



INDRAPRASTHA GAS LIMITED

TENDER DOCUMENT

FOR

**HIRING OF SECURE SDWAN NETWORK CONNECTIVITY
SERVICES AT IGL INSTALLATIONS**

TENDER DOCUMENT NO. IGL/ET2/CP/CM18453

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SECTION I
INVITATION FOR BID (IFB)

**OPEN DOMESTIC E-TENDER
(THROUGH E-TENDERING MODE)**

**SECTION I
NOTICE FOR INVITATION FOR BIDS (IFB)**

HIRING OF SECURE SDWAN NETWORK CONNECTIVITY SERVICES AT IGL INSTALLATIONS

TENDER DOCUMENT NO. IGL/ET2/CP/CM18453

1.0 INTRODUCTION

Indraprastha Gas limited (IGL) (hereinafter referred as “Purchaser”) is a leading natural gas retailing and distribution company and is a joint venture of GAIL India Ltd., BPCL and Govt. of NCT of Delhi. IGL is supplying Piped Natural Gas (PNG) to domestic, commercial and Industrial consumers and Compressed Natural Gas (CNG) to automobiles through steel / PE pipeline networks in NCT of Delhi & NCR along with geographical areas in UP, Haryana and Rajasthan state.

2.0 BRIEF SCOPE

The current tender is for Hiring of Secure SDWAN Network Connectivity Services at IGL Installations. For detailed scope & schedule of work, please refer SOW section of this tender document.

3.0 DURATION OF CONTRACT / MOBILIZATION PERIOD

The contract shall be valid for a period of 03 years from the completion of mobilization period.

Mobilization Period:

Mobilization period will be 03 months from the date of issue of first notification of award / Letter of Acceptance (LOA).

4.0 BID VALIDITY AND BIDDING PROCEDURE

4.1 Bid Validity: Bid should be kept valid for **90 (Ninety) days** from the date of opening of techno-commercial bid.

4.2 Bidding Procedure: Bidding will be conducted through “*Open Domestic Competitive Bidding basis*” and “*Single stage two bid system*” is adopted for this tender

5.0 DETAILS OF TENDER DOCUMENTS

Tender document number	IGL/ET2/CP/CM18453 dated 16.05.2025
Availability of tender document on website(s)	From 16.05.2025 to 06.06.2025
Pre-bid meeting date and time	23.05.2025 at 15:00 hrs IST through Video Conferencing
Pre-bid meeting Link	<p><u>Join the meeting now</u> Meeting ID: 460 644 101 412 Passcode: 8tJ9Wx6Y</p> <p>Note: To join the meeting, kindly right click on the above link and open hyperlink</p>
Bid submission due date and time	06.06.2025 till 14:30 hrs IST
Bid Submission at	https://igl.ewizard.in
Techno-commercial bid opening date and time	06.06.2025 at 15:00 hrs IST
Price bid opening date and time	Date and time shall be intimated later

Address for submission of EMD/Bid Security and for correspondence	HEAD (C&P and Stores) C&P Department Indraprastha Gas Limited IGL Bhawan, 4, Community Centre, Sector-9, R. K. Puram, New Delhi 110 022, India.
Contact details	Telephone: +91 (11) 4607 4651 Email: adesh.singhal@igl.co.in , prateek.shrivastava@igl.co.in , nisha.jad@igl.co.in , aksrivastava@igl.co.in

- 5.1 NOTE: Bidders are advised to complete the registration on e-tender portal (<https://igl.ewizard.in>) at least two working days prior to bid submission date as activation of new user ID may take time.
- 5.2 Please note that in accordance with the general conditions of tender, IGL may amend these dates of the tender process at its sole discretion. In case any of the specified dates are declared a public holiday, the deadline shall be the next working date.

6.0 DOWNLOADING OF TENDER DOCUMENT

- 6.1 Tender Document can be downloaded from ITI's e-procurement website <https://igl.ewizard.in> or from e-tender link given on official IGL website <http://iglonline.net>.
- 6.2 Bidders meeting the bid evaluation criteria who intend to submit their bid may download the tender for submission by the bid due date and time. Bidder shall give an undertaking on his letterhead that the contents of the bidding document have not been altered or modified. Bid evaluation criteria shall be applicable for all the bidders.
- 6.3 Any revision, clarification, addendum, corrigendum, time extension, etc. to this Tender Document will be hosted on the website mentioned above.
- 6.4 **Disclaimer clause:** Bidders are advised to visit ITI's e-tendering website and IGL website regularly for any updates on the tender. The ignorance to visit the website will not be accepted as a reason for any gap / missing information like corrigenda, amendments, clarifications etc.
- 6.5 Bid shall be uploaded in two parts as below:

PART-I (UN-PRICED BID) Un-priced bid must be completed with all technical details along with all other required documents including unpriced SOR WITH PRICE BLANKED OUT etc.

Following documents need to be uploaded along with Un-Priced bid on e-Portal.

- i) EMD/Bid Security
- ii) Power of Attorney to the bid signatory on Non-Judicial Stamp Paper / Board Resolution on Company Letterhead
- iii) All Forms & Formats as per Section - VII
- iv) Documents for compliance of Bidder Evaluation Criteria (BEC)
- v) Other techno-commercial documents required as per tender requirement, if any

PART-II (PRICED BID)

Priced bid shall contain only the prices without any conditions in the prescribed format only.

7.0 BIDDER EVALUATION CRITERIA (BEC)

7.1 **Technical BEC:**

- I. Bidder should have successfully executed single work order for providing managed secured SDWAN connectivity services of minimum **Rs. 1.21 Crores** in India in last 7 years reckoned from the date of issue of tender.

- II. Bidder to provide SDWAN solution from any of the mentioned OEM only. i.e, Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE.
- III. Bidder should have implemented and managed SDWAN solution with at least 100 links with OEM (Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE) via single work order.
- IV. The Bidder must have valid Class A ISP License and NLD License from Telecom Regulatory Authority of India (TRAI) / Department of Telecommunications (DoT).
- V. Bidder should have their own NOC (Network Operations Centre) in India which should be ISO 27001 certified.
- VI. Bidder should have their own SOC (Security Operations Centre) in India which should be ISO 27001 certified.

7.2 **Financial BEC:**

- I. **Annual Turnover** : The minimum annual turnover achieved by the bidder as per their audited financial results during any one of preceding three financial years shall be **Rs. 2.43 Crores.**
- II. **Net Worth** : Bidder's Net worth should be positive as per the preceding financial year audited financial statement.
- III. **Working Capital** : The minimum working Capital of the bidder as per the audited financial result of preceding financial year shall **Rs. 0.49 Crores.**

7.3 **NOTE:**

- (a) If the bidder's working capital is inadequate for the items(s) quoted, the bidder should supplement this with a letter from the bidder's bank, having net worth not less than Rs.100 Crore, confirming the availability of the line of credit to cover the inadequacy of working capital required as above. Line of credit must contain Tender No., Tender Description and Client Name. Letter for line of credit must be issued by a scheduled bank.
- (b) In case of tenders, having bid submission date up to 30th September of the relevant financial year, and audited financial results of the immediate preceding financial year is not available, the bidder can submit the audited financial results of the three years immediately prior to that. Wherever the closing date of the bid is after 30th September of the relevant financial year, bidder has to compulsorily submit the audited financial results for the immediate 3 preceding financial years.
- (c) In case, the bidder is executing a rate contract of similar nature as mentioned in technical criteria which is still running and work executed till one day prior to the due date of submission is equal to or more than the minimum requirement as mentioned above, such experience will also be taken into consideration provided that the bidder has submitted satisfactory work execution certificate to this effect issued by the end user/owner/authorized consultant.
- (d) A job executed by a bidder for its own concern / subsidiary / consortium partner cannot be considered as experience for the purpose of meeting BEC.

7.4 **Documents Required**

The documents required to be submitted by the bidder to substantiate their qualification under Bidder Evaluation Criteria (BEC) shall be as follows:

i) **Technical**

Bidder shall submit minimum following documents to establish their credentials to meet BEC, however IGL may ask for additional documents for clarification the credentials:

- Single work order / purchase order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years.
- Copy of detailed purchase order / contract with SOR.
- Copy of Manufacturer Authorization Form (MAF) needs to be submitted.

- Copy of work order and Completion Certificate/ document with satisfactory performance duly certified by client for implemented and managed SDWAN solution with at least 100 links with OEM (Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE) via single work order.
- Copy of Valid Class "A" License & NLD License.
- Copy of proof for Network Operations Centre with valid ISO 27001 Certificate.
- Copy of proof for Security Operations Centre with valid ISO 27001 Certificate.

Note:

- The bidder shall be required to submit the documentation and proof for above BEC requirements and purchaser may make additional checks for the same at his sole discretion.
- It shall be noted that in case bidder fails to submit requisite details/ documents, the bid submitted by them is liable to be rejected.
- IGL decision shall be final with respect to bidder's qualification based on bid evaluation criteria.
- The bidder shall be required to submit the documentation and proof for above BEC requirements and purchaser may make additional checks for the same at his sole discretion.
- It shall be noted that in case bidder fails to submit requisite details/ documents, the bid submitted by bidder is liable to be rejected.
- IGL decision shall be final with respect to bidder's qualification based on bid evaluation criteria.

8.0 TENDER EVALUATION METHODOLOGY

The bidders meeting the above-mentioned Bidder Evaluation Criteria (BEC) will only be considered for further evaluation as follows:

1. Price bids of the techno-commercially qualified bidders shall be opened as per clauses mentioned under section IFB and ITB of the tender.
2. The "Schedule of Rates" quoted for the complete scope of work shall be taken up for evaluation. Evaluation shall be done on **totality basis**. Tender shall be awarded to the bidder with lowest quoted amount for complete scope. Partial quotation of the SOR shall lead to rejection of bid.
3. The Purchaser will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.
4. **Split of Award:** Not applicable.
01 service provider is required for the complete scope.
5. If more than one bidder quotes the same total evaluated price, the following methodology would be used for tie breaking. Rank would be decided based on the following parameters in order of precedence:
 - a) Turnover of the preceding audited financial year
 - b) Value of highest single order of similar work executed in last 7 years
6. After opening of bid, tax rates as quoted by different bidders for each item shall be compared and if any variation is observed amongst the qualified bids then confirmation on applicable HSN codes and tax rates shall be sought from each of them. Reconfirmed tax rates shall be considered for evaluation and award of contract keeping the scope and other tender terms and conditions unchanged.

9.0 BIDDING PROCEDURE

- 9.1 The submission and opening of bids will be through e-tendering mode at <https://igl.ewizard.in>. Tender document can be downloaded from the website <https://igl.ewizard.in> or from e-tender link given on official IGL website <http://www.iglonline.net>.

Note:

- 1) To participate in the e-tendering, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with ITI Limited's e-wizard website <https://igl.ewizard.in>. Please also note that the bidder has to obtain digital signature + encryption token (Class III Certificates with signing and encryption combo key usage issued by any Certifying Authority recognized by CCA India with their profile) for applying in the tender and in general, activation of registration may take 24 hours' subject to the submission of all requisite documents required in the process.
- 2) IGL in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non-registration.

10.0 PRE-BID MEETING

- 10.1 The bidder(s) or their designated representatives, who have downloaded the tender document, or to whom tender document has been issued and intend to bid are invited to attend the pre-bid meeting. Bidder(s) queries if any, must reach Purchaser office at least one day prior to pre-bid meeting date. The pre bid meeting can be organized through video conferencing or physically. In case of physical meeting, the venue of pre bid meeting is IGL office at Plot No. 4, Sector-9, R. K. Puram, New Delhi-110022.
- 10.2 Owner will not entertain any queries received after 1800 HRS post one (1) day of pre-bid meeting
- 10.3 Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder. Corrigendum / addendum, if any, to the tender document, shall be hosted on the website subsequent to the pre-bid meeting.
- 10.4 Note:

Instructions to bidders for Pre-bid meeting through video conferencing:

In case of pre-bid meeting through video conferencing, all bidders intending to attend pre-bid meeting must send their interest through email along with details of registration on e-tender website. E-mail received from bidders within due date and time shall be invited formally through email to attend the meeting. Instructions to bidders:

- (a) All the Bidders who have submitted their registration details and interest to attend the pre-bid meeting in email up 2 hours prior to start of scheduled meeting will be invited to join as guests through the link shared in mail.
- (b) Upon joining the video conference, bidders have to mention their organization name as well as representative name.
- (c) All bidders/participants mandatorily have to pin IGL screen on their computer screens during the pre-bid meeting.
- (d) Bidders shall be allowed to discuss their queries in sequence of their responses received.
- (e) Time slot shall be allotted to each bidder to ask his queries.
- (f) Recording shall be done for pre-bid meeting.
- (g) Clarifications or queries raised shall be responded to during meeting or through subsequent email.

11.0 BID SECURITY

- 11.1 All bids must be accompanied by a bid security amount of **Rs. 15,00,000/-**.
- 11.2 Bid security/EMD against e-tender can be submitted either through online e-payment mode available on e-tender portal or in the form of Letter of Credit / Demand Draft / Banker's Cheque in favour of Indraprastha Gas Ltd, payable at Delhi or in the form of Bank Guarantee from any Nationalized/ Scheduled Indian Bank or by the branch of a reputable international bank located in India, as per proforma attached in the Tender document. Bid security in the form of Bank Guarantee shall be valid for sixty (60) days beyond the validity of the bid i.e. 150 days from scheduled date of bid submission.
- 11.3 Bid security/EMD can also be submitted through online transaction directly to IGL account as mentioned below. Bidders opting for this mode of EMD shall be required to upload the successful transaction details along with their bid under the EMD section of the portal, failure of which may render the bid liable for rejection.

Account No.	200999031485
IFSC	INDB00000005
MICR No.	110234002
Bank Name	Indusind

11.4 Bidders have to upload scanned copy of their EMD on the e-tender portal. During bid opening, any bid uploaded without such scanned copy shall be summarily rejected. Bidders submitting bid security in the form other than that of online transaction, shall submit the same in physical form to VP (C&P and Stores), C&P Department, Indraprastha Gas Limited, IGL Bhawan, 4, Community Centre, Sector-9, R. K. Puram, New Delhi – 110022 within 7 working days from the date of bid opening, failure of which may render the bid liable for rejection.

11.5 PSUs and firms registered as Micro/Small Enterprise with MSME or NSIC are exempted from furnishing Earnest Money Deposit (EMD) / Bid Security, (subject to their enclosing a copy of latest and valid registration certificate for the tendered products/services) with their bid.

Bidders must verify their latest status of MSME registration as on date of bid submission.

11.6 Enterprise which have been re-classified as Medium' enterprise from their earlier status as 'Micro' or 'Small' enterprise in Udyam registration certificate shall be exempted from submitting EMD. The bidders shall be given this exemption for a period of three years from the date of such upward change in their MSME status. Bidders are required to submit Udyam registration certificate(s) meeting above stated conditions for exemption under this provision, failing which bid shall be rejected.

Note: The notification S.O.4926 (E) dated 18.10.2022 is applicable to the upward change took place in the status of Udyam Registered enterprises only for availing the benefits of the schemes as per the policy or guidelines, not on erstwhile Udyog Aadhaar Memorandum(UAM). Any reference to Udyog Aadhaar Memorandum (UAM) certificate shall not be considered for such EMD exemption.

Declaration as per Annexure-I to be mandatorily submitted by such bidders along with their MSME/NSIC Certificate. Traders / Dealers / Distributors / Stockist / Wholesalers are not entitled for exemption of Earnest Money Deposit (EMD) / Bid Security.

11.7 Subject to exemption permissible, offers without Earnest Money Deposit (EMD) / Bid Security will not be considered and will be summarily rejected.

12.0 GENERAL

12.1 IGL reserves the right to place the order for part quantity.

12.2 IGL also reserves the right to award rate contract for a shorter duration than period envisaged at present.

12.3 IGL reserves the right to split the total scope of work among more than one bidder.

12.4 Purchaser (IGL) reserves the right to increase or decrease the scope of work of bidders before or after award of work.

12.5 Bids through Post / Fax / E-mail are not acceptable.

12.6 Purchaser will not be responsible for cost incurred in preparation and delivery of bids.

12.7 IGL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.

12.8 The bidder should not be on holiday or black listed by Owner, any government ministry / MOPNG / Delhi Government / Promoter) / any government (national, state or local), PSU, PSU-JV and/or other government entities. If the documents were issued inadvertently/ downloaded from website, offers submitted by such bidders shall not be considered for opening/ evaluation/award.

SECTION II

INSTRUCTION TO BIDDERS (ITB)

A. INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal (<https://igl.ewizard.in>) using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-Wizard Portal. For more information, detailed guides and FAQs, bidders may visit the e-Wizard Portal <https://igl.ewizard.in>.

1.0 REGISTRATION PROCESS ON ONLINE PORTAL

- 1.1 Bidder has to enroll on the e-Procurement module of the portal <https://igl.ewizard.in> by clicking on the link “Bidder Enrollment”.
- 1.2 The bidder has to choose a unique username and assign a password for their accounts. Both these are case-sensitive.
- 1.3 Once the username and password are saved, even if the registration process is not completed in a single go, it can be continued where left. For resuming, click on “retrieve details” button on the bidder enrolment page.
- 1.4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- 1.5 Bidders will be asked to provide their refund bank account details. These details will only be used for EMD refund purpose only in case where EMD is paid through e-payment mode on the portal. These details may be updated anytime in the user profile after login.
- 1.6 Upon enrolment, bidder needs to register their valid Digital Signature Certificate (Class III Certificates with signing and encryption combo key usage) issued by any Certifying Authority recognized by CCA India with their profile. This step may be skipped while registration, the same will be prompted to be done during first login into the portal. Please note that login can only be done in presence of a valid digital signature.
- 1.7 Only one valid DSC should be registered by a bidder. This can be however changed anytime in the user profile after login. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 1.8 Bidders must ensure that they have the latest version of Java installed in their local system to enable the portal to access their digital signatures. Refer section “System prerequisites” below for details.
- 1.9 The User ID of bidders will only be activated once they upload correct documents for verification (such as PAN, GST, etc.) and send email to helpdeskeuniwizarde@gmail.com requesting activation mentioning their user ID and attaching their registration payment acknowledgement in the mail.
- 1.10 Once ID is activated, bidders can then log in to the site through the secured log-in by entering their user ID / password and their DSC / e-Token.
- 1.11 Foreign bidders are advised to refer “DSC details for Foreign Bidders” on the portal for Digital Signature requirements. Any type of DSC that has valid signing and encryption capabilities are allowed on the portal. Fields not relevant for foreign bidders are optional and can be skipped during registration process.

2.0 SYSTEM PREREQUISITES

- 2.1 Your system should have Java installed and configured for the portal before logging in to your ID, if not follow the below steps.
- 2.2 Go to <https://www.java.com> and click on “Download” and run the downloaded setup file.
- 2.3 Once fully installed, search in your start menu- “Configure Java” and run it.
- 2.4 Go to tab “Security” of the window, click on “Edit site list”. Click on “Add” and enter <https://igl.ewizard.in> in the new row. Click on “Add” then “Ok” and again “Ok”.

