



**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS
WITH MULTIPLE DISABILITIES**

(Dept. of Empowerment of Persons with Disabilities)

(Ministry of Social Justice and Empowerment, Govt. of India)

ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamil Nadu

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INFORMATION AND INSTRUCTIONS FOR BIDDERS

The **Director NIEPMD, Chennai** on behalf chairman, Executive council of Dept. of Empowerment of Persons with Disabilities, MSJ & E, GOI invites online Item rate tender from the **Original Equipment Manufacturer / Authorized Service Providers of M/s Kone Elevator India Private limited** through Government e-Market Place (GeM) Portal:

S. No.	Particulars	Particulars
1	NIT No.	NIEPMD/Pur4(02)/2026-27
2	Name of work & Location	Annual Comprehensive Maintenance of lifts "ONE" Nos. at NIEPMD Campus, Muttukadu, Chennai-112.
3	Estimated cost put to tender (In Rs.)	Rs. 85,000.00 (Annual)
4	Earnest money (In Rs.)	Nil
5	Last date of bidding	11th August 2026
6	Period of Completion	The contract for providing AMC of Lifts will be initially for a period of (1) one year and can be continued / renewed on mutual understanding for 02 more years on yearly performance review basis at 5% hike of rates. Other terms and conditions remain same
7.	GeM Bid No.	GEM/2026/B/7815065 Dt. 21/07/2026

1. The intending bidder must read the terms and conditions carefully; they should only submit their bids if they consider their self-eligible and they are in possession of all the documents required.
2. Information and instructions for bidders posted on website shall form part of bid document.
3. The agency shall deposit EMD amount as per GeM Bid. The EMD amount should be paid online through NEFT/RTGS in NIEPMD account and payment receipt to be uploaded (EMD and tender fee) with the Bid. Without EMD and tender fee shall not be considered for further evaluation. MSE, Startup and any other category exemptions as per Govt. norms & GeM ATC.

NIEPMD Bank details are here under.

A/C No. 6332687300

Type of Account: Saving Bank

Name of the bank: Indian Bank, Kovalam branch

Name of Account Holder: NIEPMD Internal Accrual

IFS code: IDIB000K122, Branch code: 01176

Note: please ensure that you need to mention the correct beneficiary account number and IFSC code as mentioned above while making payment via RTGS/NEFT. In the event of funds remitted to wrong beneficiary account number, NIEPMD, Chennai or its bank would not responsible for the same.

4. The department reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified contractors to any number deemed suitable by it, if too many bids are received satisfying the laid down criterion.

List of documents to be scanned and uploaded with in the period of bid submission:-

- i. OEM / OEM Authorized agencies are only eligible to undertake Lift AMC contract on behalf of OEM.
- ii. OEM authorization letter with proper details of contact person to verify the correctness of authorization.
- iii. Certificate of Registration for Sales Tax/VAT
- iv. Certificate of Registration for service Tax
- v. Receipt of EMD and Tender fee payment copy

General term and Conditions

- (a) The time allowed for carrying out the work will be Twelve Months further it may be extended for another 24 months on annual performance review basis at 5% hike of rates from the date of start as defined in schedule or from the first date of handing over of the site, whichever is later, in accordance with the phasing, if any, indicated in the bid documents.
- (b) The site for the work is available.

The contractor whose bid is accepted will be required to furnish performance guarantee of 05% (Five Percent) of the bided amount within the period 15 Days after finalization L-1. This guarantee or Deposit at Call receipt of any scheduled bank/Banker's cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay order of any Scheduled Bank of any scheduled bank , Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the prescribed form. In case the contractor fails to deposit the said performance guarantee within the period `as indicated in Schedule, including the extended period if

any, the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor. The earnest money deposited along with bid shall be returned after receiving the afore said PG. The Security deposit should be valid up to 02 Months after expiry of contract.

