS0AZPA01 (5th and 10th digit is Zero)
Reserve Bank of India Aizawl.
Please mention UTR transaction details while applying in the given format

1.9. Tenders without EMD will not be accepted under any circumstances.

1.10. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fail to execute the contract or award of work.

2. PART- II (Financial bid)

2.1 Part-II of the online tender should only contain the service provider's quoted rates in Proforma of financial bid.

2.2 The tendered rates shall be inclusive of all the liabilities of the company/agency/firm viz., Statutory Liabilities such as Minimum Wages, ESI and EPF (if applicable) contributions, etc. A reference may be made to all Central Government laws/guidelines in this regard. The rates shall also include cost of materials, labour and tools/machinery, etc. required at the site. The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government. Kindly note that the State Government prescribed rates are NOT to be quoted.

2.3 Financial Bids not conforming to the statutory obligations like Minimum Wages (as per Central Government of India notification), EPF, ESI, Bonus etc. are liable to be rejected.

2.4 All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive.

2.5 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to 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.

2.6 If a bidder 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.

3. Opening of Tender.

As per the procedures laid down in Section-I hereto for opening of tender.

3.1 Validity of Tender: The Tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

3.2 The tender documents which do not comply with the conditions prescribed in

the tender form will be summarily rejected.

3.3 Conditional bids will also be summarily rejected.

3.4 The Part-II (Financial bid) of only those tenderers' who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers.

3.5 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.

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website as given above and will not be published in the newspaper.

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 MSTC portal.

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

The General Manager
& Officer-in-Charge
Reserve Bank of India
Thakthing
Aizawl-796005

Dear Sir,

**E-Tender for providing Trained Firefighting staff for fire safety services at RBI
office premises located in Aizawl**

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

- 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 **₹68,000/- (Rupees Sixty-eight Thousand Only)** through NEFT.
- 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 GM (O-i-C), Reserve Bank of India, Aizawl 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.
- g. I/ We have valid registration in respect of Employees Provident fund/ Employees State Insurance/ Service Tax /GST etc., copies of which are enclosed herewith.
- h. I/ We agree and undertake, if our bid is successful and accepted, to provide Trained Firefighting staff for fire safety at RBI in accordance with the

requirement of the Bank.

- i. 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.
- j. 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 MSTC portal.

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 AIZAWL with contact & communication details	
8.	<p>Financial Eligibility: Minimum annual turnover of amount equal to ₹34,00,000 (Rupees Thirty-four Lakhs Thousand Only).</p> <p>from provision of Firefighting Services activities, during the last 3 years i.e., up to March 31, 2025. (Certificate specifying turnover for FY 2022-23, FY 2023-24 and FY 2024-25 as per Annexure V and duly certified by the practicing chartered accountant with Unique Document Identification Number (UDIN) on the certificate)</p>	
9.	Experience: Proof of being continuously in business (for providing firefighting services) for at least five years as on December 31, 2025. (Details of experience has to be submitted as per Annexure I).	

10.	The estimated cost of the contract is approx. ₹34,00,000 (Rupees Thirty-four Lakhs Thousand Only) . The agency is required to submit proof of experience of having successfully completed similar works (providing firefighting staff) during last five years ending December 31, 2025.	
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 34,00,000 (Rupees Thirty-four Lakhs Only) .	
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 MSTC E-Commerce portal.

**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 providing fire safety services) for at least five years as on December 31, 2025 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 MSTC E-Commerce portal.

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

To,
GM (O-i-C) Reserve
Bank of India,
, Aizawl

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 Officer b. Fire Supervisor c. Lead Fireman d. Firemen e. Other trained persons f. 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	

Client reports for satisfactory completion/performance from minimum five different clients.

(Authorize Signatory)_____

Name of Authorize Signatory_____

Designation of Authorize Signatory_____

Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

CHECK LIST FOR SUBMISSION OF BID

Name of the Bidder _____

S.No.	Item	Page No. ____ to ____ in the Technical Bid Submittal
1.	Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the MSTC portal	
2.	Certified copy of certification of registration/incorporation as applicable to legal status	
4.	Valid PSARA License applicable in the state of Mizoram	
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 ₹34,00,000/- (Rupees Thirty-four Lakhs Only)	
10.	Minimum annual turnover of amount equal to ₹34,00,000/- (Rupees Thirty-four Lakhs Only) from provision for providing Trained Firefighting staff for providing fire safety services, during the last three financial years i.e., up to March 31, 2025. (Certificate specifying turnover for FY 2022-23, FY 2023-24 and FY 2024-25 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 providing fire safety services) for at least five years as on December 31, 2025. (Details of experience has to be submitted as per Annexure I).	

12.	The estimated cost of the contract is approx. ₹34,00,000 (Rupees Thirty-four Lakhs Only) ..The agency is required to submit proof of experience of having successfully completed similar works (providing firefighting staff) during last five years ending December 31, 2025.	
13.	Client reports from minimum five 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:

- Our Firm has not abandoned any work in last Five Years.
- Contract with any organisation have not been terminated due to poor performance.
- Security deposit has not ever been forfeited by any government/semi government/PSU/Any other.
- Our Firm has not suffered bankruptcy/insolvency in last Five years.
- 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 2022-23	
2.	FY 2023-24	
3.	FY 2024-25	

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 2022-23, 2023-24 and 2024- 2025.