3.0 TENDER DOCUMENTS SEARCH

- 3.1 Active tenders can be searched on the portal through various parameters including Tender ref no., description, date, etc.
- 3.2 After login, if the bidders are not able to see the desired tender on the published tenders page, they may need to update their profile through the Profile tab. On the update profile page, check mark all the procurement categories and save. All tenders should now be visible on their published tenders page.
- 3.3 Once the bidders have marked the tenders they are interested in, these tenders will be moved to the 'Interested Tenders' page. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3.4 After marking as interested, the bidders can proceed for bid submission.
- 3.5 Bidder has to log into the site well in advance before the sale date and time of the tender in over. IGL or ITI Limited shall not be responsible for any last minute issues.
- 3.6 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

4.0 BID PREPARATION

- 4.1 Bidders, in advance, should upload the bid documents on the portal well within time as indicated in the tender document. Generally, they are to be in PDF format except some of the documents provided in excel formats (such documents have to be filled and uploaded in excel format only).
- 4.2 Bidders are required to upload all required documents such as certificates, purchase order details, forms, financial reports, etc. under "My Documents" link on the portal first. These can be later attached as part of their bid documents during bid submission.
- 4.3 Bidders can merge multiple PDF and upload in a single PDF file as long as it within the size limit of single file i.e. 5 MB.

5.0 BID SUBMISSION

- 5.1 Bidder will be entirely responsible for any last minute issues and ITI Limited or IGL shall not be held responsible for such default. To prevent this, bidders are advised to upload the documents on the portal well within deadline.
- 5.2 For EMD, if applicable, bidder has to select the mode of payment (BG/e-payment) and fill in the required details along with scanned copy. Exempted vendors can select 'Exemption' and upload valid certificate for the same.
- 5.3 A standard SOR format in excel has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format only. Proving the same in any other format such as pdf, shall render the bid liable for rejection.
- 5.4 Bidders may need to update their encryption/cipher certificate in their Profile to enable the system to upload excel files. For this, go to the 'Profile' tab on the portal and click 'Capture cipher certificate' button on the update profile page. Follow the java application steps as instructed and save your profile.
- 5.5 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5.6 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 5.7 It is important to note that the bidder has to click on the 'Final Submit Bid button', to ensure that the Bid Submission Process is completed. Bids which aren't submitted successfully are considered as Incomplete/Invalid bids and are not considered for evaluation by the portal.

- 5.8 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 5.9 Bidders to note that in case they wish to modify/re-upload certain documents before bid submission deadline, they can do so by going to the bid submission page and clicking re-upload action button appearing in front of each uploaded document. **In no case should the bidder click on ‘Withdraw’ button. Please note that upon clicking withdraw button, bidder will not be allowed to participate in that tender again. It is only meant in case bidders need to withdraw their participation from a specific tender.**
- 6.0 ASSISTANCE TO BIDDERS**
- 6.1 Any queries relating to the content of the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority as indicated in the tender.
- 6.2 For e-Procurement technical support or any queries related to the process of online bid submission or queries relating to e-Wizard Portal in general may be directed to the 24x7 eWizard Helpdesk. The contact number for the helpdesk are 011-49606060, 23710092, 23710091. You may also contact Mr. Aashutosh (+91-9355030621) from ITI Limited, in case of delay in resolution. Escalations may be done to Mr. Amrendra (+91-8448288980) or Mr. Navneet Mishra (+91-9560364871).

7.0 EMAIL SUPPORT

For any e-Procurement application related service requests and technical issues related to document uploads, encryption/decryption key issues, bidder login issues, new registration issues, key uploads, DSC key installation, bid submission, system users may please mail to helpdeskeuniwizarde@gmail.com with a copy to eprochelpdesk.41@gmail.com, ewizardamrendra@gmail.com and ewizardnavneet@gmail.com Any issues encountered due to last minute actions by the bidders shall not be the responsibility of IGL or ITI Limited. Bidders are advised to use the portal in advance so that any issue can be resolved with adequate time before any deadline.

B. INTRODUCTION

8.0 SCOPE OF BID

- 8.1 The Purchaser invites bids through e-tendering mode for the entire work as specified in the tender documents (hereafter referred to as the “Work”).
- 8.2 The bidding document specifies the materials/services required as per details mentioned.
- 8.3 All terms, conditions and specifications of the tender document shall be construed as applicable in general, unless specifically indicated to the contrary.
- 8.4 Bidders shall quote in manner as specified in the tender document. In case, any contrary provision expressly stated or implied anywhere else in the tender document, purchaser reserves the right to evaluate and accept bids at their sole discretion.

9.0 ELIGIBILITY OF BIDDERS

- 9.1 Bidders shall as part of their bid, submit a written Power of Attorney authorizing the signatory of the bid to bind the bidder.
- 9.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consultancy services for the preparation of the design, specifications, and other documents to be used for carrying out similar works under this Invitation for Bids.
- 9.3 The Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Purchaser in accordance with ITB.
- 9.4 The bidder should not be on holiday or black listed by Purchaser, any government ministry / MOPNG / Delhi Government / Promoter / any government (national, state or local), PSU, PSU-JV and/or other

government entities. If the documents were issued inadvertently/ downloaded from website, offers submitted by such bidders shall not be considered for opening/ evaluation/award.

10.0 ONE BID PER BIDDER

- 10.1 Each Bidder shall submit only one bid in the same Bidding Process either by himself or as a member of consortium/joint venture, (wherever consortium or joint venture is allowed). A Bidder who submits or participates in more than one Bid in the same Bidding Process will cause all the proposals in which the Bidder has participated to be disqualified.
- 10.2 More than one Bid" means bid(s) by Bidder(s) having any of the Proprietor / Partner I Limited Liability Partner in any other Bidderw. Further, more than one bids shall also include two or more Bidders having common power of attorney holder. Failure to comply with this clause during tendering process will disqualify all such Bidders from process of evaluation of Bids.
- 10.3 Alternative Bids shall not be considered.
- 10.4 The provisions mentioned at sI. no. a and b shall not be applicable wherein Bidders are quoting for different Items I Sections I Parts I Groups/ SOR items of the same tender which specifies evaluation on Items I Sections I Parts I Groups/ SOR items basis."

11.0 SINGLE POINT RESPONSIBILITIES

- 11.1 The bidder shall submit bid on single point sole/prime bidder responsibility basis. No consortium/ joint bid shall be accepted. The status of all the other vendor(s)/collaborator(s), (if any), referred/identified by the bidder in their offer shall be that of bidder's sub-vendor / supplier/sub-service provider.

12.0 COST OF BIDDING

The bidder shall bear all costs incurred & associated with the preparation and submission of the bid, and Purchaser will in no case be responsible or liable for this cost, regardless of the conduct or outcome of the bidding process.

13.0 NON-TRANSFERABILITY OF THE TENDER DOCUMENTS

Tender documents are non-transferable. The party to whom the Tender documents are issued may only furnish the bid. The bid received from any party other than to whom the Tender documents are issued shall be rejected immaterial of fact of any relationship between party to whom Tender documents are issued and party, who furnished the bid.

14.0 SITE VISIT

- 14.1 The bidder is advised to visit and examine the site of works and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing of the bid and entering into contract. The cost of visiting the site shall be at bidder's own expenses.
- 14.2 The bidder or any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and land for the purpose of such visits, but only upon the express condition that the bidder, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liabilities in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any loss, damage, costs, and expenses incurred as a result of the inspection.

C. BID DOCUMENTS

15.0 CONTENTS OF TENDER DOCUMENTS

- 15.1 The Tender documents are those stated below and should be read in conjunction with any corrigendum issued in accordance with clause of Instruction to Bidder (ITB):
- (a) Section – I - Invitation for Bid (IFB)
 - (b) Section – II - Instruction to Bidder (ITB)
 - (c) Section – III - General Conditions of Contract (GCC)
 - (d) Section – IV - Special Conditions of Contract (SCC)

- (e) Section – V - Scope of Work (SOW)
- (f) Section – VI - Schedule of Rates (SOR)
- (g) Section – VII - Forms and Formats

15.2 The bidder is expected to examine all instructions, forms, terms and specifications in the tender documents. The Tender documents together with all its attachment thereto, shall be considered to be read understood and accepted by the bidder. Failure to furnish all information required by the Tender documents or submission of a bid not substantially responsive to the Tender documents in every respect will be at bidder's risk and may result in the rejection of the Bid.

16.0 EARNEST MONEY DEPOSIT / BID SECURITY

- 16.1 Pursuant to the provisions of IFB and ITB, the Bidder shall furnish, as part of its bid, a bid security in the amount specified in the Tender.
- 16.2 The bid security is required to protect the Purchaser against the risk of Bidder's conduct, which would warrant the security's forfeiture.
- 16.3 Non-submission of EMD (in form of BG in physical form) to purchaser's office as mentioned in IFB may render the bid liable for rejection.
- 16.4 Original Bid Security in the form of BG/LC/DD/Banker's Cheque shall be submitted in a sealed envelope clearly superscribing "Bid Security – Original" along with the name and address of bidder, tender subject, tender document number and shall be addressed to the address given in Section-IFB. If the envelope is not sealed and marked as above, the Purchaser will assume no responsibility for the misplacement of the EMD and its consequential rejection.
- 16.5 Any bid not secured in accordance with IFB and ITB Clauses may be treated as non-responsive and rejected.
- 16.6 Earnest Money Deposit (EMD) so paid will be refunded to the unsuccessful bidders after the award of work. For bidders who have submitted their EMD through any of the e-payment mode, refund of the EMD amount shall be made to the account as mentioned in their profile on the e-tender portal.
- 16.7 The successful Bidder's bid security will be discharged upon such Bidder accepting the award and furnishing the performance security against Contract/Order.
- 16.8 The bid security may be forfeited if
- (a) The bidder withdraws the bid within its validity.
 - (b) The bidder revised / modified their bids suo moto affecting the bid requirement
 - (c) The bidder does not accept the LOA/PO/Contract
 - (d) Execution of job has not started as per timelines defined in tender document.
 - (e) If it is established that bidder has indulged in corrupt and fraudulent practice or have submitted forged documents the bid security shall be forfeited in addition to other action like putting the vendor on holiday after following the due process.
- 16.9 In case of default by bidders under MSME / NSIC category under heads (a) to (e) above, recovery letter for amount equivalent to Earnest Money Deposit (EMD) / Bid Security shall be sent to bidder and information letter indicating the nature of default shall be sent to Ministry of Micro, Small and Medium Enterprises, Udyog Bhawan, Rafi Marg, New Delhi - 110011.
- 16.10 PSUs and firms registered as Micro/Small Enterprise with MSME or NSIC are exempted from furnishing Earnest Money Deposit (EMD) / Bid Security, (subject to their enclosing a copy of latest and valid registration certificate for the tendered products/services) with their bid.

Bidders must verify their latest status of MSME registration as on date of bid submission.

Enterprise which have been re-classified as Medium' enterprise from their earlier status as 'Micro' or 'Small' enterprise in Udyam registration certificate shall be exempted from submitting EMD. The bidders

shall be given this exemption for a period of three years from the date of such upward change in their MSME status. Bidders are required to submit Udyam registration certificate(s) meeting above stated conditions for exemption under this provision, failing which bid shall be rejected.

Note: *The notification S.O.4926 (E) dated 18.10.2022 is applicable to the upward change took place in the status of Udyam Registered enterprises only for availing the benefits of the schemes as per the policy or guidelines, not on erstwhile Udyog Aadhaar Memorandum(UAM). Any reference to Udyog Aadhaar Memorandum (UAM) certificate shall not be considered for such EMD exemption.*

Declaration as per Annexure-I to be mandatorily submitted by such bidders along with their MSME/NSIC Certificate. Traders / Dealers / Distributors / Stockist / Wholesalers are not entitled for exemption of Earnest Money Deposit (EMD) / Bid Security.

17.0 CLARIFICATION ON TENDER DOCUMENTS

- 17.1 A prospective bidder requiring any clarification of the Tender documents may notify the Owner and / or the Consultant as the case may be, in writing or by email at the address indicated in the tender/RFQ. The Owner will respond in writing to any request for clarification of the tender documents which it receives after issue of the tender documents but prior to at least two (02) working day prior to the bid submission date. Written copies of the Owner's response (including an explanation of the query but not necessarily identifying the source of inquiry) will be hosted on ITI Limited's e-tendering website <https://igl.ewizard.in> and official IGL website <http://www.iglonline.net> along with the corrigendum before the bid due date. All such clarifications issued shall deem to form a part and parcel of the Tender documents.

18.0 AMENDMENT OF TENDER DOCUMENTS

- 18.1 At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document, by issuing corrigendum.
- 18.2 Any addendum / corrigendum / clarifications to bidders query thus issued shall be part of the bidding documents and shall be hosted on the IGL's official website and ITI's e-tendering website before bid due date. Bidders desirous to submit its bid have to take into consideration of all the addenda / corrigenda / clarifications to bidders query hosted on the above websites before submitting the bid.
- 18.3 Bidders are advised to visit IGL's websites and ITI's e-tendering website from time to time to get updated information / documents.
- 18.4 In case of any inconsistency between an addendum/corrigendum and this tender document, the addendum/corrigendum shall prevail and in similar case between two or more addenda/corrigenda, the last issued addendum/corrigendum shall prevail.
- 18.5 The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the addenda / corrigenda issued.

D. PREPARATION OF BID DOCUMENT

19.0 LANGUAGE OF BID

- 19.1 The bid prepared by the bidder as well as all correspondence/ drawings and documents relating to the bid exchanged by bidder shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an English translation, in which case, for the purpose of interpretation of the bid, the English translation shall govern.
- 19.2 In the event of submission of any document/ certificate by the bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder along with the bid

20.0 DOCUMENTS CONSTITUTING THE BID

- 20.1 The Bidder must provide individual and factual replies to specific questions asked in the forms. In addition to technical data, bidder must supply background information about the company's organization, size and financials for last financial year or as required over and above as per the appended forms.

- 20.2 The bid prepared by the bidder shall comprise of the following components that are required to be provided on the e-tendering portal:
- Scanned documents (duly signed by the authorized signatory) to be uploaded by the bidder on the portal as per list appended to this tender document named “DOCUMENTS TO BE UPLOADED ON E-TENDER PORTAL”.
 - Techno-commercial information by the bidder in the specified format on the e-tender portal (reference checklist of TECHNO-COMMERCIAL INFORMATION SHEET appended to this tender document)
 - Price bid SOR as per prescribed format on the e-tender portal. (for reference, format is provided at Section – “Schedule of Rates”)
- 20.3 All the documents submitted in pdf format shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder.
- 20.4 Bidders are advised to submit quotations based strictly on the terms and conditions and specifications contained in the tender document and not stipulate any deviations. Should it, however, become unavoidable, deviations should be stipulated only in the prescribed Pro forma. Owner reserves the right to evaluate quotations containing deviations having financial implications after adding the cost for such deviations as determined by Owner.
- 20.5 Original schedule of rates duly filled in shall not contain any condition whatsoever. Any condition given in this part shall not be considered and shall render the offer liable for rejection.
- 20.6 All signatures in bids shall be dated, as well as all pages of bids shall be initialled at lower right hand corner by the Bidder or by a person holding power of attorney authorizing him to sign on behalf of the bidder before the submission of bids.
- 20.7 The Bidder’s bid is central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the bid and answers all questions completely. Missing information and vague answers may delay the evaluation of a bid and may impair the Bidder’s chances of success.
- 20.8 Information received by Purchaser from the Bidder will be disclosed to Purchaser’s employees and/or advisers or external consultants for the purpose of evaluating the bid response.

21.0 BID PRICES

- 21.1 The Prices should be quoted in INR only.
- 21.2 The Bidder shall indicate in the appropriate Price Schedule, the unit prices / percentage (as applicable) of the services/ works it proposes to execute under the contract. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed, the bid is liable to be rejected.
- 21.3 Bid quoted for part scope is liable to be rejected.
- 21.4 Prices quoted by the bidder, shall remain firm, fixed and valid until completion of the contract and will not be subjected to any variation, except statutory variation or provision for price variation provided in the tender document.
- 21.5 Bidder shall quote the all-inclusive prices as per scope of work and SOR, taking into consideration applicable GST, overheads, provision of safety gadgets to their personnel, cost of material as per scope of work, transportation, conveyance, trainings, recruitments, communication charges, cost for providing tools & tackles, equipment, machineries, minimum spares, etc. and nothing extra shall be payable by the Purchaser.
- 21.6 Bidders to indicate HSN/SAC Code & % of GST, if/as applicable in un-priced SOR.
- 21.7 Prices quoted by the bidder shall be considered as firm and fixed during the entire execution of the contract and not subject to variation on any account (except statutory in taxes & duties for Indian bidders)

- 21.8 GST applicable for delivering the material in IGL stores /sites located in the state of NCT of Delhi shall be to the bidders account & paid by the bidder. IGL will furnish requisite road permits for facilitating entry ordered material in to the state on request by the bidder. Bidder has to note and quote accordingly.

22.0 PRICE BASIS

- 22.1 Prices quoted by the bidder shall be considered as firm and fixed during the entire execution of the contract and not subject to variation on any account (except statutory in taxes for Indian bidders or provision for price variation provided in the tender document).

23.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION

- 23.1 Pursuant to IFB, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.
- 23.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:
- (a) that the Bidder has the financial, technical, and production capability necessary to perform the contract;
 - (b) that the Bidder meets the qualification criteria stipulated in the Tender

24.0 DOCUMENTS ESTABLISHING GOOD'S ELIGIBILITY AND CONFORMITY TO TENDER DOCUMENTS

- 24.1 The documentary evidence of the eligibility of the goods and services shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered and a certificate of origin (for goods other than that of Indian origin) issued at the time of shipment shall confirm the same.
- 24.2 Wherever appropriate the documentary evidence of conformity of the goods and services to the tender documents may be in the form of literature, drawings, and data, and shall consist of:
- a detailed description of the essential technical and performance characteristics of the goods;
 - an item-by-item commentary on the Purchaser/ Consultant's Technical Specifications demonstrating substantial responsiveness of the goods and services to those of the specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.
- 24.3 For purposes of the commentary to be furnished pursuant to ITB above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated in the Technical Specifications, are intended to be descriptive only and not restrictive.

25.0 PERIOD OF VALIDITY OF BIDS

- 25.1 The bid shall remain valid for 90 days from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.
- 25.2 In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request for extension of its bid validity will not be required nor permitted to modify its bid.

26.0 FORMAT AND SIGNING OF BID

- 26.1 All copies of the bid uploaded shall be typed or written in indelible ink. Each page of bid offer shall be stamped and signed by the Bidder or a person or persons duly authorized by competent authority in order to bind the bidder to the contract.
- 26.2 Any interlineations, erasures, or corrections shall be valid only if the person or persons signing the bid initial them. Overwriting will not be treated as correction and may lead to rejection of bid. A correction shall be considered if a part of text or figures or dates needing corrections are deleted and a separate text or figure or date, as the case may be, is written separately having proper link to the place of correction.

26.3 As bidding shall be done through e-tendering, digitally signed documents to be uploaded.

27.0 DEVIATIONS

27.1 Purchaser will appreciate submission of offer based on the terms and conditions in the enclosed GCC, SCC, ITB, Scope of Work, Technical Specification etc. to avoid delay seeking clarifications on technical/commercial aspect of the offer.

27.2 **Deviation, if any has to be listed only in the Form-2 of the bid submitted by the bidder.** Deviations listed anywhere else will not be considered and in case of award of the job to the bidder, the job has to be completed in accordance with the tender terms and conditions without any commercial implications to the Purchaser.

27.3 Notwithstanding to the above, bids with the deviation(s) to the bid conditions shall be summarily rejected without any post bid reference to the bidder. However, Purchaser reserves the right to take the final decision in this regard, without assigning any reason.

E. SUBMISSION OF BIDS

28.0 DEADLINE FOR SUBMISSION OF BID

28.1 The bid must be submitted on the specified e-tendering portal as specified in IFB not later than the time and date as specified in IFB. The online e-tendering portal will not allow any bid or part thereof whatsoever to be submitted after the due time on the due date.

