



भारतीय जीवन बीमा निगम, उत्तर क्षेत्रीय कार्यालय, नई दिल्ली

Ref: NZ/OS/Equipment

Date: 23-02-2026

SCOPE OF WORK AND GENERAL TERMS & CON DITIONS FOR CAMC OF FIRE EXTINGUISHERS

1. Comprehensive Annual Maintenance Contract (CAMC) shall cover all the items required for maintenance of the Fire Extinguishers i.e. No extra charges shall be paid for refilling, repair or change of any spare part, all shall be inclusive under the price quoted by the vendor.
2. Under the CAMC contract Quarterly visits are to be made at the above mentioned locations and payment of bills shall be done on Quarterly Basis on the submission of Bill along with Quarterly checkup reports duly verified by the concerned LIC official of the respective Office. It is duty of the vendor to make extinguishers always in working condition under the contract.
3. In GeM Bid, rates to be submitted as monthly rates, which shall be converted to quarterly by multiplying by 3 for the purpose of payment, as such kindly quote rates accordingly.
4. Before commencement of CAMC contract, all the fire extinguishers at the above mentioned locations will be handed over to the agency in working condition. In case system is not functioning due to defective parts then the agency has to submit the report to LIC and after joint verification the agency has to carry out the necessary repairs. The cost of the parts will be reimbursed to the agency as per actual purchase plus 15% contractor's profit. Once the Installation is made functioning properly for the first time then nothing extra will be paid for the Refilling, Replacement of any parts major or minor and agency has to replace the same with the approved make of Brands at their own cost.
5. During the period of CAMC successful bidder shall attend to all refilling / repairs / defects / replacement of major / minor spare parts without any extra cost.
6. Apart from the mandatory visits, if any problem arises shall be rectified as per schedule mentioned hereunder:

S. No	Office	Allowed Period for rectification
1	Zonal Office- Jeeven Bharti Building and other offices as per list attached.	Within 48 hours from time of Lodgement of complaint.

7. The time which will be treated as the time of lodgment of the complaint will be the 1st call on mobile or the time of 1st email sent to the official email id of the vendor in this regard. In case of failure in providing service within the above time frame, corporation reserves the right to impose penalty as mentioned hereunder:

Sl. No	Period of Delay	Penalty
1	1-2 days excluding date of lodgement of complaint	Nil
2	3-7 days excluding date of lodgement of complaint	Rs 150 per day
3	From 8th Day to 30th Day	Rs 300 per day
4	More than 30 days	Rs 500 per day



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The Penalty amount will be recovered from the CAMC payment lying with the office. Complaint (s) will be deemed to be resolved only on the availability of the customer call report signed by both the service engineer and Corporation's authorized official, conforming that the complaint is resolved. Date and Time of the resolution of the complaint shall be indicated clearly.

8. In case the CAMC is not attended within time, Penalty of 1% per week of the Qly contract value of CMC subject to a maximum of 25% of the Yly contract value of CMC shall be levied. In such a case, LIC of India will be in liberty to get the AMC done from any other vendor and the cost of the same shall be recovered from the Vendor.
9. Corporation reserves the right to increase or decrease the servicing locations/items at any time during the currency of the contract. Successful Bidder is bound to accept the orders accordingly.
10. Corporation reserves the right to terminate / cancel the whole or part of the agreement at their sole discretion after giving one month's notice to the service provider. If the contract is terminated by the service provider, it would be liable for penalty which shall be forfeiture of security deposit.
11. Contractor is to fully indemnify the LIC of India against any type of loss/accident caused due to negligence of the contractor and he should take all the precaution for smooth execution of work. The necessary Insurance cover for Third Party Liability and workmen compensation shall be taken in the joint name of LIC & Vendor, which shall remain in force during entire contract period.
12. All refilling of fire equipment should conform to BIS Standards.
13. The Contractor shall ensure maintenance of installation as per the rules and regulations of the Chief Fire Officer, New Delhi. The Contractor shall also abide by the requirements of the office and shall strictly follow the instructions issued from time to time.
14. Contract shall be valid for a period of Three years at initial instance, it may be extended further for one year on mutually agreed rates and terms and conditions. Life Insurance Corporation of India, Office Services Department, Northern Zonal office, Connaught place, New Delhi-110001
15. **Rates shall include;**
 - a. Deploying trained worker and carrying out servicing as details in the contract.
 - b. To provide all tools & plants required for carrying out maintenance /servicing as detailed in the contract.
 - c. Cost of refilling of Fire Extinguishers and maintaining required pressure.
 - d. Cost of replacement of parts any minor or major.
16. In terms of provisions of Section 33 (3) of the Insurance Act, 1938 as amended by the Insurance Laws (Amendments) ordinance, 2014. Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and data base in the custody of the contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents / statements / information / as may be required by IRDAI within such time as may be specified by the IRDAI.



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Other Terms & Conditions:-

For Technical Evaluation Bidders are requested to submit following documents.

- a) Chartered Accountant Certified Proof of Annual Turnover for FY 2022-23, 2023-24 & 2024-25 in support of condition for minimum average annual turnover of 10 Lakhs in the mentioned financial Years.
- b) Copies of Work order/ Experience Certificate executed in FY 2022-23, 2023-24 & 2024-25 in support of condition specified in Bid Document for Years of Past Experience which states as " The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company".
- c) Copies of Work orders/ Experience Certificate executed in FY 2022-23, 2023-24 & 2024-25 in support of condition specified in Bid Condition for Past Experience of Similar Services which states as "The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company". **Estimated Bid Value: ₹ 5.0 Lakhs for 3 years.**
- d) Signed Copy of Pre-Contract Integrity Pact.
- e) Declaration on the letter head of the vendor that He has gone through all the terms and conditions of the tender and agreed to:
 - (i) To provide CAMC of Fire Extinguishers on monthly Basis at all the locations mentioned above.
 - (ii) All the quoted rates include cost of refilling, replacement of any parts whether major or minor. No extra refilling charges shall be paid if any refilling is required to be done due to loss of pressure or used for extinguishing fire or any other purpose.
 - (iii) It is the duty of the vendor to keep the fire extinguishers always ready to use and maintain adequate pressure all the times during the currency of contract without any extra cost.