- (c) Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids as to the nature of the ground and sub-soil (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and conditions and rates at which stores, tools and plant, etc. will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
- (d) The competent authority on behalf chairman, Executive council of Dept. of Empowerment of Persons with Disabilities, MSJ & E, GOI does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition.
- (e) Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.
- (f) The competent authority on behalf Executive council of Dept. of Empowerment of Persons with Disabilities MSJ&E, GOI reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.
- (g) No Engineer of Gazetted Rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the bid or engagement in the contractor's service.

- (h) The bid for the works shall remain open for acceptance for a period of ninety (90) days from the date of opening of financial bid, if any bidders withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, then the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money as aforesaid. Further the bidders shall not be allowed to participate in the rebidding process of the work for next 03 Years.

ADDITIONAL CONDITIONS

1. The work shall be carried out in accordance with the CPWD General Specification for electrical works (General Specifications for Electrical Works (Part-III-LIFTS & Escalators) - 2003) as amended up to date. The installation shall comply with the requirements of Indian Electricity Rules 1956 as amended up to date.
2. Approval of the Engineer-in-Charge shall be taken well in advance for the materials to be replaced in the lifts by the contractor.
3. All repairs and patch work shall be neatly carried out to match with the original finish and to the entire satisfaction of Engineer-in-Charge. Any damage done to the building during the execution of electrical Maintenance work shall be the responsibility of the electrical contractor and the same will be made good immediately at his own cost to the satisfaction of the Engineer-in-Charge. Any expenditure incurred by the department in this connection shall be recovered from the contractor and decision of the Engineer-in-Charge about recovery shall be final.
4. The contractor has to make his own arrangement at his own cost for all the general and special T&P required on the work.
5. Service tax paid if any for the above work will be reimbursed after production of documentary proof.
6. Statutory deductions as per Govt. norms in force at the time of invoice.
7. All servicing shall be done with the knowledge of the Engineer-in-charge.
8. Service of the lifts shall be done once in a month.
9. The firms representative shall sign the lift log –book maintained by the department.
10. Service bills will be paid once in three months periodically in the department bill form.
11. Breakdown calls should normally be responded to within reasonable period. If any breakdown call remains unattended for a period **exceeding 24 hours**, prorata recovery shall be made from the AMC charges payable to the firms for the no of days the lift remained unattended.

12. The comprehensive maintenance liability shall cover all materials which were supplied and installed by the agency as part of original contract without any exclusion **(Including ARD and Emergency Battery)**.
13. Components of the lift shall be checked as per the detailed lift maintenance schedule for monthly operation, quarterly operation etc.,
14. Annual safety test shall be carried out once in a year.

MINIMUM CRITERIA FOR SHORTLISTING:

15. Bidders should have Minimum Three years' experience in Maintenance of Lifts and their accessories, components as mentioned in the scope of work (KONE Lifts).
16. Bidder should be a registered Co./Partnership Co./Proprietary/Society/or registered under Shops and Establishments Act. Please enclose the copy of Registration.
17. **The Bidder should either OEM (M/s KONE Elevator India Private limited) or OEM authorised service provider. OEM authorised service providers has to submit authorization certificate from OEM M/S KONE Elevator India Private limited.**
18. The Agency should provide certificates in support of all statutory registrations. (Copy of proof to be provided)
19. **The tenderer must have its office /branch located in Chennai / Tamilnadu. Address Proof for the office / branch is to be submitted i.e. telephone bill or electric bill in the name of agency pertaining to the address is to be submitted.**
20. Bids without documentary proof (Clause 15 - 19) shall be summarily rejected.