28.2 The Purchaser may, in exceptional circumstances and at its discretion, on giving reasonable notice by fax or any written communication to all prospective bidders who have been issued the tender document extend the deadline for the submission of bids in which case all rights and obligations of the Purchaser and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

29.0 LATE BIDS

29.1 Any bid received by the Owner/ Consultant after the deadline for submission of bids prescribed by the Owner/ Consultant will be rejected.

29.2 Bidders have to upload scanned copy of their EMD or Exemption certificate with declaration letter (**Annexure-I**), as applicable, on the e-tender portal. During bid opening, any bid uploaded without such EMD/Exemption certificate copy shall be summarily rejected.

29.3 Bidders submitting bid security in the form other than that of online transaction, bidder shall submit the same in physical form to HOD (C&P and Stores), C&P Department, Indraprastha Gas Limited, IGL Bhawan, 4, Community Centre, Sector-9, R. K. Puram, New Delhi – 110022 within 07 working days from the date of bid opening. Failing to do so may render the bid to be considered as Late Bid. Such bid shall not be considered for further evaluation.

30.0 MODIFICATION AND WITHDRAWAL OF BIDS

30.1 The bidder may modify or withdraw its bid after the bid submission, but, before the due date of submission as per provisions provided on the e-tendering portal. After the bid due date & time however, no modifications whatsoever are allowed in the bid.

30.2 No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid form. In case of request in written by the authorized signatory for withdrawal of a bid during this interval, the Bidder's bid security shall be forfeited, if any.

30.3 Upon selecting "withdraw" option on the e-tender portal and providing the reason for withdrawal, the portal will not allow the bidder to re-submit his bid. IGL and ITI Limited shall not be responsible if the bidder is not able to re-submit his bid after withdrawal.

F. BID OPENING AND EVALUATION

31.0 BID OPENING

- 31.1 The Purchaser will open all bids on the e-tendering portal, at the time, on the date (as specified in IFB). The participated bidders may view the result of opening on the e-tender portal using their respective login ID. The Bidders' representatives, who choose to attend the bid opening physically, shall sign an attendance sheet evidencing their attendance, if so required by the Purchaser.
- 31.2 The Bidder's names and the presence or absence of requisite Bid Security (EMD), if applicable, and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for bids without Bid Security.
- 31.3 Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder's specific attention is drawn to this stipulation to enable the representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.
- 31.4 The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

32.0 CLARIFICATION OF BIDS

- 24.1 All the bidders must ensure adequacy and sufficiency of their document while submitting bid in all respects. Bid shall include all documents confirming to the tender terms and conditions, BEC and the tender specifications in toto failing which their bids are liable to be rejected.

33.0 CONTACTING THE PURCHASER

- 33.1 From the time of the bid opening to the time of the award, if any bidder wishes to contact the Purchaser for any matter relating to the bid it should do so in writing.
- 33.2 Any effort by a bidder to influence the Purchaser in any manner in respect of bid evaluation or award will result in the rejection of that bid.

34.0 PRELIMINARY EXAMINATION

- 34.1 The Purchaser will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 34.2 The Purchaser may waive any minor informality, non-conformity, or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 34.3 Prior to the detailed evaluation, pursuant to ITB, the Purchaser will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the Tender documents without deviations.
- 34.4 If a bid is not substantially responsive, it will be rejected by the Purchaser and shall not subsequently be made responsive by correction of the nonconformity by the Bidder.

35.0 REJECTION CRITERIA

- 35.1 Minor unconformities may be neglected and/or bidders may be required to rectify such minor unconformities.
- 35.2 The provisions of the following clauses of the Tender document must be adhered to, failing which the bid shall be considered as non-responsive and shall be summarily rejected:
- (a) Firm Price
 - (b) EMD/Bid Security Declaration
 - (c) Complete Scope of work
 - (d) Specifications
 - (e) Price Schedule in other than prescribed format or with insertion of any condition(s)

- (f) Delivery / Completion Schedule
- (g) Period of Validity of bid
- (h) Price Reduction Schedule / Penalty provisions
- (i) Performance Bank Guarantee/ Security Deposit
- (j) Guarantee/Warranty/Defect Liability of goods / work
- (k) Arbitration / Resolution of Dispute
- (l) Force Majeure
- (m) Applicable Laws
- (n) Any other condition specifically mentioned in the tender documents elsewhere that non-compliance of the clause lead to rejection of the bid.
- (o) Non-submission of Price Bid in Price Bid Envelope/Cover-2
- (p) If the estimated price impact of the unquoted items is more than 10% of the bidder's quoted price
- (q) Non-submission of declaration regarding Holiday Listing status

Deviation to a clause if considered acceptable, with financial loading declared in tender document shall not be included in rejection criteria.

36.0 OPENING OF PRICE BID

- 36.1 In case of two-part bidding, the Bidders whose bids are found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance.
- 36.2 The bid prices stated in the price schedules will be announced during price bid opening.

37.0 ARITHMETIC CORRECTIONS

- 37.1 The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:
- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;
 - b) In cases where a different summary price schedule and separate individual price schedules are provided to be filled in and if there is a discrepancy between the amount in the summary schedule and the summation arrived at by adding the individual schedules the higher of the two will be taken for the purposes of bid evaluation, while the lower of the two will be taken for the award if selected.
- 37.2 If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.
- 37.3 In case of e-tenders, result after opening shall be available to view for the eligible bidders on their respective login ID.

38.0 EVALUATION

- 38.1 The Owner will evaluate and compare the bids previously determined to be substantially responsive. In evaluating bids, the Owner will determine for each bid the evaluated bid Price by adjusting the bid Price as follows:
- a. Arithmetical errors will be rectified on the following basis. If there is discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate shall prevail and the total cost will be corrected. If there is a discrepancy between the total bid amount and the sum of total costs, the sum of the total costs shall prevail and the total bid amount will be corrected.

- b. OWNER's evaluation and comparison of prices of previously determined substantially responsive bids shall take following in account. The evaluation shall be made on total quoted price basis. The evaluated price shall include the following: -
- i) Unit price inclusive of all overheads and all taxes and duties including GST or any other applicable tax.
 - ii) Evaluation of price bid shall be done as per Tender Evaluation Methodology specified under **Section-I (IFB)** of the tender document.
 - iii) After opening of bid, tax rates as quoted by different bidders for each item shall be compared and if any variation is observed amongst the qualified bids then confirmation on applicable HSN codes and tax rates shall be sought from each of them. Reconfirmed tax rates shall be considered for evaluation and award of contract keeping the scope and other tender terms and conditions unchanged.

39.0 OTHER CONDITIONS RELATED TO BID EVALUATION

- 39.1 Canvassing in any form will make the bid liable for rejection.
- 39.2 Unsolicited clarifications to the offer and/or change in prices during its validity period would render the bid liable for outright rejection.
- 39.3 Bidders are advised to ensure that their bids are complete in all respects and conform to our terms, conditions and Bid Evaluation Criteria of bid. Bids not complying with Owner's requirement may be rejected without seeking any clarifications.
- 39.4 Bidders will not be allowed to revise their price/bid for any subsequent clarification, compliance to bid conditions after submission of bid.
- 39.5 Bid should be complete covering the total scope of work indicated in the Tender documents.
- 39.6 Price bid will be evaluated as per applicable GST and other taxes & duties as on date of Priced bid opening.
- 39.7 In case if more than one bidder quotes the same rates, then ranking of bidders shall be based on the turnover achieved during the preceding financial year.

40.0 COMPARISON OF PRICES

- 40.1 The comparison of the prices of the bidders shall be on total value quoted for complete scope of work including Owner's liability towards all taxes and duties including GST and any other taxes and duties as applicable.
- 40.2 Technical loading, if any, as defined in Technical Specification shall be considered while comparing prices.
- 40.3 Commercial loading, if any, as defined in Commercial Part of the Tender Document shall be considered while comparing prices.

41.0 POST-QUALIFICATION

- 41.1 In the absence of pre-qualification, the Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB.
- 41.2 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

G. AWARD

42.0 AWARD CRITERIA

Subject to ITB Clauses, the Purchaser will place the order on the successful bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the order satisfactorily.

01 service provider is required for the complete scope.

43.0 PURCHASER'S RIGHT TO VARY QUANTITIES DURING CONTRACT PERIOD

- 43.1 Purchaser reserves the right to increase or decrease the quantities specified in the Schedule of Rates during contract period, without any change in unit price or other terms and conditions. The tendered quantities shall be considered for evaluation purpose.
- 43.2 Bidder shall note that the quantities mentioned against each activity in Schedule of Rates are tentative only and subject to change based on actual requirement. The unit rates quoted by the bidders shall remain fixed and firm throughout the contract period i.e. no price adjustment shall be allowed after bid submission.
- 43.3 Purchaser (IGL) shall have full right to divide the total scope of work among two or more bidders as per the requirement. It will be ensured that share of business is awarded in line with the ranking of bidders in terms of their evaluated value.

44.0 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders the reason for the Purchaser's action.

45.0 CONTRACT NEGOTIATIONS

- 45.1 Purchaser will enter into negotiations with the preferred Bidder to identify any needed revisions to the proposal, both technical and commercial. The final contract must stipulate that the Bidder will deliver the services and other requirements as stated in the tender. The Bidder should also be aware that the following documents may be included as attachments to the final contract:
- Response to this tender i.e. Techno-Commercial Un-Priced Bid and Price Bid, including any supporting documents and correspondence between the two parties pertaining to the tender.
 - Any modifications to the bid.
 - An implementation plan identifying the tasks to be completed, the assigned responsibilities, and the scheduled completion dates.
- 45.2 Purchaser reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract. Should a contractual agreement not be reached with the preferred Bidder for any reason, Purchaser reserves the right to enter into negotiations with any other Bidder(s).

46.0 NOTIFICATION OF AWARD / LETTER OF ACCEPTANCE (LOA)

- 46.1 Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by Letter of Acceptance (LOA) or registered letter or by email, to be confirmed in writing by registered letter, that its bid has been accepted.
- 46.2 The date of letter of intent for notification of award will constitute effective date.
- 46.3 The bidder shall promptly, but not later than Seven (7) days of notification of award shall furnish its acceptance of award.
- 46.4 Upon the successful Bidder's furnishing of the Contract-Cum-Equipment Performance Bank guarantee pursuant to ITB Clause.
- 46.5 The Purchaser will discharge the bid security of unsuccessful Bidders as early as possible.
- 46.6 Letter of intent read in conjunction with tender documents shall be binding Contract.

47.0 ACCEPTANCE OF ORDER

Purchaser will issue the Purchase Order to the successful bidder on receipt of acceptance of LOA, within 15 days of award of work bidder shall sign all pages and return the acceptance copy of the Work Order to the Purchaser.

48.0 CORRUPT AND FRAUDULENT PRACTICES

48.1 The Purchaser requires that Bidders observe the highest standard of ethics during the execution of Contract. In pursuance of this policy, the Purchaser defines, for the purposes of this provision, the terms set forth below as follows:

- i) “Corrupt Practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of public official in contract execution; and
- ii) “Fraudulent Practice” means a misrepresentation of facts in order to influence the execution of a Contract to the detriment of the Purchaser, and includes collusive practise amongst bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;

48.2 Purchaser will reject a proposal for award, if it determines that the bidder recommended for award is engaged in corrupt or fraudulent practices in competing for the award in question;

48.3 Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, if at any time the Purchaser determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.

48.4 The Bidder and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Bidder or any other person in relation to the preparation or lodging of responses.

48.5 Also the Bidder and their representatives must not directly or indirectly attempt to unduly influence the outcome of the tender process.

48.6 The Bidder warrants and undertakes to the Owner that the Bidder:

- (a) shall not seek or offer gift, consideration or benefit of any kind, which constitutes illegal or corrupt practice, either directly or indirectly, as an inducement or reward for execution of the Purchase Order/Contract or for carrying out obligations under the Purchase Order/Contract;
- (b) shall ensure that any person who performs or has performed services for or on behalf of Bidder shall comply with this Clause;
- (c) has and shall maintain in place effective internal control mechanism to prevent the commission of illegal or corrupt practices, either directly or indirectly, by the Bidder;
- (d) from time to time, at the reasonable request of the Owner, will confirm in writing that it has complied with its undertakings in these Clauses and shall provide any information reasonably requested by the Owner in support of such compliance;
- (e) shall notify to the Owner as soon as practicable of any breach of any of the undertakings contained within this Clause of which it becomes aware. In the event, the Bidder or such persons engaged by him breaches the requirements under this Clause, the same will constitute a fundamental and material breach of the Tender/Contract/Purchase Order and consequences for such breach, including termination, shall follow.

48.7 Furthermore, Bidders shall be aware of the provision stated in the General Conditions of Contract (GCC).”

49.0 INCOME TAX LIABILITY

The bidder shall bear all Income Tax liability, both corporate as well as for his personnel.

50.0 GENERAL

50.1 Any failure on the part of the Purchaser at any time to enforce the strict observances of the performance of any of the term(s) and condition(s) or rights, shall not effect or deprive the Purchaser to exercise the same at any later date.

- 50.2 The work will be supervised by Purchaser's Engineer-In-Charge or his representative and the Contractor has to strictly adhere to his instructions.
- 50.3 During the tenancy of this contract, Purchaser can increase and/or decrease the quantity of the work/ service(s) required. The quantity of work / service(s) shown in the Schedule of rates is tentative.
- 50.4 The contract period shall be reckoned from the date of Letter of Acceptance (LOA) or as mentioned therein.
- 50.5 The agreed rates shall remain firm & fixed till the expiry of contract and the contractor shall not be entitled to any inflation, escalation or revision (except statutory variation in the rate of service tax) or any right to claim, whatsoever by way of representation, explanation, statement or alleged representation or an outstanding or promise given or alleged to have been given by any employee of the Purchaser or due to contractor's own ignorance or on account of the difficulties or hardships faced by him. The rates quoted shall be all-inclusive of applicable taxes/ duties and shall remain firm till expiry/entire tenancy of this contract. It is agreed that the bidder has inspected the sites and assessed the nature and the extent of the work including the conditions prevalent under which the work is to be carried out.

SECTION III

GENERAL CONDITIONS OF CONTRACT (GCC)

1.0 DEFINITIONS

1.1 All the initial capitalised terms used in the Agreement shall have the meaning as ascribed to such term hereunder:

- (a) **‘Agreement’ or ‘Contract’** means the agreement entered into between the Purchaser / Owner and the Contractor, including all attachments and appendices thereto and all documents incorporated by reference therein, as modified, reinstated or amended from time to time.
- (b) **‘Completion Schedule’** means a schedule approved by the Owner for completion of all obligations of the Contractor under the Agreement.
- (c) **‘Contract Documents’** mean all the documents referred to in the Agreement for discharging the requisite obligations by respective party.
- (d) **‘Contract Price’** means the price payable to the Contractor under the Contract for the full and proper performance of all its contractual obligations.
- (e) **‘Day’, ‘Month’ or ‘Year’** means calendar day, calendar month or calendar year.
- (f) **‘Engineer In-charge’** means an authorized representative of the Purchaser / Owner, if any, to which the Purchaser / Owner has entrusted various tasks in relation to the carrying out of his Project and in particular the implementation of the relevant Agreement. The Engineer In-charge is fully empowered to represent the Purchaser / Owner. For avoidance of doubt, Consultant may be an Engineer In-charge. In case the Agreement does not specify the intervention by the Engineer In-charge, the rights and obligations are exercised and borne by the Purchaser / Owner, mutatis mutandis.
- (g) **‘Effective Date’** means a date on which Contractor’s obligations will commence and thereupon Completion Schedule will be drawn up.
- (h) **‘Goods’** means all of the equipment, machinery, and/or other materials which the Contractor may be required to supply to the Purchaser / Owner under the Agreement.
- (i) **‘GCC’** means the General Conditions of the Contract contained in this section.
- (j) **‘Inspector’** means any person or outside Agency nominated by Purchaser / Owner to inspect work, equipment, stage wise as well as final, before despatch, at Contractor’s works and/or on receipt at Site as per terms of the Agreement.
- (k) **‘Notification of Award’** means date which is earlier of either a Fax of Intent (FOI) or Letter of Intent (LOI) or Letter of Award (LOA) issued to a successful bidder for award of the work pursuant to bidding process.
- (l) **‘Purchaser’ or ‘Owner’** shall mean Indraprastha Gas Ltd. (IGL), a company incorporated in India having its registered office at IGL Bhawan, 4, Community Centre, Sector-IX, R.K.Puram, New Delhi-110022, India. The term Owner includes its successors & assigns.
- (m) **‘Services’ or ‘Works’ or ‘Ancillary Services’** means the services required to be performed by the Contractor as per the Agreement including those services ancillary to the supply of any Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Contractor covered under the scope of the Agreement.
- (n) **‘Site’ or ‘Purchaser’s stores’** means the place or places named in tender document for execution of work and/or delivery of goods.
- (o) **‘SCC’** means the Special Conditions of the Contract forming a part of the Contract Documents.
- (p) **‘Contractor’ or ‘Seller’ or ‘Supplier’ or ‘Vendor’** means the individual person or firm or body corporate providing the Services and/or supplying the Goods under the Agreement.
- (q) **‘FOT’** – means that the Services and/or Goods or supply items shall be delivered and done at site(s), warehouses or places mentioned by the Purchaser on FOT (Free on Terminal) basis.

2.0 APPLICATION

- 2.1 These General Conditions of Contract shall apply to the extent that they are not superseded by provisions of the Contract Agreement.

3.0 CONTRACTOR TO INFORM

- 3.1 The Contractor shall be deemed to have carefully examined all contract documents to his entire satisfaction. Any lack of information shall not in any way relieve the Contractor of his responsibility to fulfill his obligation under the Contract.

4.0 SCOPE OF CONTRACT

- 4.1 Scope of the CONTRACT shall be as defined in the Purchase Order / Contract specifications, drawings and Annexure thereto. For provisions not covered under the Purchase Order / Contract, provisions of General Conditions of Contract (GCC) and Special Conditions of Contract (SCC) of the tender document against which the Purchase Order / Contract has been placed shall prevail.
- 4.2 The Contractor shall follow the best modern practices in the execution of services and provide the Services in a thorough workmanlike manner and execute the work in prescribed time to the entire satisfaction of Purchaser.
- 4.3 The documents once submitted by the Contractor shall be firm and final and not subject to subsequent changes. The Contractor shall be responsible for any loss to the Purchaser / Consultant consequent to furnishing of incorrect document/data/drawings.
- 4.4 All dimensions and weight used for execution of work should be in metric system.
- 4.5 All work to be carried out under the Contract shall conform to and comply with the provisions of relevant regulations / Acts (State Government or Central Government) as may be applicable to the work carried out and necessary certificates shall be furnished.
- 4.6 Specifications, design and drawings issued to the Contractor along with RFQ/Tender and Contract are not sold or given but loaned. These remain property of Purchaser / Consultant or its assigns and are subject to recall by Purchaser / Consultant. The Contractor and his employees shall not make use of the drawings, specifications and technical information for any purpose at any time except for execution against the Contract and shall not disclose the same to any person, firm or corporate body, without written permission of Purchaser / Consultant. All such details shall be kept confidential.

5.0 INTERPRETATION OF CONTRACT DOCUMENTS

- 5.1 Notwithstanding the sub-divisions of the contract documents into separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so.
- 5.2 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract then, unless a different intention appears, the provisions of the Special Conditions of Contract shall be deemed to override the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

6.0 STANDARDS

- 6.1 The Services provided under this Agreement shall conform to the standards mentioned in the Technical Specifications and when no applicable standard is mentioned, to the authoritative standards appropriate to the Services. Such standards shall be the latest issued by the concerned institution.