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

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

1. Name of the company/agency/firm:
2. Composition of the company/agency/firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited):
3. Name of the Proprietor/ Partners/ Directors of the company/agency/firm:
4. Name of the Banker:
5. Name of the Branch and complete postal address:
6. Name and job title of the contact person along with his/her Telephone No (s) and E-mail etc.:
7. Type of Account:
8. Account Number:
9. IFSC of the bank branch:
10. Turnover of the company/agency/firm for the last 3 years (year wise):
11. Credit facility/ Overdraft facility enjoyed by the company/agency/firm:
12. Dealings:
13. The period from which the company/agency/firm has been banking with the bank:
14. Any other remarks:
15. 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 **₹34,00,000 (Rupees Thirty-four Lakhs Only)**.

(Signature) For the Bank

Place:

Date:

1. Banker's certificates should be on letter head of the Bank.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

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



PART II

**RESERVE BANK OF INDIA
PROTOCOL & SECURITY CELL (HRMD)
AIZAWL**

FINANCIAL BID

**E-TENDER for providing Trained Firefighting staff for fire safety services at
RBI office premises located in Aizawl**

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 by the Bank (X) (=Total cost for 13 months without agency profit and other charges (March 2026 to March 2027) for 1 Fire Officer and 07 Firemen) as per present wage rates	₹26,18,070.00
Other charges, Y (as _ % of X) (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.) in (%) TO BE FILLED IN MSTC PORTAL ONLY
Total of X+Y=Z in (₹) TO BE FILLED IN MSTC PORTAL ONLY
Quoted Agency Profit / Service Charge, V (as _ % of Z) (includes other administrative charges 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)) in (%) TO BE FILLED IN MSTC PORTAL ONLY (Minimum 5%)
Total contract value (excl. GST) (W= Z + V) in (₹) TO BE FILLED IN MSTC PORTAL ONLY
GST @ _ % on 'W' = U in (₹) TO BE FILLED IN MSTC PORTAL ONLY

Please note that rates quoted should be exclusive of GST and GST @ 18% or as specified by GST council will be added automatically to each quoted rate while quoting to arrive at final rates.

FINANCIAL BID TO BE FILLED THROUGH ONLINE PORTAL ONLY

NOTE:

- a) The rates to be quoted in accordance with latest CLC/ GOI notification on minimum 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.
- b) The rates quoted for are inclusive of reliever charges. No extra amount will be paid for posting a reliever.
- c) *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.*
- d) 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. Illustrative wage rates are given as per existing CLC rates

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

S No	Description	Rate (for Supervisors/ Highly Skilled) (as of 01.10.2025)	Rate (for Firemen/ Skilled) (as of 01.10.2025)
A	No of Firefighting personnel	1	7
B	Daily minimum wages (as of 01.10.2025) (Basic + VDA for Central Govt Area C)*	₹ 893	₹ 760
C	Duty per Month (considering 26 duty days and 4 paid weekly offs per month)	30	30
D	Total Minimum Wages per month per person (B x C)	₹ 26,790	₹ 22,800
E	EPF Contribution @ 13% of D or of ₹ 15,000 whichever is less (inclusive of administrative charges)	₹ 1,875	₹ 1,875
F	ESIC Contribution @ 3.25% on D (only if D < ₹ 21,000 which is the existing limit as of April 1, 2025)	₹ 0	₹ 0
G	Statutory Bonus per month @ 8.33% of D (only if D < ₹ 21,000, as per existing limit as of April 1, 2025)	₹ 0	₹ 0
H	Total wages per month with EPF, ESIC and Bonus (D+E+F+G)	₹ 28,665	₹ 24,675
I	Other Charges per month @5% of H (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.)		
J	Cost per month without contractor profit (H+I)		
K	Total cost per month without agency profit/ charge (for 1 Supervisor and 7 Firemen)		
L	Total cost for initial 13 months without agency profit/ charge (March 2026- March 2027) (for 1 Supervisor and 7 Firemen)		
M	Agency Profit per month (lets say @5% of 'K' for estimation)		
N	Total agency profit/ charge for initial 13 months (March 2026- March 2027)		
O	Total contract value estimate for 13 months (L+N) (for initial 13 months from March 2026- March 2027)		
P	GST @18%		
Q	Total contract value with GST@18% (O+P) (for initial 13 months from March 2026- March 2027)		

NOTE

1. The rates should be in conformity to Minimum Wages Act 1948 as published by CLC/Central Government or DGR Wage Rate (in case of Ex-servicemen) **Kindly note that the State Government prescribed rates are not to be quoted. The above rates are calculated as per**
2. 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 Ex-Servicemen) from time to time i.e. 1st April and 1st October every year.
3. The rates should be quoted inclusive of all expenditure on providing managerial supervisory/administrative services to get the work done through deployed staff.
4. Agency Profit/ Service Charge is to be quoted in terms **of percentage only**.
5. Service Charge should be given in terms of % (percentage) per head/per month amount.
6. ESIC will not be applicable if Basic plus VDA exceeds ₹21,000 per month.
7. **The percentage quoted for 'Other charges' should not be 0 (zero) as this is expected to cover cost of mandatory insurance policy as per extant Govt of India instructions/ rules/ laws, and also compensate for other charges as listed.**
8. **To accommodate and to promote competitiveness among the agencies, Agency Profit/ Service Charge rate less than 5.00% will not be considered.**
9. Agency needs to provide Wage Slip pertaining to payment to the staff deployed.
10. **Aizawl is under Area-C.** Also refer to the latest applicable rates/ wage ceilings for ESIC, BONUS, EPF, EDLI, ESI and Admin charges.
11. 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.

Place:

Name & Signature of tenderer

Date:

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(Please sign at the bottom of all pages)