SCOPE OF THE WORK

21. Comprehensive Maintenance Contract for all kinds of Routine, Preventive & Corrective (Break down) Maintenance of **“ONE” nos. of 13 Passenger (884 Kgs.) capacity Lifts (KONE Elevator India Private limited)** at NIEPMD Campus, inclusive all materials, consumable, spares, Labour, testing instrument, Transportation of Materials & Parts, etc. as required.
22. **Comprehensive Annual Maintenance Contract shall be covering repair or replacement of all Major & Minor spare parts including relays, contact, printed circuit board, controllers, drives, motors, breakers (after NIEPMD side main power supply i.e. lift side) sensors, switches, single phase presenter & phase reversal , indicators, alarm, lift side cables (lift side) rope, brakes automatic rescue service including providing new battery including all the mechanical components and excluding mirror, hoist way lights and switches**

S. No.	Type of Lift	Capacity (Kg)	Floor	Qty.
01	13 Passengers	884 Kgs.	3 landings (Front Opening)	01 Nos.
G + 2 floors with SSCC control				
1.Lift no – S17080329 (3 landings) Special School building				
Lift Make – KONE Elevator India Private limited				

23. Contractor shall take all necessary steps to maintain the equipment (under the contract) in proper operating condition. Contractor shall use trained and appropriately supervised personal to perform the Maintenance Services. The maintenance services shall be conducted during the normal working hours. Contractor shall send at regular intervals and as frequently as the company thinks necessary having regard to the age, nature and condition of the elevators (but not less than 12 times per annum), a technician to systematically inspect, adjust and lubricate the parts of the elevators to the extent necessary to maintain
24. the elevator in satisfactory working order. Contractor will supply all lubricant necessary for this purpose.
25. Contractor will carry out its standard customary annual safety test to examine all safety devices and provide copies of the test certificates duly signed by registered elevator contractor.
26. Upon notification by the customer of a breakdown or failure in the Lifts(s), contractor shall send as soon as may reasonably be possible during subsequent normal working hours, a technician to carry out necessary repairs in order to restore the elevator(s) to satisfactory working condition. Contractor will replace (with identical or equivalent item) or rectify at its option any component of the elevator rendered defective due to normal wear and tear and arising out of ordinary and reasonable use of the elevator except for such items and conditions which are excluded hereunder as particular and general exclusions. The parts which are replaced shall be property of contractor.
27. In the event of a failure requiring modifications to the System, the contractor shall undertake any testing and re-commissioning required. Any such modification shall be submitted for review by the NIEPMD representative.
28. All parts and components fitted by contractor will be original parts or components. If original parts or components are not available, the parts or components fitted will be of equal quality and functionality of reputed brands/makes with ISI mark only, after approval of NIEPMD.
29. Contractor will keep sufficient Nos. of spares required for replacement during day-to-day maintenance and Breakdown /Corrective Maintenance to avoid delay.
30. The contractor shall provide Quarterly reports on the condition of the equipment in an agreed format. Records of each routine visits and call out visits, together with details of the work done or action done or action taken, shall be entered on a log book which shall be provided by the Contractor and retained in the location as decided by the Employer's Representative.
31. It is desirable that no Passenger ever get trapped inside the Elevator. NIEPMD shall designate relevant persons who shall be given necessary training in Elevator operation &/or Emergency Rescue operation. After Training Competency Certificates shall be issued by the contractor.
32. The scope of work also includes preparation of elevators for lifts Inspector's inspection and to obtain Lift License /renewal of the Lifts license during period of Contract. The licensing fees paid by the contractor shall be reimbursed by

NIEPMD on submission of receipts. However, all other charges & Liaisoning work expenses (if any) shall be borne by the contractor.

PAYMENTS:

- 1.1 The Agency should submit its claim for the services rendered showing distinctly the charges payable. These claims are to be made in the last week of the month immediately following the quarter for which the bill is raised. Any changes in the Government taxes as and when notified, will be considered only on submission of documentary evidence.
- 1.2 Payment will be made to the contractor on actual work done basis quarterly after ascertaining the satisfactory performance of contractual responsibility carried out during the bill period.
- 1.3 No advance payment claims or running bills will be entertained.
- 1.4 Income Tax and any other statutory levies will be deducted at source as per the ~~rules~~ in force from time to time.