7.0 CONFIDENTIALITY

- 7.1 The Contractor cannot, without agreement of the Purchaser, disclose nor enable third parties to benefit from the documents drawn up in the course of his obligations under the Agreement or information received from the Purchaser / Consultant / Engineer / Inspector.
- 7.2 Further, Contractor is not allowed to publish copy or transmit to third parties the documents that are transmitted to him by Purchaser or Consultant or Engineer or Inspector. The Purchaser or Consultant retains the right to claim damages from the Contractor in the case where these documents have been used without such written consent.
- 7.3 However, these obligations do not apply to documents for which it can be demonstrated that,

- Such documents were already public before these were communicated to the other party, or have become public since without any fault or negligence of the party concerned, or
- Such documents were already in its possession without having obtained them directly or indirectly from the other party, or
- Such documents were obtained from an independent source that had neither direct nor indirect secrecy commitment to the other party.

7.4 Regarding the application of this clause, the experts appointed by the Purchaser / Engineer are not considered as third parties, and for this reason they have to respect, towards the Contractor, the same obligations as the Purchaser in these matters.

7.5 Any document, other than the Agreement itself as enumerated in GCC Clause 1.1 (a), shall remain the property of the Purchaser and shall be returned (all copies) to the Purchaser on completion of the Contractor's obligations under the Agreement.

7.6 The Contractor shall not, without the Purchaser's / Consultant's prior written consent, disclose the Contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purpose of such performance.

8.0 CONTRACT OBLIGATIONS

8.1 If after award of the contract, the Contractor does not acknowledge the receipt of award or fails to furnish the performance guarantee within the prescribed time limit, the Purchaser reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.

8.2 Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the Contractor's bid and all previous correspondence.

8.3 Any neglect or omission or failure on the part of the Contractor in obtaining necessary and reliable information upon the foregoing or any other matters affecting the Contract shall not relieve him from any risks or liabilities or the entire responsibility from completion of the works at the scheduled rates and times in strict accordance with the Contract.

8.4 Any change in layout due to site conditions or technological requirement shall be binding on the Contractor and no extra claim on this account shall be entertained.

9.0 MODIFICATION IN CONTRACT

9.1 All modifications leading to changes in the Contract with respect to technical and/or commercial aspects, shall be considered valid only when accepted in writing by Purchaser / Consultant by issuing amendment to the Contract. Issuance of acceptance or otherwise in such cases shall not be any ground for extension of agreed completion schedule and also shall not affect the performance of contract in any manner except to the extent mutually agreed through a modification of contract.

9.2 Purchaser / Consultant shall not be bound by any printed conditions or provisions in the Contractor's Bid Forms or acknowledgment of Contract, invoices and other documents which purport to impose any conditions at variance with or supplemental to Contract.

10.0 DELAYS BY OWNER OR HIS AUTHORISED AGENTS

10.1 In case the Contractor's performance is delayed due to any act or omission directly attributable to Owner or his authorized agents, then the Contractor shall be given due extension of time for the completion of the Work, to the extent such omission on the part of the Owner has caused delay in the Contractor's performance of his Work against written request by contractor and after Owner's verification.

10.2 No adjustment in Contract Price shall be allowed for reasons of such delays and extensions granted, except when contractor is requested by Owner to maintain the agreed time schedule of completion by engaging additional Contractor's personnel for additional time beyond stipulated working hours as also on Sundays and Holidays and achieve the completion date / interim targets.

11.0 PATENT RIGHTS

- 11.1 The Contractor shall alone bear the liability and costs of any prejudicial consequence of any infringement of all or part of the patents, industrial trademarks, designs and models relating to the Goods. Therefore, the Contractor shall make the arrangements at his own expense with the holders and pay the royalties, obtain the necessary licenses and authorizations, failing which he agrees to modify the Work to the extent needed to avoid any such infringement.
- 11.2 In case of legal action or proceedings for infringement against the Owner, the Contractor undertakes to:
- Stand up for the Owner in the defence of his rights and interests;
 - Save Purchaser harmless of any legal, financial and other consequences as may result to him from the legal action or proceedings;
 - Bear all the damages and interests as may be due to the holders of the patents, industrial trademarks, designs and models, in principal, costs and interests;
 - Reimburse to the Purchaser, at the Purchaser's first request, the costs of any nature whatsoever, including the fees of lawyers, experts and technical advisers, etc. incurred due to or on the occasion of the legal action or proceedings;
 - To modify if need to be and without delay, the incriminated Goods / equipment, or have it replaced, free of charge, by equivalent Goods / equipment free of any infringement. Contractor alone shall bear all the costs, risks and liability that result thereof including the costs of dismantling, erecting, adapting or modifying such Goods/ equipment and starting up, etc.
- 11.3 In case of legal action or proceedings for infringement brought against the Purchaser, the Contractor has the right to participate in the Owner's defence. Any transaction with the third party in such cases shall be discussed and jointly agreed by the parties, wherever feasible.
- 11.4 The modifications to be brought to the Work/Goods must have the prior consent of the Purchaser. This consent cannot in any way lessen the obligations of the Contractor that result from the present article, also in cases when new legal action or proceedings are initiated following the modifications that were made.

12.0 CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)

- 12.1 Within 21 days from the receipt of notification of award of the Contract / Purchase Order, the Contractor shall furnish Performance Guarantee to the Purchaser in the form of Demand Draft or Bank Guarantee from any Nationalized / Scheduled bank, in the format provided in the Tender Document.
- 12.2 The performance guarantee shall be denominated in the currency of the Contract.
- 12.3 The Performance Bank Guarantee shall be valid for a duration of 90 days beyond the expiry of Contract period / Defect Liability Period / Warranty Period, whichever later. The claim period of the Performance Bank Guarantee (BG) shall be further one month beyond the validity of the BG. The Bank Guarantee will be discharged by Purchaser not later than 6 months from the date of expiration of the Contractor's entire obligations, including any warranty obligations / defect liability period, under the Contract.
- 12.4 The CPBG shall be refunded after successful completion of the contract and after adjustment of any and all dues of the IGL which may arise during the execution of the contract and a confirmation that contractor has cleared all its dues pertaining to the contract and all liabilities etc., in addition indemnifying IGL against any future claims, if any.
- 12.5 The Company shall have the right to forfeit the CPBG / security deposit in case of non-satisfactory performance of the contract.

13.0 INSPECTIONS AND TESTS

- 13.1 The Contractor will submit to Purchaser the Quality Assurance Plan (QAP) regarding the services required under the Agreement within 15 days of Notification of Award. Purchaser will then review the QAP and inform the Contractor, the stages when the Purchaser / Inspector / Engineer would witness the tests and/or carry out inspections, beyond which the progress of the specified activity will not proceed, without written approval. Such points during the progress of work under the Agreement shall be called as Customer Hold Points (CHP's)

- 13.2 The Contractor will inform Purchaser fifteen (15) Days in advance for readiness of Work performed under the Agreement for all such identified CHP's.
- 13.3 The Purchaser or its representative shall have the right to inspect and/or to inspect the Work performed by Contractor to confirm their conformity to the requirements of the Agreement at no extra cost to the Purchaser. SCC and/or the Technical Specifications shall specify what inspections and tests the Purchaser requires and to the extent feasible, where they are to be conducted. All costs for such inspections and tests except the cost of travel, boarding and lodging of the Purchaser's representative / Inspector shall be to the account of the Contractor. The Purchaser shall notify the Contractor in writing, in a timely manner, of the identity of any such representatives, (if outside of Purchaser's organisation) retained by it for these purposes.
- 13.4 The inspections and tests may be conducted on the premises of the Contractor or its sub-Contractor(s), at point of execution of Work. If conducted on the premises of the Contractor or its sub-Contractor(s), all reasonable facilities and assistance, including access to drawings and other data, shall be provided by the Contractor to the inspectors at no charge to the Owner.
- 13.5 Should any inspected or tested Work fail to conform to the Specifications, the Owner may reject the Work, and the Contractor shall make alterations necessary to meet Specification requirements free of cost to the Purchaser.
- 13.6 Nothing mentioned in this Inspection and Tests clause shall in any way release the Contractor from any warranty or other obligations under the Agreement.

14.0 ADDITIONAL TEST

- 14.1 The Purchaser can also request for additional tests which were not identified and specified in the QAP, but considers necessary to ensure the quality of the services provided under the Agreement.
- 14.2 In any case, additional tests shall be designed so as to require a minimum of time. Provided further before starting these additional tests, the Contractor defines and justifies, to the Purchaser's satisfaction, the possible effects of the duration of these tests on the contractual time-limits / schedule(s).
- 14.3 The Contractor places at the disposal of the Purchaser, or of the chosen official or approved organization, the tools and/or items of general use, which belong to him as well as the staff necessary for the additional tests decided by the Purchaser.
- 14.4 Should these additional tests reveal unacceptable faults, taking into account the features asked for and the Specifications that entail the repair or rejection of the relevant item or components, the Contractor will be responsible of the ensuing delays, inasmuch as these tests have been made in the shortest possible time. He shall bear, in such case, any costs he has had to incur for the carrying out of the tests.
- 14.5 If, on the other hand, the additional tests do not reveal, in the opinion of the Purchaser, unacceptable faults as indicated above, the cost borne by the Contractor for carrying out of these tests will be invoiced to the Owner, after prior justification, and the Contractor may be entitled to reasonable extension of the time limit.

15.0 LATENT DEFECT

If any latent defect (a defect which could not have manifested itself in the normal course of inspection and testing as per relevant codes, test procedures and contract specifications and normal usage as per industry practice will be referred to as latent defect) surfaces within five years of completion of contracted Work, the Contractor shall rectify and make good, as the case may be, within technically reasonable period to the satisfaction of the Purchaser and without any additional liability on the Purchaser, whatsoever.

16.0 PAYMENT TERMS

- 16.1 The Contractor's request(s) for payment shall be made to the Purchaser in writing accompanied by an invoice describing, as appropriate, the services performed and upon fulfilment of other obligations stipulated in the Contract.
- 16.2 Payment will be made in the currency or currencies in which the Contract Price has been stated in the Contractor's bid, as well as in other currencies in which the Contractor had indicated in his bid that he intends to incur expenditure in the performance of the Contract and wishes to be paid. If the requirements are stated as a percentage of the bid price along with exchange rates used in such calculations these exchange rates shall be maintained.

16.3 General Notes:

- (a) All foreign currency payments to foreign bidder shall be released through an irrevocable Letter of Credit, which shall be opened through Government of India Nationalised Bank and hence shall not be confirmed. In case any bidder insists on confirmation, charges towards confirmation shall be borne by him. L/C shall be established within 30 days after receipt of unconditional acceptance of Fax of Intent together with Performance Guarantee as applicable.
- (b) For dispatches on FOT dispatch point (in India) basis, the payment shall be through Purchaser's bank. Payment through Bank, wherever applicable, shall be released as per normal banking procedures.
- (c) Payment shall be released within 45 days after receipt of relevant documents complete in all respects.
- (d) All bank charges incurred in connection with payments shall be to Contractor's account in case of Indian bidders and to respective accounts in case of foreign bidders.
- (e) Unless otherwise specifically stated in bid document, all payments shall be made in the currency quoted.
- (f) No interest charges for delay in payments, if any, shall be payable by Purchaser.
- (g) Agency commission, if any, to Indian agent for foreign bidders, indicated in prices, shall be paid to the agent in equivalent Indian Rupees on receipt and acceptance of material/service at site.

17.0 PRICES AND PRICE BASIS

Prices charged by the Contractor for Services performed under the Agreement shall be on firm price basis and not vary from the prices quoted by the Contractor in its bid, with the exception of any price adjustments authorized in the tender document. Prices quoted by the Bidder, shall remain firm and fixed and valid until completion of the Contract and will not be subject to variation on any account except as per provisions of the tender document only.

18.0 ASSIGNMENT

The Contractor shall not assign, in whole or in part, any of its obligations to be performed under this Agreement to any third party, except with the Owner's prior written consent.

19.0 SUB-CONTRACTING

- 19.1 The Contractor shall notify the Owner in writing of all sub-contracts awarded under this Agreement if not already notified in the Contractor's bid and incorporated in the Agreement. Such notification and incorporation shall not relieve the Contractor from any liability or obligation under the Agreement.
- 19.2 Such sub-contracted services shall have to be necessarily in full compliance with the terms and conditions of the Agreement and do not relieve the Contractor of any of his contractual obligations. The Contractor shall be solely responsible for any action, deficiency or negligence of his sub-contractors.
- 19.3 For any sub-contract, the Purchaser is entitled to demand from the Contractor, for approval of the list sub-contractors the Contractor intends to involve and of the orders he may entrust to them. The Purchaser may further demand that proposals of competitors be produced for him to examine. Approval by the Owner cannot give rise to any legal bond between the Purchaser and the sub-contractors and leaves full responsibility only to the Contractor.
- 19.4 In the event where the warranty agreed between the Contractor and his sub-Contractors exceeds in scope or in period those required under the Agreement, the Contractor undertakes to make the Purchaser the full and direct beneficiary of such warranty.

20.0 TIME SCHEDULE & PROGRESS REPORTING**20.1 Time Schedule Network / Bar Chart**

- (a) Together with the Contract confirmation, Contractor shall submit to Purchaser, his time schedule regarding the study, documentation, implementation, commissioning, and inspection and testing of the Services / Works.
- (b) The time schedule will be in the form of a network or a bar chart clearly indicating all main or key events regarding study, documentation, implementation, commissioning, and inspection and testing of the Services / Works.

- (c) The original issue and subsequent revisions of Contractor's time schedule shall be sent to Purchaser.
- (d) The time schedule network / bar chart shall be updated at least every second month.

20.2 Progress Trend Chart / Monthly Report

- (a) Contractor shall report monthly to Purchaser, on the progress of the execution of Contract and achievement of targets set out in time bar chart.
- (b) The progress will be expressed in percentages as shown in the progress trend chart attached to the Time Schedule specification.
- (c) The first issue of the Progress Trend Chart will be forwarded together with the time bar chart along with Contract confirmation.

20.3 Purchaser's / Consultant's representatives shall have the right to inspect Contractor's premises with a view to evaluating the actual progress of work on the basis of Contractor's time schedule documentation.

20.4 Irrespective of such inspection, Contractor shall advise Consultant, with copy to Purchaser, at the earliest possible date of any anticipated delay in the progress.

20.5 Notwithstanding the above, in case progress on the execution of contract at various stages is not as per phased time schedule and is not satisfactory in the opinion of the Purchaser / Consultant which shall be conclusive or Contractor shall neglect to execute the Contract with due diligence and expedition or shall contravene the provisions of the Contract, Purchaser / Consultant may give notice of the same in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of. Should Contractor fail to comply with such notice within the period considered reasonable by Purchaser / Consultant, the Purchaser / Consultant shall have the option and be at liberty to take the Contract wholly or in part out of the Contractor's hand and make alternative arrangements to obtain the requirements and completion of Contract at the Contractor's risk and cost and recover from the Contractor, all extra cost incurred by the Purchaser on this account. In such event Purchaser / Consultant shall not be responsible for any loss that the Contractor may incur and Contractor shall not be entitled to any gain. Purchaser / Consultant shall, in addition, have the right to encash Performance Guarantee in full or part.

21.0 DELAYS IN THE CONTRACTOR'S PERFORMANCE

21.1 Performance of Services shall be made by the Contractor in accordance with the time schedule prescribed by the Purchaser in the Completion Schedule.

21.2 If at any time during performance of the Agreement, the Contractor or its sub-contractor(s) encounters conditions impeding timely performance of Services, the Contractor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Contractor's time for performance, with or without levy of Price Reduction Schedule, in which case the extension shall be ratified by the parties by amendment of Agreement.

21.3 Except as provided under GCC Clause – "Force Majeure" or for the reasons solely attributable to the Purchaser, a delay by the Contractor in the performance of its delivery obligations shall render the Contractor liable to the imposition of Price Reduction Schedule (PRS) unless an extension of time is agreed upon pursuant to above sub-clause 2 without the application of PRS.

22.0 PRICE REDUCTION SCHEDULE (PRS)

22.1 Time is the essence of the Contract. In case the Contractor fails to complete the Work within the Contractual Completion period, then, unless such failure is due to Force Majeure as defined herewith or due to Owner's defaults, the Contractor shall pay to the Owner, by way of compensation for delay and not as penalty, a sum @ ½% (half per cent) per complete week of delay of the value of the "the work portion" that is delayed per complete week subject to maximum of 5% (Five Per Cent) of the total contract value.

22.2 The parties agree that this is a genuine pre-estimate of the loss / damage which will be suffered on account of delay / breach on the part of the Contractor and the said amount will be payable on demand without there being any proof of the actual loss or damages caused by such delay / breach. The decision of Owner in regard to the actual delay shall be final and binding on the Contractor. All sums payable by way of compensation

shall be considered as reasonable compensation without reference to the actual loss or damage which shall have been sustained.

- 22.3 In case of delay in performance / delivery on the part of Contractor, the invoice / document value shall be reduced proportionately for the delay and payment shall be released accordingly. In the event the invoice value is not reduced proportionately for the delay, the Purchaser may deduct the amount so payable by Contractor, from any amount falling due to the Contractor or by recovery against the Performance Guarantee.

23.0 TERMINATION FOR DEFAULT

- 23.1 Except for the cases provided for in Clause "Force Majeure", if the Supplier fails to execute the work or any part thereof with such diligence as will ensure its completion within the time specified in the contract or extension thereof or fails to perform any of his obligation under the contract or in any manner commits a breach of any of the provisions of the contract it shall be open to the owner at its option by written notice to the supplier
- (a) TO DETERMINE THE CONTRACT in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property or Work, or installations from damage, and the Owner, for its part, may take over the work remaining unfinished by the Contractor and complete the same through a fresh Contractor or by other means, at the risk and cost of the Contractor, and any of his sureties if any, shall be liable to the Owner for any excess cost occasioned by such work having to be so taken over and completed by the Owner over and above the cost as worked out in terms of the contract.
 - (b) WITHOUT DETERMINING THE CONTRACT to take over the work of the Contractor or any part thereof and complete the same through a fresh Contractor or by other means at the risk and cost of the Contractor and any of his sureties are liable to the Owner for any excess cost over and above the cost as worked out in terms of the contract, occasioned by such works having been taken over and completed by Owner.
- 23.2 Before determining the Contract, provided in the judgment of the Owner, the default or defaults committed by the Contractor is/are curable and can be cured by the Contractor if an opportunity is given to him, then the Owner may issue notice in writing calling the Contractor to cure the default within such time specified in the notice.
- 23.3 The Owner shall also have the right to proceed or take action as per above, in the event that the Contractor becomes bankrupt, insolvent, compounds with his creditors, assigns the Contract in favour of his creditors or any other person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the Owner to give any prior notice to the Contractor.
- 23.4 Termination of the Contract as provided for above shall not prejudice or affect the rights of the Owner which may have accrued up to the date of such termination.

24.0 OWNER MAY DETERMINE / TERMINATE CONTRACT

- 24.1 Owner shall, at any time, be entitled to determine and terminate the Contract, in whole or in part for any cause whatsoever. A notice in writing from the Owner to the Contractor shall be issued giving 30 (Thirty) days' time for such determination including the reason thereof.
- 24.2 The Contractor upon receipt of such notice shall discontinue the Work on the date and to the extent specified in the notice, make all reasonable efforts to obtain cancellation of all orders and contracts to the extent they are related to works terminated and upon terms satisfactory to Owner, stop all further sub-contracting or purchasing activity related to the works terminated and assist the Owner in maintenance, protection and disposition of the works acquired under the Contract by the Owner.

25.0 TERMINATION FOR INSOLVENCY

The Purchaser, may at any time, terminate the Contract by giving written notice to the Contractor, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

26.0 TERMINATION FOR OWNER'S CONVENIENCE

- 26.1 The Owner, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.
- 26.2 The Work that is complete and ready for commissioning as on the date of Contractor's receipt of notice of termination shall be accepted by the Owner on the terms and prices mutually agreed at that time.
- 26.3 For the remaining Work, the Owner may elect:
- (a) To have any portion completed and delivered at the Agreement terms and prices and / or
 - (b) To cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Contractor; and/or
 - (c) To pay any reasonable and demonstrable otherwise non-recoverable expenses incurred by the Contractor.
- 26.4 IGL reserves the right to award the contract for a shorter duration than the specified or foreclose it with adequate advance notice not less than 30 days due to change in its business requirement.

27.0 FORCE MAJEURE

- 27.1 For purposes of this clause, 'Force Majeure' means an event beyond the control of the Contractor or Purchaser and not involving the Contractor's fault or negligence and not foreseeable, all having impact on the performance of the respective obligations as detailed hereinafter. Such events may include, but are not restricted to:
- a) War, whether declared or not, civil war, unrest and revolution, piracy, terrorism, sabotage;
 - b) Natural disasters such as tornadoes, earthquakes, tidal waves, floods, destruction by lightning, etc.
 - c) Explosions, fires, destruction of machinery, plant and installations of any nature
 - d) Arbitrary action, if any of the Government of India or a relevant State;
 - e) Refusal by government authority of Government of India to grant the necessary permits needed to carry out the Agreement, provided such refusal is not the result of the doing of the parties.
 - f) Boycotts, strikes and lock-outs of any nature, disruptive, occupation of plant and premises, work stoppages occurring at the premises of the party requesting to be relieved of its liability, so long such cause is not effected by such party's controlled administration or employees.
- 27.2 Should any one or more of the events referred to in this clause occur, affecting the performance of the obligations of either of the parties, under the Agreement, such party shall notify to the other party the existence of a cause for force majeure as soon as it has knowledge of such event but not later than fifteen (15) Days from such date the event has arisen. The notification shall contain the details regarding the nature, starting date, presumed end date, as well as the estimated effects of the case of force majeure or other cause of force majeure on the obligations of the party which has incurred the event.
- 27.3 As soon as the cause for exoneration has ended, the party, the performance of which has been affected shall notify, in writing, to the other party the precise date of the end of the cause of force majeure and the extent, with justification, to which it has actually been affected in the performance of its obligations. It adds to this statement the necessary certificates issued by an authorised entity.
- 27.4 Any case of force majeure suspends the carrying out of the obligations affected. However, the party which claims force majeure shall show every diligence towards reducing as much as feasible the effects thereof. It is exonerated only for the minimum period, which may (in no event exceed the period of existence of the force majeure itself) have actually occurred as a result of the force majeure.
- 27.5 The parties may request that the Agreement be deemed cancelled if it's carrying out has become totally impossible.

28.0 SETTLEMENT OF DISPUTES

- 28.1 The rules of procedure for arbitration proceedings shall be as per Indian Arbitration and Conciliation Act 1996 or as amended.
- 28.2 If any dispute or difference arising between the Parties in respect of or concerning or connected with the interpretation or implementation of this Agreement or otherwise arising out of this Agreement, the parties hereto shall promptly and in good faith negotiate with a view to bring out and amicable resolution and settlement.
- 28.3 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Owner or the Contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- 28.4 Indraprastha Gas Limited will nominate three independent persons who can be the Sole Arbitrator and intimate the same to Vendor. The Vendor needs to choose one person from the said nominees as Sole Arbitrator. If Vendor fails to choose the arbitrator within thirty (30) days from receipt of a nomination by Indraprastha Gas Limited, Indraprastha Gas Limited will have right to choose the Sole Arbitrator.
- 28.5 The Arbitration proceedings shall be held in Delhi and shall be conducted in English Language. The decision of such arbitration shall be binding and conclusive upon the Parties. The Parties to the arbitration shall equally share the costs and expenses of any such arbitration.
- 28.6 It is hereby clarified that the Courts at Delhi alone shall have jurisdiction to try and entertain any and all suits or other proceedings in respect of, relating to or otherwise arising out of this Agreement.
- 28.7 Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Agreement unless they otherwise agree. The Work under the Contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.

29.0 LIMITATION OF LIABILITY

- 29.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay Price Reduction to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

30.0 PUBLICITY AND ADVERTISEMENT

Contractor shall not without the written permission of Purchaser / Consultant make a reference to Purchaser / Consultant or any Company affiliated with Purchaser / Consultant or to the destination or the description of services performed and goods supplied under the contract in any publication, publicity or advertising media.

31.0 GOVERNING LANGUAGE

The agreement shall be written in English language unless specified otherwise in the SCC. All correspondence and other documents pertaining to the agreement which are exchanged by the parties shall be written in the same language. Printed literature in other language shall only be considered, if it is accompanied by an English translation. In case, any document / brochure etc. Is written in any other language then its English translation shall govern.

32.0 APPLICABLE LAW

The Contract shall be governed and interpreted in accordance with laws of India and Courts at Delhi shall have exclusive jurisdiction.

33.0 NOTICES

- 33.1 Any notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing by registered mail and confirmed in writing to the other party's address specified in the Agreement.
- 33.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

34.0 TAXES, DUTIES AND LEVIES

- 34.1 The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all Taxes, Duties now in force and hereafter increased, imposed or modified from time to time in respect of Works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Government authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to the persons employed by the Contractor. The Contractor shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Law or any other law affecting employer-employee relationship. The Contractor further agrees to comply and to secure the compliance of all sub-contractors with all applicable Central, State, Municipal and local law and regulation, and requirement of any central, State or Local Government agency or authority. Contractor further agrees to defend, indemnify and hold Owner harmless from any liability or penalty which may be imposed by the Central, State or Local authorities by reason of any violation by Contractor or Sub-contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against the Owner arising under, growing out of, or by reason of the work provided for by this Contract, by third parties, or by Central or State Government authority or any administrative sub-division thereof.
- 34.2 Owner shall directly pay the Customs Duty and Tax to concerned Authorities in case of foreign bidders.
- 34.3 Owner shall make from contractor's bills such tax deductions as are required as per rules and regulations in force from time to time.
- 34.4 The Contractor/Bidder shall be entirely responsible for scope of work, all taxes, GST, license fees, any other duty on services or any other tax payable and/or other levies etc. imposed by Central, state, municipal and local law and regulatory agency or authority. The rate in SOR is inclusive of all the above referred taxes/duties.
- 34.5 Any statutory variation in GST within the contractual period for the SOR items shall be to IGL's account. However, in case the contractual completion period gets extended for reasons solely attributable to contractor, the statutory variation shall be limited to contractual completion period only and any variation in taxes beyond such period shall be borne by the Contractor.
- 34.6 Any new taxes & duties, if imposed by the State / Central Govt. of India after due date of bid submission but before the Contractual Delivery Date, shall be paid / reimbursed to the contractor on submission of copy of notification(s) issued from State / Central Govt. Authorities along with submission of documentary evidence for proof of payment of such taxes / duties to State / Central Govt. Authorities and after ascertaining its applicability with respect to the contract.
- 34.7 Returns and details required to be filled under GST laws & rules should be timely filed by Contractor of Goods / Service Provider with requisite details to enable the Owner to avail tax credits including input tax credit. Payments to Service Provider claiming GST amount will be made provided the above formalities are fulfilled. Further, IGL may seek copies of challan and certificate from Chartered Accountant of Supplier / Service Provider for deposit of GST collected from Owner. Any loss or non-availability of input tax credit by the Owner due to non-compliance of applicable tax laws (including but not limited to GST laws in force or otherwise) or for any reason which is not attributable to IGL, then IGL shall not be obligated or liable to pay or reimburse GST charged in the invoice(s) and an amount equivalent to any tax liability accruing to the Owner and/or to the extent of any loss accrued to the Owner together with all penalties, costs, liabilities, dues, fees and interest if any, shall be deducted from the payment due to the Vendor or shall be reimbursed by the Vendor, as the case may be, till such default is either rectified or made good by the Vendor and the Owner is satisfied that it is in a position to claim valid input tax credit within the time-lines as per applicable laws.
- 34.8 Service Provider / Supplier of Goods providing taxable service / goods shall issue an Invoice / Bill, as the case may be as per rules / regulation of GST. GST, if applicable, shall be paid after verifying GST Registration number. Each item's cost and GST as applicable shall be provided in all the invoices along with GST registration no. & HSN/SAC codes for the services provided / goods delivered.
- 34.9 In case of statutory variation in GST, other than due to change in turnover, payable on the contract value during contract period, the Service Provider / Supplier of Goods shall submit a copy of the 'Government Notification' to evidence the rate as applicable on the Bid due date and on the date of revision. In case GST

is not applicable to the vendor at the time of Contract / Order placement, as per turnover criteria, GST due to change in turnover is not payable. If applicable in future, the same shall be borne by vendor.

In case of delay in completion period beyond the contractual date, for reasons attributable to contractor, any increase in these rates or any new taxes and duties introduced during the period beyond the contractual completion date shall be borne by the contractor, whereas any decrease shall be passed on to IGL.

The base date for the purpose of applying statutory variation shall be the Bid Due Date.

34.10 Claim for payment of GST / Statutory variation, should be raised within two (02) months from the date of issue of 'Government Notification' for payment of differential GST, otherwise claim in respect of above shall not be entertained for payment of arrears.

34.11 IGL will prefer to deal with registered supplier of goods / services under GST. All Vendors shall have GST registration in the concerned State from where he intends to supply the goods / provide services. Therefore, bidders are requested to get themselves registered under GST, if not registered yet.

34.12 In case CBEC (Central Board of Excise and Customs) / any equivalent Central Government agency / State Government agency brings to the notice of IGL that the Supplier of Goods / Service Provider has not remitted the amount towards GST collected from IGL to the government exchequer, then IGL shall have the right to put that Supplier of Goods / Service Provider under Holiday List.

34.13 Bidders are required to strictly consider the following key points while preparing the bid document as the following shall be applicable in all awarded Contracts and Purchase Orders:

- (a) If prior to the placement of award, vendor realizes that the actual applicable rates of taxes are higher than the GST rates quoted in the bid against any particular HSN Code, then the vendor shall do reverse calculation and reduce the "basic unit price" of the product / service accordingly to match the "total price inclusive of taxes" of that product / service.

Whereas, in case the vendor realizes that the actual applicable rates of taxes are lower than the GST rates quoted in the bid against any particular HSN Code, then the vendor shall reduce the "GST rate" of the product / service accordingly without changing the "basic unit price" of that product / service and the invoices shall be raised as per the actual applicable GST.

- (b) The tax rates shall only be changed under statutory variation if there is a change in the GST rates after the due date of bid submission as per government notification in the applicable HSN code which is quoted in the bid only and not in any other HSN Code. The differential tax amount will be paid / recovered depending upon whether the revised rate notified by government has increased / decreased as compared to the existing rates.

35.0 TIME FOR PERFORMANCE

35.1 The effective date of Contract shall be the date of Notification of Award (Fax of Intent). The completion period specified in the Bid Document shall be reckoned from such date of effectiveness.

35.2 Contractor shall furnish bar charts specifying intermediate milestones to achieve the final completion period as per contract. The bar chart agreed shall be for reference purpose only & shall in no way release the contractor's responsibility to complete the work within the completion period.

36.0 TRANSFER OF TITLE

36.1 The title of Ownership in respect of equipment, materials etc. supplied by Contractor for incorporation in permanent works for execution of contract shall pass on to Owner on the date of issue of completion certificate.

36.2 However, Owner shall have the lien on all such equipment, materials, etc. at any time during the performance of the contract after the date on which Owner releases any advance payment towards the said equipment, materials, etc. and contractor shall thereafter be bound to use the same only for the purpose intended under the contract.

36.3 Ownership of any Goods supplied by domestic / foreign Contractor will transfer to purchaser on receipt of Goods at IGL stores or any other specified location as per the Contract Agreement.

37.0 COMPENSATION LIABILITY FOR ACTION NOT TAKEN UPON TERMINATION FOR DEFAULT

- 37.1 In any case in which any of the powers conferred upon the Owner by the clause entitled "Termination for Default" hereof shall have become exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any further case of default by the Contractor for which by any clause or clauses hereof he is declared liable to pay compensation amounting to the whole of his Performance guarantee and the liability of the Contractor for past and future compensation shall remain unaffected.
- 37.2 In the event of the Owner putting in force the power vested in him under the preceding clause he may, if he so desires, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the Contractor or procured by him and intended to be used for the execution of the Work or any part thereof paying or allowing for the same in account at the Contract prices or in case of these not being applicable at current market prices to be certified by the Engineer-In-Charge may give notice in writing to the Contractor or his authorized agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice), and in the event of the Contractor failing to comply with any such requisition, the Engineer-In-Charge may remove them at the Contractor's expense or sell them by auction or private sale on account of the Contractor and at his risk in all respects without any further notice as to the date, time or place of the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the Contractor.

38.0 CHANGE IN CONSTITUTION

The prior approval, in writing, of the Owner shall be obtained before any change is made in the constitution of the Contract. If prior approval is not obtained, the Contract shall be deemed to have been allotted in contravention of Clause entitled "sub-contracting" hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

39.0 MEMBERS OF THE OWNER NOT INDIVIDUALLY LIABLE

No Director or official or employee of the Owner shall in any way be personally bound or liable for the acts or obligations of the Owner under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

40.0 CONTRACTOR TO INDEMNIFY THE OWNER

- 40.1 The Contractor shall indemnify the Owner and every member, officer and employee of the Owner, also the Engineer-In-Charge and his staff against all actions, proceedings, claims, demands, costs and expenses whatsoever arising out of all actions, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract. The Owner shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his sub-contractor and Contractor shall indemnify and keep indemnified the Owner against all such damages and compensations and against all claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereof.
- 40.2 Should the Owner have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs incurred by the Owner shall be charged to and paid by the Contractor and the Contractor shall not be at liberty to dispute or question the right of the Owner to make such payments notwithstanding the same may have been made without the consent or authority or in law or otherwise to the contrary.

41.0 SAFETY REGULATIONS

In respect of all labour, directly or indirectly employed in the Work the Contractor shall at his own expense arrange for all the safety provisions and abide by all labour laws, safety codes, and all fire and statutory regulation and keep owner indemnified in respect thereof.

42.0 OWNER MAY DO PART OF WORK

Upon failure of the Contractor to comply with any instructions given in accordance with the provisions of this Contract the Owner has the alternative right, instead of assuming charge of entire Work, to place additional labour force, tools, equipment's and materials on such parts of the Work, as the Owner may designate or also engage another Contractor to carry out the Work. In such cases, the Owner shall deduct from the amount which otherwise might become due to the Contractor, the cost of such Work and materials

with fifteen percent (15%) added to cover all Owners charges and should the total amount thereof exceed the amount due to the Contractor, the Contractor shall pay the difference to the Owner.

43.0 POSSESSION PRIOR TO COMPLETION

The Engineer-In-Charge shall have the right to take possession of or use any completed or partially completed Work or part of the Work. Such possession or use shall not be deemed to be an acceptance of any work completed in accordance with the Contract agreement. If such prior possession or sue by the Engineer-In-Charge delays the progress of Work, equitable adjustment in the time of completion will be made and the Contract agreement shall be deemed to be modified accordingly.

44.0 DEFECTS IN WORK

44.1 DEFECTS PRIOR TO TAKING OVER

If at any time, before the Work is taken over, the Engineer-In-Charge shall:

- (a) Decide that any work done or materials used by the Contractor or by any Sub-Contractor is defective or not in accordance with the Contract, or that the works or any portion thereof are defective, or do not fulfil the requirements of Contract (all such matters being hereinafter, called "Defects" in this clause), and
- (b) As soon as notice is given to the Contractor in writing of the said decision, specifying particulars of the defects alleged to exist or to have occurred, then the Contractor shall at his own expenses and with all speed make good the defects so specified.

In case Contractor shall fail to do so, the Owner may take, at the cost of the Contractor, such steps as may in all circumstances, be reasonable to make good such defects. The expenditure so incurred by the Owner will be recovered from the amount due to the Contractor. The decision of the Engineer-In-Charge with regard to the amount to be recovered from the Contractor will be final and binding on the Contractor. As soon as the Work has been completed in accordance with the Contract (except in minor respects that do not affect their use for the purpose for which they are intended and except for maintenance thereof and have passed the tests on completion, the Engineer-In-Charge shall issue a certificate (hereinafter called Completion Certificate) in which he shall certify the date on which the Work have been so completed and have passed the said tests and the Owner shall be deemed to have taken over the Work on the date so certified. If the Work has been divided into various groups in the Contract, the Owner shall be entitled to take over any group or groups before the other or others and there upon the Engineer-In-Charge shall issue a Completion Certificate which will, however, be for such group or groups so taken over only. In such an event if the group/section/part so taken over is related to the integrated system of the work, no withstanding date of grant of Completion Certificate for group/section/part, the period of liability in respect of such group/section/part shall extend 12 (twelve) months from the date of completion of Work.

44.2 DEFECTS AFTER TAKING OVER:

In order that the Contractor could obtain a Completion Certificate he shall make good, with all possible speed, any defect arising from the defective materials supplied by the Contractor or workmanship or any act or omission of the Contractor that may have been noticed or developed, after the works or groups of the works has been taken over, the period allowed for carrying out such Work will be normally one month. If any defect be not remedied within a reasonable time, the Owner may proceed to do the Work at Contractor's risk and expense and deduct from the final bill such amount as may be decided by the Owner.

If by reason of any default on the part of the Contractor a Completion Certificate has not been issued in respect of any portion of the Work within one month after the date fixed by the Contract for the completion of the Work, the Owner shall be at liberty to use the Work or any portion thereof in respect of which a completion certificate has not been issued, provided that the Work or the portion thereof so used as aforesaid shall be afforded reasonable opportunity for completing these works for the issue of Completion Certificate.

45.0 DEFENCE OF SUITS:

If any action in court is brought against the Owner or an officer or agent of the Owner, for the failure, omission or neglect on the part of the Contractor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Contractor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Contractor, shall in such cases indemnify and keep the Owner and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

46.0 DEDUCTIONS FROM THE CONTRACT PRICE

All costs, damages or expenses which Owner may have paid or incurred for which under the provisions of the Contract, the Contractor is liable / will be liable, will be deducted from contractors bills or from any moneys due or becoming due to the Contractor.

47.0 COMPLETION CERTIFICATE**APPLICATION FOR COMPLETION CERTIFICATE:**

- 47.1 When the Contractor fulfils his obligation under the contract he shall be eligible to apply for Completion Certificate in respect of the Work by submitting the completion documents along with such application for Completion Certificate.
- 47.2 The Engineer-In-Charge shall normally issue to the Contractor the Completion Certificate within one month after receiving an application thereof from the Contractor after verifying from the completion documents and satisfying himself that the Work has been completed in accordance with and as set out under the specifications of Agreement and the Contract Documents.
- 47.3 The Contractor, after obtaining the Completion Certificate, is eligible to present the final bill for the WORK executed by him under the terms of Contract.