INDEMNITY BOND:

Successful bidder should indemnify the Institute against any claim by any authority. In the event the Institute has to pay any individual, statutory body or any agency for reasons directly or indirectly attributable to this contract, the contractor only should pay such claim/damages and even if the Institute is called upon to pay such damages/penalties, the Contractor will reimburse the same. This is subject to the condition that the Institute complies with various requirements in respect of the laws applicable to it.

TERMINATION OF THE CONTRACT

Termination beyond the probationary period: NIEPMD alone reserves the right to terminate a contract by giving 30 days' notice and without assigning any reasons thereof. However Director NIEPMD having right to terminate the at any time without assigning any reason and without serving any notice.

OTHER TERMS AND CONDITIONS

- (a) NIEPMD will not be responsible for any accident, death or injury to your employees which would arise during the course of their duty nor shall be responsible or be liable to pay damage or compensation to such persons. The agency/contractor should at all times indemnify and keep NIEPMD indemnified against all claims which may be made under Workmen Compensation Act, 1923 or any statutory modifications thereof or otherwise for or in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workman or other person whose entry into our premises has been authorized by contractor.
- (b) If, at any time, during the performance of the contract, the contractor encounters conditions impeding timely performance of service, then they should promptly notify NIEPMD, in

writing, of the fact of the delay, the cause of delay and its likely duration. NIEPMD shall evaluate the situation and at its discretion extend the suppliers time for performance and the decision of NIEPMD would be final and binding.

- (c) **INSPECTION:** Materials on its arrival at our office will be inspected by NIEPMD Authorised personnel and their decision in the matter will be considered final. The rejected materials will be returned to the Contractor for replacement and all charges on the same will have to be borne by the Contractor. Replacement should be carried out within 2 days.
- (d) The contractor should have proper telephone numbers and email enabling NIEPMD to contact them at any time. (Availability: 24x7, round the year)
- (e) If any damage to any other person/persons at the premises or buildings of NIEPMD, is attributable to the Agency, such damages should be made good by the Agency. The agency/contractor shall be responsible for any insurance coverage of their employees.
- (f) Security staff shall be at liberty to exercise check on any of the workers, supervisors while entering, search them in the premises during the work and while leaving from the premises.
- (g) The contractor should ensure that his personnel use proper safety measures while performing their duties to avoid any accidents.
- (h) The contractor shall hand over the equipment in perfect working order to NIEPMD/ incoming contractor appointed by NIEPMD at the expiry of his contract period.
- (i) The contractor shall be held responsible for any act of omission or commission, on part of his employees.
- (j) The contractor or his authorized representative has to attend a meeting every month or at such frequency as decided and informed by NIEPMD for discussion/and evaluation of performance with the NIEPMD representative. The NIEPMD representative will confirm the date and time of the meeting.
- (k) NIEPMD shall have the right to make Minor Alterations/ Additions/ Substitutions in the Scope of Work or issue instructions that may be deemed necessary during the period of the contract and contractor shall carry out the work in accordance with the instructions which may be given to him by the NIEPMD's representative.
- (l) NIEPMD shall have right to decide replacement of any lift during the contract period. In case any lift gets replaced by a new one, then that would be covered under warranty, hence its maintenance contract will be terminated on pro rata basis on the day of its replacement, while contract will continue for remaining lifts.
- (m) The contractor shall have no right, title or interest in the site made available by NIEPMD for the execution of the work of in the building, structure or work executed in the said site or in the goods, Articles or materials etc. brought at the said site (unless the same specifically belong to the contractor) and the contractor shall not have or deem to have any lien whatsoever charge for unpaid bill, not be entitled to assume or retain possession or control of site or structures or materials or equipment and NIEPMD shall have an absolute right to take full possession of the site and to remove the contractor, their workmen, agents, representatives, materials etc. belonging to the contractor and laying on the site.

DEDUCTIONS ON ACCOUNT OF NON-SATISFACTORY WORK:

- a) Damage to NIEPMD assets or equipment's etc., if caused by the agency staff, the acquisition
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cost of assets, will be levied as penalty as decided by NIEPMD. The amount of losses/damages will be recovered from either bills/security deposit of the agency.

- b) Misbehavior like quarreling, abusing etc., between the staff employed by the agency, causing disturbance in the premises: Rs.500/- per occasion and replacement of such personnel immediately.
 - c) In NIEPMD Campus smoking & chewing tobacco etc. is prohibited. Worker who is habitual of these items is deputed in campus if any found violating this rule will be asked to leave the premises and should be replaced immediately.
 - d) A penalty of Rs. 500/- per day per elevator shall be imposed if a complaint remains unresolved by more than 2 days subject to a maximum of 10% of total the contract value during the entire contract period.
 - e) If specified quality work is not maintained for on account of non-satisfactory work performance, a proportionate deduction for that non-satisfactory work will be made from the bill of the contractor by the competent authority of NIEPMD. No correspondence shall be entertained from the contractor if deductions are made due to non-satisfactory work.
 - f) The decision of NIEPMD will be final with regard to levying of penalty.
- (n) Disputes, if any, arising out of the above tender will be referred to courts having jurisdiction over Chennai only.

ARBITRATION

Any dispute, difference or disagreement between NIEPMD and the contractor concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996 as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Director, NIEPMD. The language of arbitration proceedings shall be English and the seat of the arbitration shall be Chennai. The arbitration award shall be final and binding on both the Parties.

LIMITATION OF LIABILITY

- i) Neither Party to this Agreement shall be liable to the other Party for any special, incidental, indirect, punitive or consequential damages, including damages for loss of profits, business, goodwill, revenue or anticipated savings.
- ii) Any other liabilities under the contract not covered above shall be limited to maximum of 100% of the agreed contract value provided that the foregoing clauses shall not apply to cases of criminal negligence or willful misconduct and to damages awarded in the case of personal injury or death to the extent such damages cannot be disclaimed under the law.

ANNEXURE-I

BIDDER/AGENCY DETAILS

Please provide details as per format given below only.

1	NAME / ADDRESS OF AGENCY Tele. nos. Fax nos. Mobile Nos. E-mail	
2	Statutory Requirements: Please state whether the Agency is Registered Co./Proprietary/Society/or Registered under Shops & Establishment Act. Please enclose copy of Registration accordingly	
3	Number of Employees	
4	Office Details in Chennai / Tamilnadu	
5	Experience (Years) in this service	
6	Nature of ANY OTHER Business carried by your company.	
7	Location of the Registered/Main office	
8	GST No. (Please attach copy of GST Certificate)	
9	Copy of last 03 years Income Tax Returns	
10	Annual Turnover of the Agency in the last three financial years for Lifts	
11	Vendors should attach the documentary proof/details of their experience of undertaking up to three contract amounting to 15 lakhs or more of similar nature while submitting their quote for the previous three financial years (FY 2022-23, 2023-24 & 2024-25)	
12	Please provide your Agency/ Company Banker's name and address.	
13	Is there any litigation/arbitration of whatsoever nature in respect of the contracts executed? If yes, give details.	
14	List of Major Existing Clients with their annual billing	
16	Details of any other information / document which may help NIEPMD in assessing bidder's capabilities for award of contract	

ANNEXURE-II

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder): _____

I certify that,

1. I have submitted the Price Bid for CMC of Maintenance of Lifts and related activities as envisaged in the Tender document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Tender document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes/charges except GST.