ISSUE OF COMPLETION CERTIFICATE:

- 47.4 Within one month of the completion of the Work in all respects, the Contractor shall be furnished with a certificate by the Engineer-In-Charge of such completion, but neither Completion Certificate shall be given nor shall the Work be deemed to have been executed until all scaffolding, surplus materials and rubbish is cleared off the Site completely. The Work will not be considered as complete and taken over by the Engineer-In-Charge, until all the Temporary Work, labour and staff colonies etc., if any, Constructed are removed and worksite cleared to the satisfaction of the Engineer-In-Charge.
- 47.5 If the Contractor shall fail to comply with the requirements of this clause on or before the date fixed for the completion of the Work, the Engineer-In-Charge may at the expense of the Contractor remove such scaffolding, surplus materials and rubbish and dispose of the same as he thinks fit and clean off such dirt as aforesaid, and the Contractor shall forthwith pay the amount of all expenses so incurred and shall have no claim in respect of any such scaffolding or surplus materials as aforesaid except for any sum actually realised by the sale thereof.

48.0 FINAL DECISION AND FINAL CERTIFICATE

Upon the expiration of the Defect Liability Period and subject to the Engineer-In-Charge being satisfied that the Work has been duly completed by the Contractor and performed all his obligations under the Contract, the Engineer-In-Charge shall (without prejudice to the rights of Owner to retain the provisions of relevant clause thereof) otherwise give a certificate herein referred to as the Final Certificate to that effect and the Contractor shall be not considered to have fulfilled the whole of his obligations under the Contract until Final Acceptance Certificate shall have been given by the Engineer-In-Charge notwithstanding any previous entry upon the Work and taking possession, working or using of the same or any part thereof by the Owner.

49.0 CERTIFICATE AND PAYMENTS ON EVIDENCE OF COMPLETION

Except the Final Certificate no other certificates or payment against a certificate or on general account shall be taken to be an admission by Owner of the due performance of the Contract or any part thereof or of occupancy or validity of any claim by the Contractor.

50.0 REPEAT ORDER

Purchaser reserves the right, within 6 months of order to place repeat order upto 50% of the total order contract value without any change in unit price or other terms and conditions.

51.0 INSURANCE

Contractor shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the Owner as follows:

Contractor at his cost shall arrange, secure and maintain insurance as may be necessary and to its full value for all such amounts to protect the works in progress from time to time and the interest of Owner against all risks as detailed herein. The form and the limit of such insurance, as defined herein together with the

underwriter works thereof in each case should be as acceptable to the Owner. However, irrespective of work acceptance, the responsibility to maintain adequate insurance coverage at all times during the period of Contract shall be that of Contractor alone. Contractor's failure in this regard shall not relieve him of any of his responsibilities and obligations under Contract.

Contractor shall provide the Owner with a copy of all insurance policies and documents taken out by him in pursuance of the Contract. Such copies of documents shall be submitted to the Owner immediately upon the Contractor having taken such insurance coverage. Contractor shall also inform the Owner at least 60 (Sixty) days in advance regarding the expiry cancellation and/or changes in any of such documents and ensure revalidation/renewal etc., as may be necessary well in time.

All costs on account of insurance liabilities covered under Contract will be to Contractor's account and will be included in Value of Contract. However, the Owner may from time to time, during the currency of the Contract, ask the Contractor in writing to limit the insurance coverage risk and in such a case, the parties to the Contract will agree for a mutual settlement, for reduction in Value of Contract to the extent of reduced premium amounts.

Contractor as far as possible shall cover insurance with Indian Insurance Companies.

52.0 COMPLIANCE OF LAWS

- 52.1 The Contractor deploying contract labour shall obtain license from appropriate licensing authority as per prevailing rules & regulation and as modified from time to time during Contract period.
- 52.2 The Contractor (which shall include the contracting firm / company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned authorities as provided under the various Labour Laws / legislations including labour license from the competent authority under the Contract Labour ("Regulation & Abolition") Act 1970 and Acts made thereafter.
- 52.3 The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employees Provident Fund and Miscellaneous Provisions Act 1952, ESI Act 1948, Contract Labour ("Regulation & Abolition") Act 1970, Minimum Wages Act 1948, payment of wages Act 1936, Workmen's Compensation Act 1923 and other relevant Acts, Rules & Regulations in force from time to time.
- 52.4 The Contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC or any other statutory payments to Government Agencies as applicable under the laws in respect of the contract and of personnel deployed by the contractor for rendering services to Owner and shall deposit the required amount with the concerned statutory authorities on or before due dates. The contractor shall obtain a separate PF number from the concerned Regional Provident Fund Commissioner and submit necessary proof of having deposited the employees as well as the Owner's contribution to the Provident Fund. The contractor shall also be responsible for payment of any administration / inspection charges thereof, wherever applicable, in respect of personnel deployed by him relating to the work of Owner.
- 52.5 The Contractor shall not engage / deploy any person of less than 18 years under this contract, and the person(s) to be deployed should be physically and mentally fit.
- 52.6 The installations where job is to be carried out are live and have hydrocarbon environment. Contractor shall comply with all safety and security rules and regulations and other rules laid down by Owner for its operation. Contractor shall follow best engineering practice and relevant international safety standards. It shall be duty / responsibility of the Contractor to ensure the compliance of fire safety, security and other operational rules and regulations by his personnel. Disregard to these rules by the Contractor's personnel will lead to the termination of the Contract in all respects and shall face penal / legal consequences.
- 52.7 Personnel protective items like safety helmets, safety shoes, hand gloves, eye protection, cotton working overalls / dresses (not synthetic materials) and other required materials for the safety of the contractor's personnel shall be arranged by the contractor himself. However firefighting equipment shall be arranged by Owner.
- 52.8 The Contractor shall arrange for life insurance for all his personnel deployed on the job as per the relevant Acts, rules and regulations, etc. In case by virtue of provisions of Workers Compensation Act, 1923 or any other law in force, Owner has to pay compensation for a workman employed by the Contractor due to any cause whatsoever, the amount so paid shall be recovered from the dues payable to the Contractor and/or security deposit with Owner. General third party insurance for CNG Station shall be arranged by Owner.

53.0 THE ENGINEER-IN-CHARGE

- 53.1 Issue the contractor from time to time during the running of the Contract such further instructions on behalf of the Owner as shall be necessary for the purpose of proper and adequate execution of the Contract and the Contractor shall carry out and bound by the same.
- 53.2 During the currency of this Contract, Owner can increase and / or decrease the number of the services required & quantity of work / services shown in from the Schedule of Rates.
- 53.3 Order the Contractor to remove or replace any workmen whom the Owner considers incompetent or unsuitable and opinion of the Owner representative as to the competence of any workman engaged by the contractor shall be final and binding on the Contractor. Key personnel can be deployed at site only after getting approval from the Owner.

54.0 INDEMNITY

Contractor shall exclusively be liable for non-compliance of the provisions of any act, laws rules and regulations having bearing over engagement of workers directly or indirectly for execution of Contract and the Contractor hereby undertake to indemnify the Owner against all actions, suits, proceedings, claims, damages demands, losses, etc. which may arise under Minimum Wages Act 1948, payment of wages Act 1936, Workmen's Compensation Act 1923, Personnel Injury (Compensation Insurance) Act, ESI Act, Fatal accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and deposit Linked Insurance schemes or any other act or statutes not herein specifically mentioned but having direct or indirect application for the persons engaged under this contract.

55.0 LABOUR LAWS

- 55.1 No labour below the age of 18 (eighteen) years shall be employed on the Work.
- 55.2 The Contractor shall not pay less than what is provided under law to labourers engaged by him on the Work.
- 55.3 The Contractor shall at his expense comply with all labour laws and keep the Owner indemnified in respect thereof.
- 55.4 The Contractor shall pay equal wages for men and women in accordance with applicable labour laws.
- 55.5 If the Contractor is covered under the Contract labour (Regulation and Abolition) Act, he shall obtain a licence from licensing authority (i.e. office of the labour commissioner) by payment of necessary prescribed fee and the deposit, if any, before starting the Work under the Contract. Such fee/deposit shall be borne by the Contractor.
- 55.6 The Contractor shall employ labour in sufficient numbers either directly or through Sub- Contractor's to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the Engineer-In-Charge.
- 55.7 The Contractor shall furnish to the Engineer-In- Charge the distribution return of the number and description, by trades of the work people employed on the works. The Contractor shall also submit on the 4th and 19th of every month to the Engineer-In-Charge a true statement showing in respect of the second half of the preceding month and the first half of the current month (1) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (2) the number of female workers who have been allowed Maternity Benefit as provided in the Maternity Benefit Act 1961 on Rules made thereunder and the amount paid to them.
- 55.8 The Contractor shall comply with the provisions of the Payment of Wage Act 1936, Employee Provident Fund Act 1952, Minimum Wages Act 1948, Employers Liability Act 1938, Workmen's Compensation Act 1923, Industrial Disputes Act 1947, the Maternity Benefit Act 1961, Contract Labour Regulation and Abolition Act 1970, Employment of Children Act 1938 and any modifications thereof or any other law relating thereto and rules made thereunder from time to time.
- 55.9 The Engineer-In-Charge shall on a report having been made by an Inspecting Officer as defined in Contract Labour (Regulation and Abolition) Act 1970 have the power to deduct from the money due to the Contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfilment of the Conditions of the Contract for the benefit of workers, non-payment of wages or of deductions made from his or their wages which are not justified by the terms of the Contract or non-observance of the said regulations.

55.10 The Contractor shall indemnify the Owner against any payments to be made under and for the observance of the provisions of the aforesaid Acts without prejudice to his right to obtain indemnity from his Sub-Contractor's. In the event of the Contractor committing a default or breach of any of the provisions of the aforesaid Acts as amended from time to time, of furnishing any information or submitting or filling and Form / Register / Slip under the provisions of these Acts which is materially incorrect then on the report of the inspecting Officers, the Contractor shall without prejudice to any other liability pay to the Owner a sum not exceeding Rs.50/- as Liquidated Damages for every default, breach or furnishing, making, submitting, filling materially incorrect statement as may be fixed by the Engineer-In-Charge and in the event of the Contractor's default continuing in this respect, the Liquidated Damages may be enhanced to Rs.50/- per day for each day of default subject to a maximum of one percent of the estimated cost of the Work put to tender. The Engineer-In-Charge shall deduct such amount from bills or Contract Performance Security of the Contractor and credit the same to the Welfare Fund constitute under these acts. The decision of the Engineer-In-Charge in this respect shall be final and binding

Implementation of Apprentices Act, 1961:

55.11 The Contractor shall comply with the provisions of the Apprentices Act, 1961 and the Rules and Orders issued thereunder from time to time. If he fails to do so, his failure will be a breach of the Contract and the Engineer-In-Charge may, at his discretion, cancel the Contract. The Contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions, of the Act.

Contractor to indemnify the Employer:

55.12 The Contractor shall indemnify the Employer and every member, office and employee of the Employer, also the Engineer-In-Charge and his staff against all actions, proceedings, claims, demands, costs and expenses whatsoever arising out of or in connection with the matters referred to in this Clause and elsewhere and all actions, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract Document. The Owner shall not be liable for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract Document. The Owner shall not be liable for or in respect of any demand or compensation payable by law in respect or in consequence of any accident or injury to any workmen or other person. In the employment of the Contractor or his Sub-Contractor the Contractor shall indemnify and keep indemnified the Owner against all such damages and compensations and against all claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

55.13 PAYMENT OF CLAIMS AND DAMAGES: Should the Owner have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs incurred by the Owner shall be charged to and paid by the Contractor and the Contractor shall not be at liberty to dispute or question the right of the Owner to make such payments notwithstanding the same, may have been made without the consent or authority or in law or otherwise to the contrary.

55.14 In every case in which by virtue of the provisions of Section 12, Sub-section (i) of Workmen's Compensation Act, 1923 or other applicable provision of Workmen Compensation Act or any other Act, the Owner is obliged to pay compensation to a workman employed by the Contractor in execution of the Work, the Owner will recover from the Contractor the amount of the compensation so paid, and without prejudice to the rights of Owner under Section 12, Sub-section (2) of the said act, Owner shall be at liberty to recover such amount or any part thereof by deducting it from the Contract Performance Security or from any sum due to the Contractor whether under this Contract or otherwise. The Owner shall not be bound to contest any claim made under Section 12, Sub-section (i) of the said act, except on the written request of the Contractor and upon his giving to the Owner full security for all costs for which the Owner might become liable in consequence of contesting such claim.

Health and sanitary arrangements for workers:

55.15 In respect of all labour directly or indirectly employed in the Works for the performance of the Contractor's part of this agreement, the Contractor shall comply with or cause to be complied with all the rules and regulations of the local sanitary and other authorities or as framed by the Owner from time to time for the protection of health and sanitary arrangements for all workers.

55.16 The Contractor shall provide in the labour colony all amenities such as electricity, water and other sanitary and health arrangements. The Contractor shall also provide necessary surface transportation to the place of work and back to the colony for their personnel accommodated in the labour colony.

56.0 EVALUATION OF PERFORMANCE

Performance against the contract awarded (if any) shall be evaluated on half yearly basis or earlier on need basis as per approved IGL policy which is also available at IGL website.

57.0 CONTRACTOR SAFETY MANUAL

The contractor / vendor needs to ensure all the safety conditions as mentioned in the Contractor Safety manual which can be downloaded from IGL website.

58.0 WHISTLE- BLOWER POLICY

Indraprastha Gas Limited (IGL) has implemented whistle-blower policy as part of the vigil mechanism to comply with the regulatory requirements laid down by the Companies Act 2013 and Clause 49 of the SEBI's Listing Agreement. With the implementation of vigil mechanism, the company provides a platform to its vendors and suppliers to come forward and raise their genuine concerns without any fear of retaliation and victimization.

The policy is designed to deal with concerns raised in relation to the specific issues which are not in the interest of the company. The company has appointed an independent third party service provider to manage the operations of whistle-blower hotline.

Detailed Policy is available on IGL website, www.iglonline.net.

SECTION IV

SPECIAL CONDITIONS OF CONTRACT (SCC)

1.0 DEFINITIONS AND INTERPRETATIONS

1.1 In addition to meaning ascribed to certain initial capitalized terms in “GCC”, following initial capitalized terms shall have the meaning as ascribed to such term hereunder. In case any term defined hereunder is also defined in “GCC”, the meaning ascribed to such term hereunder shall prevail.

1.2 Definitions

Bid Documents or Tender Documents shall mean documents issued to the bidder by the Purchaser pursuant to IFB.

Effective Date shall mean the date on which Contractor’s obligations will commence and that will be the date of first notification of award i.e. Fax of Intent/Letter of Acceptance/Contract/Work Order.

2.0 INTERPRETATIONS

2.1 Where any portion of the GCC is repugnant to or at variance with any provisions of the SCC then, unless a different intention appears, the provisions of the SCC shall be deemed to govern the provisions of the GCC and SCC provisions shall prevail to the extent of such repugnancy, or variations exist.

2.2 In Contract Documents unless otherwise stated specifically, the singular shall include the plural and vice versa wherever the context so requires.

2.3 Notwithstanding the sub-division of the Contract Documents into separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the Agreement so far as it may be practicable to do so.

2.4 All headings, subtitles and marginal notes to the clauses of the GCC, SCC or to the Specifications or to any other part of Tender document are solely for the purpose of giving a concise indication and not a summary of the contents thereof, and they shall never be deemed to be part thereof or be used in the interpretation or construction thereof.

2.5 The terms fully capitalized and/or initial capitalized shall be interchangeable and shall have the meaning as assigned to fully capitalized term or initial capitalized term.

3.0 REGISTRATION OF THE CONTRACT WITH STATUTORY AUTHORITIES

3.1 Within 30 days of execution of the contract agreement, the contractor shall register themselves and the contract at their own cost with the Reserve Bank of India, Income Tax, Sales Tax and such other statutory authorities, as may be required under the rules and regulations governing in India. The Contract price shall be deemed to include all costs towards the same. A copy of all documents related to all such registration shall be submitted to Owner for record.

4.0 INTELLECTUAL PROPERTY

4.1 Neither Owner/Consultant nor Contractor nor their personnel, agents nor any sub-contractor shall divulge to any one (other than persons designated by the party disclosing the information) any information designated in writing as confidential and obtained from the disclosing party during the course of execution of the works so long as and to the extent that the information has not become part of the public domain. This obligation does not apply to information furnished or made known to the recipient of the information without restriction as to its use by third parties or which was in recipient's possession at the time of disclosure by the disclosing party. Upon completion of the works or in the event of termination pursuant to the provisions of the contract, Contractor shall immediately return to Owner/Consultant all drawings, plans, specifications and other documents supplied to the Contractor by or on behalf of Owner/Consultant or prepared by the Contractor solely for the purpose of the performance of the works, including all copies made thereof by the Contractor.

5.0 STANDARDS

5.1 All designs, codes, developing platforms, developing techniques and workmanship shall be in accordance with the highest accepted international standards for this type of work.

5.2 The Bidder shall also state, where applicable, the National or other International standard(s) to which the whole, or any specific part, of the system, software, or training complies.

5.3 The requirements given in this document are firm and no deviation of any kind is acceptable.

6.0 DURATION OF CONTRACT / MOBILIZATION PERIOD

The contract shall be valid for a period of 03 years from the completion of mobilization period.

Mobilization Period:

Mobilization period will be 03 months from the date of issue of first notification of award / Letter of Acceptance (LOA).

7.0 CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)

(FURTHER TO CORRESPONDING CLAUSE OF GCC)

- 7.1 Within twenty one (21) Days of receipt of the Letter of Acceptance / Notification of Award, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) equivalent to 2.5% of annualized contract value initially and 2.5% of annualized individual release/purchase order value (Total order value will be inclusive of all taxes).
- 7.2 The CPBG shall be released after 90 days beyond the contract/defect liability/warranty period, whichever later.
- 7.3 All bank guarantees shall also have minimum 30 days' claim period beyond BG expiry date.
- 7.4 The proceeds of the Contract-Cum-Equipment Performance Bank Guarantee shall be payable to the Purchaser as compensation for any loss or damage resulting from the Supplier's failure to complete its obligations under the Agreement.
- 7.5 The Contract-Cum-Equipment Performance Bank Guarantee shall be denominated in the currency of the Contract/ Letter of award.
- 7.6 A bank guarantee issued by a nationalized bank or a scheduled Indian bank or by the branch of a reputable international bank located in India and registered with RBI.
- 7.7 While issuing Bank Guarantee issuing applicant must mention receiver's details as ICICI Bank IFSC- ICIC0000007, Branch CONNAUGHT PLACE , DELHI, in BG text at which SFMS IFIN 760 message to be sent by issuing bank, to establish the authenticity of given BG.
- 7.8 The CPBG shall contain the following details;
 - a. Claim period 30 days more than the validity of the CPBG
 - b. Address of Bank (Issuing Branch as well as Delhi Local Operative Branch)
 - c. Contact Person name (Issuing Branch as well as Delhi Branch)
 - d. Telephone Numbers of contact persons of bank (Issuing Branch as well as Delhi Branch)
 - e. Email address of contact persons of bank (Issuing Branch as well as Delhi Branch).

8.0 PRICE REDUCTION SCHEDULE (PRS)

(CORRESPONDING CLAUSE OF GCC IS MODIFIED AS BELOW)

- 8.1 In case there is delay in delivery of goods / completion of the work/services including supply, installation and commissioning of the equipment, attributable to the supplier / contractor / service provider, the supplier / contractor / service provider shall pay as compensation for delay and not as penalty in form of price reduction as detailed here under.
- 8.2 If the supplier / contractor / service provider fails to deliver any or all of goods or performance of the work/service or supply, installation and commissioning of the equipment within the time period(s) specified in the Order/Contract, IGL shall without prejudice to any other remedy(s) under the Order/Contract, reduce the order value by a sum calculated as mentioned below:
- 8.3 Price Reduction will be applicable @½% of the total order value (inclusive of taxes) per week of delay or part thereof in supply/completion of work subject to a maximum (ceiling) of 5% of total order value (inclusive of taxes) for orders of goods, works and services.
- 8.4 The portion of the supply/services/works completed in all respect shall not be considered for applying PRS, if delivered within the contractual delivery period. The remaining supply/services/works, which has been

completed beyond the contractual period, shall attract PRS @½% for the value of the supply/service/works in respect of which default in delivery has taken place subject to maximum of 5%.

- 8.5 The parties agree that this is a genuine pre-estimate of the loss/damage which will be suffered on account of delay/breach on the part of the Contractor and the said amount will be payable on demand without there being any proof of the actual loss or damages caused by such delay/breach. The decision of Owner in regard to the actual delay shall be final and binding on the Contractor. All sums payable by way of compensation shall be considered as reasonable compensation without reference to the actual loss or damage which shall have been sustained.

9.0 PENALTY

For Installation:

In case the bidder/ supplier fails to complete the supply of the ordered items within the stipulated period, then unless such failure is due to Force Majeure as defined in tender document or due to IGL's defaults, the bidder shall pay to the IGL by way of compensation for delay and not as penalty, Liquidated Damages @0.5% of the per month hiring rates for the quantity that is delayed per week of delay or part thereof (maximum of 5 weeks) subject to a maximum (ceiling) 10% of the total contract value.

For service period:

The bidder should give uptime guarantee of 99.5% or above on monthly basis for all locations specifically for primary link. In case uptime falls below the guaranteed level, IGL will impose penalty as per below table. The amount of penalty may be claimed / adjusted while releasing the quarterly usage charges or from performance bank guarantee.

S. no.	Availability of Link (primary)	Uptime Penalty on monthly basis
1	>=99.5%	0%
2	>=99% to <99.5%	5%
3	>=98 to <99%	10%
4	>=95 to <98%	15%
5	>=90 to <95%	25%
6	>=50 to <90%	50%

There will be no penalty on backup link if the primary link is working. However if both the links are not working, the penalty for back up link will be same as per above clause.

- Further, if up time of any locations during any month is less than 50%, IGL will not make any payment for that location during that month.
- In case central location link is down, all the remote locations may be treated as down and penalty, as defined above may be applicable to all the locations till services restored.
- Link failure due to WAN Network hardware like Router/ POE/ Cable etc. (maintained by the bidder) failure appropriate penalty will be applicable till the link restored. All kind of hardware failure/damages (due to any reason) will be supported / covered by the bidder.
- Scheduled maintenance by the bidder, with prior intimation to IGL for any discrepancy in parameters. IGL will help and support as per the situation to resolve discrepancy in parameters required for devices.
- The down time due to following situations shall not be considered for penalty calculation purpose.
 - i. Down time due to power failure / switch off of networking equipment's or device failure issue due to electrical parameters abnormal at IGL side
 - ii. Scheduled maintenance activity by bidder with prior intimation to IGL and acceptance by IGL.

10.0 TAXES & DUTIES

- 10.1 Bidder shall be entirely responsible for scope of work, all taxes, GST, license fees, freight, Insurance, Transit Insurance, any other duty on services or any other tax payable and/ or other levies etc. imposed by Central,

state, municipal and local law and regulatory agency or authority including loading and unloading at IGL store. The rate in SOR is inclusive of all the above referred taxes/duties as defined in the tender document.

- 10.2 Any statutory variation in GST within the contractual period for the SOR items shall be to IGL's account. However, in case the contractual completion period gets extended for reasons solely attributable to contractor, the statutory variation shall be limited to contractual completion period only.

11.0 TERMS OF PAYMENTS

(FURTHER TO CORRESPONDING CLAUSE OF GCC)

Payment shall be released on quarterly basis within 45 days after submission of invoice duly certified by EIC.

12.0 REPEAT ORDER (CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

Not Applicable

13.0 DOCUMENT PRECEDENCE

- 13.1 In case of an irreconcilable conflict between Indian or other applicable standards, General Conditions of Contract, Special Conditions of Contract, Specifications, Drawings or Schedule of Rates and any other portion of Bidding Document the following shall prevail to the extent of such irreconcilable conflict in order of precedence.

1. Letter of Acceptance
2. Schedule of Rates as enclosures to Letter of Acceptance
3. Special Conditions of Contract
4. Job / Particular Specifications
5. Scope of Work
6. Drawings
7. Technical / Material Specifications
8. General Conditions of Contract
9. Indian Standards
10. Other applicable Standards

14.0 TERMINATION FOR DEFAULT

(CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

- 14.1 The following provisions may be included in the tenders depending upon nature and relevance of procurement:
- 14.2 Except for the cases of Force Majeure, if the Contractor fails to execute the work or any part thereof with such diligence as will ensure its completion within the time specified in the contract or extension thereof or fails to perform any of his obligation under the contract or in any manner commits a breach of any of the provisions of the contract, it shall be open to the owner at its option by written notice to the Contractor:
- i. To determine the contract in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property or Work, or installations from damage, and the Owner, for its part, may take over the work remaining unfinished by the Contractor and complete the same through a fresh Contractor or by other means, at the risk and cost of the Contractor, and any of his sureties if any, shall be liable to the Owner for any excess cost occasioned by such work having to be so taken over and completed by the Owner over and above the cost as worked out in terms of the contract.

- ii. Without determining the contract to take over the work of the Contractor or any part thereof and complete the same through a fresh Contractor or by other means at the risk and cost of the Contractor and any of his sureties are liable to the Owner for any excess cost over and above the cost as worked out in terms of the contract, occasioned by such works having been taken over and completed by Owner.
- iii. Before determining the Contract, provided in the judgment of the Owner, the default or defaults committed by the Contractor is/are curable and can be cured by the Contractor if an opportunity is given to him, then the Owner may issue notice in writing calling the Contractor to cure the default within such time specified in the notice.

14.3 The Owner shall also have the right to proceed or take action as per above, in the event that the Contractor becomes bankrupt, insolvent, compounds with his creditors, assigns the Contract in favor of his creditors or any other person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the Owner to give any prior notice to the Contractor.

14.4 Termination of the Contract as provided for above shall not prejudice or affect the rights of the Owner which may have accrued up to the date of such termination.

14.5 Failure by Contractor

The General Conditions of Contract forming part of the tender documents inter-alia contain many provisions which pertain to execution of work in the event the contractor fails to perform. Some of the important provisions are as below:

- (i) Failure by the contractor to comply with the provisions of the contract: Owner has reserved an option to determine the contract, the security deposit furnished by the contractor is liable to be forfeited as also the excess cost which may become payable by the owner in getting the work executed, through an alternative agency, may be recovered from the contractor.
- (ii) Failure of contractor to execute the work as per contract: If pursuant to award of work, the contractor fails to commence work in a manner described in the contract or if the contractor fails to execute the work in conformity with the documents and if the contractor fails to execute work in accordance with the time schedule or if the contractor substantially suspends work for a period of 14 days without authority of Engineer-In-charge or if the contractor fails to carry out and execute the work to the satisfaction of the Engineer In-charge or if contractor fails to supply sufficient or suitable construction plant, temporary works, labour, materials or things or if the contractor commits, suffer or permit any breach of any of the provision of the contract on his part to be performed or observed or persist in any of the above mentioned breaches of the contract for 14 days after notice in writing shall have been given to the contractor by the Engineer In-charge requiring such breach to be remedied or if the contractor shall abandon the work or if the contractor during the continuance of the contract shall become bankrupt, make any arrangement or composition with his creditors, or permit any execution to be levied or go into liquidation whether compulsory or voluntary, not being merely a voluntary liquidation for the purpose of amalgamation or reconstruction; then, in each of the above mentioned cases the owner shall have the power to enter upon the work and take possession thereof and all materials, temporary works, construction plants and stock thereon and to revoke the contractor's license to use the same and to complete the work by his agents, other contractors or work men or to relate the same upon any terms and to such other person, firm or corporation as the owner in his absolute discretion may think proper to employ and for the purpose aforesaid to use or authorize the use of any materials, temporary work, construction plant and stock as aforesaid without making payment or allowance to the contractor for the said materials other than such as may be certified in writing for the Engineer In charge to be reasonable.

The above provisions expressly provide for owner's right to take possession on site and work in whatever condition the same exists at the time of breach or breaches as listed herein above may have been committed by the contractor. The clause further provides that in getting the job executed any additional payments or extra cost incurred shall be recovered from the dues of the contractor.

- (iii) Owner may do part of work: In case the contractor shall fail to comply with any instructions given in accordance with the provisions of contract, owner has the alternative right instead of assuming charge

of entire work to place additional labour force, tools, equipment and materials on such parts of the work as the owner may designate or also engage another contractor to carry out the work. In such a case the owner shall deduct from the amount which otherwise might become due to the contractor the cost of such work and material with 10% added to cover all departmental charges and should the total amount thereof exceed the amount due to the contractor, the contractor is contractually bound to pay the difference to the owner.

- (iv) Replacement of defective parts and materials: Owner reserves right to make good, alter, reconstruct or remove such works as may be found to be defective or unsound or imperfect or inferior to the quality specified. The owner is required to give a notice to the contractor for 7 days to remove any defects or deficiencies, pointed out in the said notice and upon failure of the contractor to do so to proceed with the above mentioned remedies. In the event of the owner taking charge of repairs / replacements as aforesaid, the cost incurred thereon becomes recoverable from the contractor.

The clause under reference further provides for the contractor's full and extreme liability to be satisfied by the payments to the owner of extra costs of such replacements procured including erection / installation as provided for in the contract; such extra cost being the ascertained difference between the price paid by the owner for such replacements and the contract price portion for such defective plants and repayments of any sum payable by the owner to the contractors in respect of such defective plant.

In terms of the aforementioned provisions of the contract IGL, in exercise of its rights under the contract, may come across situations, where it may have to take a part of work off from the contractor and get the same done through an alternative agency. However, such off-loading of work can be in part or it can be for the entire work awarded to the contractor and the decision in this regard would rest on various factors having major effect on such decision. Some of the factors are the progress of work at site, poor mobilization of resources, frequent defects in the executed work, financial constraints of the contractor and ill behavior of the representatives of the contractor.

The contractual conditions amply provide for recovery of any sums spent in excess of contract value for getting the work executed through an alternative agency. There may be situations in which the contractors choose to take recourse to legal / Arbitration process. A decision in this regard may, therefore, be taken after considering the possibilities of entering into litigations which may or may not be justifiable in all cases.

15.0 SETTLEMENT OF DISPUTES (ARBITRATION)

(CORRESPONDING CLAUSE OF GCC IS MODIFIED AS BELOW)

- 15.1 Except as otherwise provided in the Contract where decision of Engineer-in-Charge is final and binding on the contractor, in the event of any claims, disputes or differences arising out of or in connection with this Agreement, the same shall be settled through Arbitration as provided hereunder. The disputing Party shall serve a written notice of dispute to the other Party within fifteen (15) days of arising of such claim, dispute or difference.
- 15.2 Pursuant to such notice, the Parties hereto shall promptly and in good faith attempt to resolve such claim or dispute or difference through discussions and negotiations with a view to bring out an amicable resolution and settlement.
- 15.3 If the said claim or dispute or difference is not resolved through discussions and negotiations within thirty (30) days from the written notice of dispute, then either Party may give notice in writing to the other Party of its intention to commence arbitration proceedings, as hereinafter provided, as to the matter in dispute, difference or claim, and no arbitration proceedings in respect of this matter shall commence unless such written notice of arbitration is served upon the other Party.
- 15.4 The Arbitral Tribunal shall comprise of a one (1) Arbitrator. The Arbitrator shall be nominated by Supplier / Contractor / Service Provider from a list provided by IGL of three (3) persons from its panel of arbitrators. Depending on the nature of the claim or dispute, the list of persons from IGL shall comprise of persons with the requisite technical expertise and relevant experience.

- 15.5 Supplier / Contractor / Service Provider waives any and all of its objections to the said persons being former employees of IGL or of any other public sector entity or with regard to such persons holding shares in the Company.
- 15.6 If Supplier / Contractor / Service Provider fails to nominate the Sole Arbitrator within a period of fifteen (15) days from receipt of such list of persons by IGL, then it shall be construed to be a waiver in respect of the said persons on part of Supplier / Contractor / Service Provider and IGL shall be free to nominate one (1) of the persons from the said list to be the Sole Arbitrator.
- 15.7 The arbitration proceedings shall be held in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996, as amended from time to time. The seat of the arbitration proceedings shall be in Delhi and shall be conducted in English Language. The decision of such arbitration proceedings shall be binding and conclusive upon the Parties.
- 15.8 The fees of the Arbitral Tribunal shall be determined as per 4th Schedule of the Arbitration and Conciliation Act, 1996, as amended from time to time, and the Parties to the arbitration proceedings shall equally share the costs and expenses of any such arbitration proceedings.
- 15.9 Notwithstanding any reference to arbitration herein, the Parties shall continue to perform their respective obligations under the Agreement unless they otherwise mutually agree in writing.

16.0 SUBLETTING AND ASSIGNMENT

The contractor shall not, save with previous consent in writing of the owner i.e. IGL, sublet, transfer or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever. Provided, nevertheless, that any such consent shall not relieve the contractor from any obligation, duty or responsibility under the contract.

17.0 COMPUTATION / ARITHMETICAL ERROR

The bids shall be checked for computation error, if any to arrive at the computed price as per provisions of bidding documents. Arithmetical error will be rectified on the following basis: Discrepancy between unit price & total price: If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity of any item or between sub-total and the total price, the unit or sub-total price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. While preparing the bid documents, due care shall be taken to ensure that unit of measurement for payment for items as provided in SOR is the same as stipulated in technical specification and measurement clause.

18.0 TERMINATION AND FAILURE CLAUSE

Time and date of delivery shall be the essence of the contract.

If the contractor/ supplier fails to complete the work / deliver the entire quantity of goods ordered or a part thereof within the period agreed to for such part or total quantity as per the delivery / time schedule or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to any other right or remedy available to him recover damages for breach of the contract in form of recovering the compensation / Price Reduction Schedule / termination of the contract whichever is in the interest of the company, in accordance with the provision of contract.

Termination of the contract as provided for above shall not prejudice or affect the rights of the owner, which may have accrued up to the date of such termination.

Termination and failure may also attract provisions of Holiday Listing Policy.

18.1 Grounds of termination:

IGL shall be at liberty to terminate the contracts at its sole discretion on any of the following grounds:

- i. If the contractor has got the contract by fraudulent means or suppression of material fact, which would have bearing on the award of contract.
- ii. The contractor goes insolvent
- iii. If the continuance of the business is stopped by any court of law or any authority of Government.

- iv. In case the contractor is the company and has been wound up by the court.
- v. In case of proprietorships firm, if the firm gets dissolved.
- vi. In case of partnership firm, if the partner goes mentally insane.
- vii. The contractor breaches any of the provision of the contract then IGL shall have liberty to terminate the contract.
- viii. The termination of the contract should be done after following the due process as per provisions of the contract.

19.0 FORCE MAJEURE

(CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

19.1 In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall upon notification to the other party be suspended for the period during which Force Majeure event lasts. The cost and loss sustained by the either party shall be borne by respective parties.

- (a) The term "Force Majeure" as employed herein shall mean acts of God, earthquake, war (declared or undeclared), revolts, riots, fires, unprecedented floods, rebellions, explosions, hurricane, sabotage, civil commotions and acts and regulations of respective Government of the two parties, namely the owner and the contractor, any national / state level strike affecting manufacturing, transportation and imposition of ban affecting supply of goods.
- (b) Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 7 (seven) days of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.
- (c) Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended by the period for which such cause lasts provided it has adversely affected the overall completion schedule.
- (d) If deliveries of bought out items and/or works to be executed by the contractor are suspended by Force Majeure conditions lasting for more than 1 (one) month, the parties to the contract shall hold discussions to resolve the situation mutually.
- (e) If during the concurrence of the contract there shall be an out-break of war whether declared or not, in that part of the World which whether financially or otherwise materially affects the execution of the work, the contractor shall unless and until the contract is terminated under the provisions in this clause continue to use his best endeavor to complete the execution of the work, provided always that the owner shall be entitled, at any time after such outbreak of war to terminate the contract by giving notice in writing to the contractor and upon such notice being given the contractor shall, save as to the rights of the parties under this clause and to the operation of the clauses entitled Settlement of Dispute and Arbitration hereof, be terminated but without prejudice to the right of either party in respect of any antecedent breach thereof.
- (f) If the contract shall be terminated under the provisions of the above clause, the contractor shall with all reasonable diligence remove from the site all the contractor's equipment and shall remove similar facilities of his sub-contractors.

20.0 APPLICABLE LAW

The contract shall be governed and interpreted in accordance with laws of India and court of competent jurisdiction of New Delhi shall have exclusive jurisdiction to try such suits.

21.0 TENDERS NOT IN PRESCRIBED FORMS

If quotations are received from the party in their own format instead of on the prescribed format against open / limited tender, such quotations may not be considered for evaluation.

22.0 TENDERS NOT CONFORMING TO SPECIFICATIONS

Tenders which do not conform to the specifications are to be out rightly rejected. Lowest tender may be determined amongst those bidders which are in full conformity with the specifications.

23.0 EVALUATION OF PERFORMANCE

Performance against the contract awarded (if any) shall be evaluated on half yearly basis or earlier on need basis as per approved IGL policy which is also available at IGL website.

24.0 WHISTLE-BLOWER POLICY

(CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

Indraprastha Gas Limited (IGL) has implemented whistle-blower policy as part of the vigil mechanism to comply with the regulatory requirements laid down by SEBI (LODR) Regulations, 2015. With the implementation of vigil mechanism, the company provides a platform to its vendors and suppliers to come forward and raise their genuine concerns without any fear of retaliation and victimization.

The policy is designed to deal with concerns raised in relation to the specific issues which are not in the interest of the company. The company has appointed an independent third-party service provider to manage the operations of whistle-blower hotline.

Detailed Policy is available on IGL website: <https://iglonline.net>.

SECTION V

SCOPE OF WORK

1.0 SCOPE OF WORK

The scope of work involves supply, installation, configuration, management, maintenance, monitoring, under COMPLETE MANAGED SECURED SD-WAN connectivity services along with Leased Lines, Broadband, network equipment, WLAN devices for the successful execution of this project.

Bidders are required to set up completely managed end to end network connectivity with SD-WAN technology localized at IGL sites in Delhi NCR, Kaithal, Karnal, Banda, Muzaffarnagar, Shamli, Meerut, Ajmer, Pali, Kanpur, Gurugram and Rewari to provide connectivity to Central Sites of Kaka Nagar Delhi, DC Delhi R K Puram sec 9 and DR Bengaluru through dedicated lease line. Detailed description/scope and technical requirements are as follows:

The Bidder through this tender will provide a fully managed secure SD-WAN connectivity services at the IGL Locations across India. The Bidder will be responsible for the following:

- Providing bandwidth for internet all the locations and with cloud-based DDoS services at DC, DR and Kaka Nagar locations.
- Supply, install, commission, operate and maintain the equipment required under the scope of WAN Management, LAN/ WLAN, Wi-Fi etc.
- Remote support services from bidder NOC facility.