Yours Faithfully,

**(Name, Signature & Seal of authorized
Representative)**

ANNEXURE-III

UNDERTAKING

I hereby certify that all the information furnished above are true to my knowledge. I have no objection to NIEPMD verifying any or all the information furnished in this document with the concerned authorities, if necessary. If at any stage, the information furnished is found to be incorrect, NIEPMD shall be free to take appropriate legal action against us including but not limited to termination of contract and forfeiture of security deposit.

I / we certify that our Company/Agency has not been blacklisted/debarred from doing business by any customer organization (including Govt.) during last three financial years.

I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

I/We hereby confirm we will provide services as per the terms and conditions of the contract awarded, failing which NIEPMD will be free to make alternate arrangements at our risk and cost. We also confirm that in case of unsatisfactory services, NIEPMD has the right to take any legal course of action against us.

SIGNATURE OF OWNER/DIRECTOR

OFFICIAL SEAL / STAMP

Place

:Date

:

ANNEXURE-IV

ROUTINE AND PREVENTIVE MAINTENANCE

Preventive & Corrective maintenance shall be carried out as per recommendation of OEMs, however routine and preventive maintenance during the Maintenance Contract shall include the following:

1. **MONTHLY:**

This shall include the following, but not limited to:

- To check all bearings oil, oil rings, oil chains etc. All machines should be carefully checked and repaired for abnormal temperature rise.
- To check all relays and contracts as well as their movements and repair as necessary.
- To clean traction machines, relays panels, control panels, starter panels, selectors, governors, cartop, car gates, sills and pits.
- To check break action and adjust if necessary.
- To check and repair movement of door switches, gate switches and emergency stop switches.
- To check indicator lamps, annunciator lights, buzzer and car lights.
- To check and adjust leveling differences, break slipping, acceleration, deceleration and riding comfort.
- To check and repair movements of car control buttons, switches and the like.
- To check and repair operation of weighing devices.
- To turn grease cups for speed governors and compensating pulleys.
- To oil selectors.
- To top up rail lubricators.
- To clean ropes oil if necessary.
- To clean traction motor brushes, brush holders, and internal frame. Adjust slip rings if necessary. Check commutators.
- To oil electric brake pins.
- To oil all pins of door opening mechanism.
- To clean hoist way, beam slow down cams, outside cages rails and counterweight rails.
- To clean, oil and adjust door closer and levers.
- To clean main sheaves, secondary sheaves, and rope sheaves on car top and counterweight top.
- To clean and repair brake wheels and shoes.
- To oil compensating rope tensioning pulleys.

2. EVERY TWO MONTHS (In addition to all Monthly Checks):

This shall include the following, but not limited to:

- To clean oil door hangers, door rails, interior of hanger case. If necessary adjust acentric rollers, car door hangers, door connecting ropes and chains.
- To check and repair door shoe.
- To clean and oil safety gears.
- To clean and oil car and counterweight guide shoes. Adjust if necessary.
- To clean and oil interior of terminal limit switches and position switches. Check rubber rollers of terminal limit switches.
- To check oil clean and repair interior of door switches, gate switches. Replace worm parts if necessary.
- To check and repair flexible cable.
- To check and repair movement of limit switches.
- To clean and oil interior of car control switches.
- To clean and check push buttons of car control panels.
- To check, clean and repair the sleeves and plungers of the electromagnetic brakes.

3. QUARTERLY (In addition to all two Monthly Checks):

This shall include the following but not limited to:

- To check and repair the operation of terminal limit switches and final limit switches.
- To check and repair the governor switches.
- To clean the brush holders and commutators of the door motors.
- To check and repair the traction ropes for broken wire, wear elongation and even tension. Adjust if necessary.
- To remove the dust inside the traction machines and control panels using electric blower.
- To clean and repair the indicator lamps.
- To check the voltage of rectifiers and thyristors.

4. HALF YEARLY (In addition to all Quarterly Checks):

This shall include the following but not limited to:

- To check and repair the operation of safety gears.
- To check oil for oil buffers.
- To check and clean the landing buttons and contacts.
- To check and repair the compensating chains or ropes.
- To check and oil the bearing of doors motors.

- To grease the secondary sheaves, car top sheaves and counterweights.
- To check the wear of guide shoes of cars and counter weights.

5. ANNUAL (In addition to all Half Yearly Checks):

This shall include the following but not limited to:

- To clean the wire connection box of every landing and car cages.
- Tighten all screws and check the conditions of cables at conduit inlets and outlets.
- To check and repair the condition of worm gear and thrust bearing of the gearboxes.
- To check and tighten screw of control panels, starters panels and relay panels.
- To remove the dust inside the landing indicator switches by electric blower.
- To test all safety devices.
- To dismantle, clean and adjust the electromagnetic brake of gearless machines.
- To change gear oil and motor oil.
- To check and tighten screws and foundation bolts of traction machine, secondary sheaves, exterior of lifts frame, guide rails, guide rails clamps, and bracket etc.
- To test the over current relays.

/CONTRACTOR/

**The Director, NIEPMD
Muttukadu, Chennai-112**

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	11-08-2026 15:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	11-08-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Social Justice And Empowerment
विभाग का नाम / Department Name	Department Of Empowerment Of Persons With Disabilities
संगठन का नाम / Organisation Name	N/a
कार्यालय का नाम / Office Name	National Institute For Empowerment Of Persons With Multiple Disabilities (niepmd), Chennai - 603112
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	HOD Email id :dir-niepmd@gov.in Buyer Email id: aspo-niepmd@gov.in
वस्तु श्रेणी / Item Category	Operation And Maintenance Of Lifts (Elevators) - Complete System
अनुबंध अवधि / Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	12 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड / Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	316196
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	38

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

लाभार्थी /Beneficiary :

Director

National Institute For Empowerment Of Persons With Multiple Disabilities (niepmd), Chennai - 603112,
Department of Empowerment of Persons with Disabilities, N/A, Ministry of Social Justice and Empowerment
(Director, Niepmd)

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

एमआईआई अनुपालन/MII Compliance

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

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

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

subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

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

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

7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

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

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

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

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Price Breakup Details - [1784624545.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional Compliance Documents required by buyer:As per ATC

List of consumable/Material or spare parts as applicable:[1784624614.pdf](#)

Please upload scope of work:[1784624619.pdf](#)

List, quantity, type, specifications and other details of Machines/Product:[1784624634.pdf](#)

Operation And Maintenance Of Lifts (Elevators) - Complete System (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	OEM , OEM Authorised Service Provider (ASP)
Status/condition of equipment/machine/system (At the time of bid)	Functional but outside AMC and Warranty
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Number of Dedicated managerial/supervisory staff required	0
Duty hours of dedicated mangerial/supervisory staff	0
Working days in a week for mangerial/supervisory staff	0
Number of dedicated skilled manpower required	0
Duty hours of dedicated skilled manpower	0
Working days in a week for skilled manpower	0
Number of dedicated semi-skilled manpower required	0
Duty hours of dedicated semi-skilled manpower	0
Working days in a week for semi-skilled manpower	0
Number of dedicated unskilled manpower required	0
Duty hours of dedicated unskilled manpower	0
Working days in a week for unskilled manpower	0

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

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

No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Prabha Kant Tripathi	603112,National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD), East Coast Road, Muttukadu, Kovalam (Post)	1	Number of months for which Operations & Maintenance service is required during contract period : 36

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

1. Generic

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

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Forms of EMD and PBG

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

Director, NIEPMD

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

4. Forms of EMD and PBG

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

Director, NIEPMD

Account No.

6332687300

IFSC Code

IDIB000K122

Bank Name

Indian Bank

Branch address

Kovalam

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

5. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

6. Certificates

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

7. Service & Support

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

8. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

9. Service & Support

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

10. Generic

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

11. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

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

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or

notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

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

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

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

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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

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

---धन्यवाद/Thank You---