The Bidder shall ensure:

- a) Seamless transition from the existing network to the proposed SDWAN network with minimal service disruption.
- b) Establish state of the art nationwide scalable converged network to provide assured End-to-End Secured Network connectivity.
- c) Providing the bandwidth for internet with DDoS Mitigation Capacity
- d) Network management using centralized Monitoring System from bidders' cloud
- e) Provide connectivity to all the existing and new IGL locations as identified/notified by the IGL from time to time.
- f) Capability to divert the traffic to the DR site and switchback to the primary site whenever required.
- g) Set up two dedicated Internet lease lines of 400 Mbps bandwidth with 2 Gbps protection from DDOS on fiber each at IGL Bhawan.
- h) Set up two dedicated Internet lease lines of 200 Mbps bandwidth with 1 Gbps protection from DDOS on fiber each at Kaka Nagar.
- i) Set up two dedicated Internet lease lines of 200 Mbps with 1 Gbps protection from DDOS on fiber each at DR Bengaluru.
- j) Set up two dedicated Internet lease lines of 100 Mbps on fiber each at IGL ISID Office.
- k) Set up two dedicated Internet lease lines of 50 Mbps on fiber each at Noida sec 03 Office.
- l) Dedicated Internet lease line of 20 Mbps on fiber/Copper at site locations. This will work as a primary link.
- m) Broadband with unlimited data with minimum 100 Mbps bandwidth/ Internet connection on RF/fiber/Cu with 4 Mbps bandwidth. This may work as secondary/back up link.
- n) Vendor has to create multiple VLAN's at each branch location for segregating IT, OT network etc.
- o) Vendor to follow Cyber Security best practices as per industry norms & IGL guidelines.

SDWAN Solution

The Bidder shall study the existing SD-WAN setup and design the new secure SD-WAN architecture. The Bidder shall provide End to End connectivity including Data Centre sites as per connectivity as mentioned. The Bidder shall provide all the SD-WAN equipment required under this project for the successful commissioning of the network. The SD-WAN solution shall support Cloud/On-Premises solution.

I. Technical Specification and Functionality Requirement for SDWAN

1. Based on network analysis of the current setup the solution must select the best path based on link quality and policy.
2. The SD-WAN should be able to load balance across links simultaneously or leverage the secondary link for spill-over the bandwidth required for one session exceeds the available bandwidth on the best link. This lets high bandwidth applications have as much bandwidth as they need to perform optimally. So the effective bandwidth at IGL Bhawan should be 800 mbps, Kaka Nagar should be 400mbps and DR site of 400mbps.
3. The software defined network controller should be capable of running in public cloud (Like Amazon Web Services, Microsoft Azure, Oracle Cloud and Google Compute Engine etc.)
4. The data plane at the branch locations, data center and in public cloud (Amazon Web Services, Microsoft Azure, Oracle Cloud and Google compute Engine) should be programmable from the central software defined network controller.
5. The architecture should allow for internet break out at the local at branch, centralized location, remote entity (remote location) and cloud based on the application and the policy defined in the software defined network controller.
6. The tunnel creation should be automatic without any manual configuration on the edges and the controller.
7. The WAN path selection should be dynamically selected based on the policy set from the software defined network controller.
8. The system architecture should allow the use the most preferred link based upon Link characteristics for critical applications as defined in policy
9. The system should support 4G/LTE dongles/SIM on the branch device as a WAN link with the ability to do load sharing of links with broadband and ILL.
10. The SD-WAN should support if the bandwidth of a single session exceeds the availability on any link, the link must be able to use multiple links simultaneously.
11. The SD-WAN should have the ability to bind multiple MPLS links and an MPLS link with public internet link.
12. The SD-WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link bonding.
13. The SD-WAN should support link failover due to packet loss, jitter, latency, link flap etc. without TCP and UDP session failover.
14. The SD-WAN device should have the capability to forward traffic via specific WAN paths depending on predefined application policies and performance needs.
15. The Device should use both the links effectively.
16. The SD-WAN solution should not add any latency for the current traffic path.
17. The SDWAN should be capable of sending duplicate data over both links for guaranteed delivery of all applications data and it has to be configurable feature need to be enabled if required.
18. The SD-WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e. if the link is not stable then put the link in monitor state, once the link is stable for particular time then start sending traffic on that link. Link flaps or link up/down must not affect the traffic as long as other link is available.
19. The SD-WAN should support one way latency and traffic loss monitoring.
20. The SD-WAN should continuously access performance of critical voice, video or data applications at any given time with the ability.
21. The SD-WAN must integrate transparently into the existing routing infrastructure. The solution must be completely transparent to existing routing protocols (eg:- OSPF, BGP etc.). All routing functions, including “dynamic path selection” or any other network routing decisions.
22. The SD-WAN must be able to perform priority queuing to prioritize packet flows for each traffic class.
23. The SD-WAN should support hybrid secured connectivity across the WAN i.e Data flowing between DC to DR devices, from DC/DR to Site office devices and branch-to-branch communication should be encrypted by using industry standard protocol.

24. The SD-WAN solution should support encryptions for end-to-end communication. The solution should use standard encryption technology, such as AES256/above to provide secure connectivity over any type of WAN link. Rekeying functionality should be available in the solution for encryptions.
25. The SD-WAN solution must be able to apply QoS policies to all the traffic seen in the network, including TCP, UDP and other non-TCP traffic types.
26. If a failure of one or more network links occurs and there isn't enough remaining bandwidth to serve all current sessions, current sessions should be adjusted to conform with the QoS policies.
27. Should support SSL/TLS Inspection for Invalid, expired or untrusted certificate.
28. Should also support passive SLA monitoring of the actual application steered, without the need of sending any active probes, when the application traffic is flowing through the CPE.
29. Should support a combination of Active and Passive SLA to effectively address different applications under different scenarios with configurable check interval, failure and restore thresholds
30. Capable of HA (High Availability) Active/Passive or Active/Active and should be capable of auto & manual failover in case the active device fails.
31. Dynamic WAN path selection based on the policy set from the Central controller placed at Central location.
32. System architecture should allow the use of the most preferred link based upon Link characteristics (Latency, packet loss, etc.) for critical applications.
33. Secured and encrypted communication between the SD-WAN controller/ Orchestrator/Analytic and the branch device running on the remote entity
34. Tunnel should be automatic & dynamic without any manual configuration on the edges and the controller.
35. The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch.
 - a) Number of connections initiated.
 - b) Number of connection aborted
 - c) Number of re-transmissions
 - d) Application performance wise rating
 - e) Network Response Time
 - f) Application Name (Well-known and custom)
 - g) Source IP
 - h) Destination IP
 - i) Number of session
 - j) User experience

The administration should be able to drill down these report for troubleshooting. for eg. application accessed by a specific users along with bandwidth consumed during defined amount of time.

36. SD-WAN solution should have capability to mitigate the effect of packet drop in underlay for specific or all applications using Forward Error Correction and Packet Replication to improve end-user experience. These features must be enabled dynamically when configured thresholds of SLA are breached, they must not be configured as "Always-on" feature. These features must disable automatically when the link comes back within defined threshold.
37. The system should allow to schedule the upgrade of devices either individually or in batches as per requirement and the process should be completely automated. In case the upgrade fails, the device should be rolled back to previous stable configuration which was running before upgrade.
38. The system should support load balancing on basis of per packet and per session based on application requirements. Some applications like FTP which are used for bulk file transfer should be able to utilize per packet load balancing to avoid choking of a single link during file downloads, similarly, transaction based applications like SAP should be able to use per session load balancing to achieve best performance from the same device.
39. Edge device should support zero-touch provisioning requiring minimal or no configuration at a remote location.
40. Utilization of all the Links simultaneously and share the traffic among the links.

41. Seamless application accessibility across DCs & Branches during auto-failover of WAN link.
42. Internet bandwidth for ILL should be 1:1 uncompressed and dedicated.
43. The bidder should implement access control system at each site locations with the use of managed switches and managed Wi-Fi.

II. General Hardware Specification for SDWAN

1. Proposed solution should be in the form of Hardware Appliance and must be Rack Mountable with dual power supply for DC, DR & Kaka Nagar.
2. SDWAN Device should have the inbuilt security capabilities (Like Anti-virus, Anti-Botnet, , IPS , QoS etc) in the SDWAN device.
3. The bidder has to provide a complete SDWAN network connectivity managed solution through any one of the OEMs. i.e, Fortinet, Cisco, Palo-Alto Networks, HPE and Versa Networks. The proposed solution should have cloud-based/ On Prem controller to manage all the edge devices.
4. The SD-WAN should be capable to use all the available links like
 - a. MPLS
 - b. Any kind Internet
5. The SD-WAN should have the ability to bind multiple MPLS links and/or public internet links.
6. The SD-WAN should support IPv4 and IPv6 from day one.
7. Device Operating conditions:
 - a. SD-WAN should seamlessly operate within temperature range from 0 to 40 degree Celsius.
 - b. SD-WAN should seamlessly operate within relative humidity range from 15 to 85%.
 - c. SD-WAN should seamlessly operate within altitude range from 0 to 10,000 ft (3,000m)
8. The SD-WAN should support QoS features for application prioritization for critical application access
9. The SD-WAN should support SNMPv3, TACACS+, and NTP for monitoring and report purposes.
10. The SD-WAN must include the ability to support network topologies like Hub and Spoke, Full mesh.
11. The proposed hardware should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Juniper, Fortinet etc.) Routers, Switches and firewall.
12. The hardware at DC, DR and Kaka Nagar should be capable of supporting two times the bandwidth specified in scope.
13. The SD-WAN device should have L3 routing interfaces and L3 protocol functionalities.
14. DC & DR devices should be able to use four internet links all together at any given point of time.
15. For the dual link sites, both the links should be from different ISP as well as different POP's and routes.
16. The solution should be quoted as per bandwidth requirement of the branches. The proposed appliance should meet the minimum requirement of bandwidth along with future scalability of double the proposed bandwidth & other technical specifications as per RFP.
17. The solution should support on-device SSL/TLS decryption, including decrypting TLS v1.3 traffic, to identify Custom applications based on its Layer 7 signatures and not based on IP address. This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic.
18. DoS Protection should be available at SD-WAN device level.
19. Zero Touch Provisioning of SD-WAN device should be available.
20. SD-WAN Device should not be declared End of the sale.
21. CPE should have 24x7 support TAC support direct from OEM.
22. The bidder needs to provide a display unit at central site for connectivity status of all sites.
23. SD-WAN should support Dynamic Host Control Protocol (DHCP)Server and relay simultaneously.
24. The hardware supplied by bidder as part of this project should be new and based on latest technology and software of respective OEM. The supportive document to be provided by bidder. Also should not declared out of sale/support for next 5 years of supply and installation. If any such device found, the bidder should change the same to the latest one.
25. The system should ensure that the site locations will have their specific static IP's which need to be configured for SDWAN devices. This may vary from 5-10 IP's at each site locations and minimum 64 IP's at Central locations.

III. Technical Specifications for SDWAN CPE at DC (IGL Bhawan), DR , Kaka Nagar, ISID Office and Noida Sector 3 Office

- SD-WAN device performance should be in line with the capacity of bandwidth terminating for link 1 & 2 and scalable to support double capacity of Bandwidth from day one.
- The solution must support Active-Active HA devices in Hub sites where 1 WAN link is terminated on CPE-1 and 2nd WAN link is terminated on CPE-2. Both the links must be used actively for all traffic thereby sending traffic via both CPEs with/without the use of any external switch to achieve Active-Active HA.
- In case external switches are required to achieve Active-Active HA of SD-WAN device, then the switches must be managed devices and should be provisioned in redundancy to avoid a single point of failure in the network. These switches will be under vendor scope.
- SD-WAN should have redundant Power Supply and should be deployed in HA
- SD-WAN at DC, DR, Nauroji Nagar Office and Kaka nagar should have a minimum of 4x10 Gig SFP+ ports and 6x1 Gig ethernet ports. SDWAN at Noida sec 03 and ISID office should have a minimum 6x1 Gig ethernet ports. All interfaces must be configurable as LAN/WAN from the central orchestrator.
- SD-WAN should have the capability to support dual WAN Links of different / same type like MPLS, ILL, broadband etc. in active -active mode, so that both links bandwidth can be utilized simultaneously.
- For DC, DR, Nauroji Nagar Office and Kaka nagar :- The proposed SDWAN hardware should be scalable to support up to 2 Gbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.
- For Noida sec 03 and ISID office:- The proposed SDWAN hardware should be scalable to support up to 250 Mbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.

IV. Technical Specifications for SDWAN CPE for all other locations

- SD-WAN device performance should be in line with the capacity of bandwidth terminating for link 1 & 2 and scalable to support double capacity of Bandwidth from day one.
- SD-WAN device should have a minimum of 6x1 Gig ports. All the interfaces must be configurable as LAN/WAN from the central orchestrator.
- CPE should have the capability to support dual WAN Links of different / same types like MPLS, ILL, broadband etc. in active-active mode, so that both links bandwidth can be utilized simultaneously.

V. Centralized Management, Monitoring and Configuration

- All central controller & analytics platforms shall be provided, deployed & managed by bidder at IGL data center / Bidder's Cloud. The solution at DC and DR sites/ Bidder's cloud should be in high availability to avoid single point of failure.
- The centralized management appliance installed at DC and DR must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management.
- The centralized management appliance must have web-based GUI.
- The solution must support zero touch provisioning / plug-n-play for new branches, which entails on-site branch personnel having to make physical (i.e. cabling) changes only and administrators not having to make configuration changes to bring new branches online.
- The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.
- The solution must support end-to-end real-time flow visualization for the application paths for identifying issues and taking corrective actions.
- All network wide configurations shall be from the centralized management appliance.
- All application forwarding policies shall be configured from the centralized management appliance.
- The centralized management appliance shall have NMS capabilities and must support network wide device and network visibility for all the SD-WAN devices in the scope of the solution.
- The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics should include path utilization, application specific utilization and path performance.
- The solution must support device health monitoring for all the devices within the solution scope.

12. The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance.
13. The solution must support syslog and email-based alarm to notify the administrators when any device/link fault or network performance degradation happens.

VI. SD-WAN Reports and Analytics

1. The bidder should be able to provide the actual system generated uptime report excluding the Power outage, scheduled/preventive maintenance.
2. The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like
 - a. Statistic bandwidth usage of all available links.
 - b. Network Statistics including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization.
3. The SD-WAN should be able to generate report for
 - a. Traffic statistics of all the included path
 - b. Specific application utilization
 - c. Path performance
4. The SD-WAN should be able to generate system events/logs for events that have taken place in the system such as login, changes to configuration and system related errors or warnings.
5. The SD-WAN should have GUI (Graphical User Interface) for report generation.
6. The SD-WAN must provide the following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly, yearly etc.
 - a. Packet loss in the links
 - b. Jitter on the links
 - c. Latency of links
7. The SD-WAN controller should contain a single dashboard which includes all other device status like CPU, Link Status, event logs etc.
8. All Switches and Wi-Fi Access points should be managed through central dashboard for better visibility and control.
9. The solution should provide an option for scheduling reports.
10. Bidder to provide the display unit for 24*7 monitoring of link status at central site.

A. Switches

Bidder to provide managed Switches as part of the managed solution. Managed solution should comprise of the following features from day one: -

1. Visibility, user access control, and threat mitigation at the switch port level.
2. It should be able to create rule set based on connected device manufacturer and operating system, user groups and then assign specific VLAN to device.
3. It should automatically onboard the Wired and Wireless devices onto the LAN by imposing unified security and networking controls on the Management.
4. The bidder to provide managed L2 switch at all IGL locations.
5. The switches must seamlessly integrate with the existing monitoring tools and ITSM platforms, ensuring compatibility for efficient network management and streamlined incident handling.
6. It Should have option to create switch profiles to allow specific settings to be applied to all authorized Switches.
7. Central management solution should have Robust Monitoring – Topology views of all managed switches, Port level view, Status monitoring views from single console.
8. Should support switch administrators can use MAC addresses to quarantine hosts and users connected to a Switch unit. Quarantined MAC addresses should be isolated from the rest of the network and LAN.
9. Switch must support micro segmentation to block intra-VLAN traffic to prevent the direct client-to-client traffic visibility at the layer-2 VLAN layer
10. Should support in-built network access control feature in switch manager to bounce all the devices by default in onboarding VLAN and based on the devices matching with the specified criteria, devices should be assigned to a specific VLAN. Criteria must support: a.MAC address, b. hardware vendor, c. device

family, d. device type, e. device operating system and user group. If bidder not supported in-built, they should include all the required hardware and software resources.

11. Should have option to create switch profiles to allow specific settings to be applied to all authorized Switches.

I. Hardware specifications for Managed switches

S.No.		DESCRIPTION
1	General Requirements	L2 Managed Switch should have minimum 8x GE RJ45 ports
2	Layer 2 & Authentication Requirements	Switch should prevent direct client-to-client traffic visibility at the layer-2 VLAN.
3		Should support 802.1x port-based authentication
4		Should support 802.1x MAC-based authentication, IEEE 802.1x MAC Access Bypass (MAB)
5		Should support IEEE 802.1x Guest and Fallback VLAN
6		Should support IEEE 802.1x Dynamic VLAN Assignment
7	Management	Should support Telnet, SSHv2, HTTP, HTTPS with IPv4 and IPv6 Management
8		Switch should support SNMP v1, v2c and v3
9		Proposed switch should be managed via GUI / CLI
10	Environment	Power Required :100–240V AC, 50–60 Hz
11		Operating Temperature: 0°–45°C

B. Managed Wireless LAN Solution

Bidder has to provide the managed Wireless LAN solution. The solution should consist of the following:

1. Visibility, user access control, and threat mitigation at the switch port level to which Access point is connected from day one.
2. It must have centralized management: configuration and reporting, Software Upgrades of Access Points through a single console.
3. The WLAN Controller shall be hosted On-Premises(Physical/Virtual) or bidder's cloud or should be managed by a cloud based management platform. All the necessary hardware and software should be supplied.
4. Data communication between devices should take place in encrypted form to ensure end-to-end security of user information/ data along with implementation of Wireless Security Standards such as WPA, WPA2 and WPA3 with 802.1x and pre-shared key.
5. The Bidder shall implement the W-LAN setup for the all the locations mentioned in this RFP.
6. The Solution must have capability to deploy Access point in Point-to-point topology with centralized management and data encryption.
7. The WLAN solution shall support seamless Layer 2, 3 roaming for Users to roam between buildings, floors or across the entire network without requirement of re-authentication, IP address or firewall security state change.
8. Wireless Access points Should support Integrated intrusion detection and prevention system (WIDS/WIPS).
9. Should have spectrum RF optimization with integrated spectrum analysis.

I. Hardware Specifications for Wireless**For important locations – Offices/Control Rooms/Stores: Type 1**

S.No.		DESCRIPTION
1	General Requirements	Indoor Access Point 2x2 MU-MIMO with minimum 3 internal/external antennas
2		Should support Wifi6E tri-radio 2.4, 5 and 5 Ghz
3		Should support 3 dBi for 2.4 Ghz, 3 dBi for 5 Ghz
4		Maximum data rate for Radio 1 should be 570 Mbps, Radio 2 should be 1180 Mbps
5		Access Points must be ready for appliance / VM /Cloud based centralized management from day one with the key features to support. Bidder should provide all the required hardware and software resources and licenses from day one to achieve the below management features.
6		Central management solution should have Robust Monitoring – Topology views of all managed Access Points, Status monitoring views from single console.
7	Environment	Power Consumption: max 26 W
8		Operating Temperature: 0 to 45°C

For stations only: Type 2

S.No.		DESCRIPTION
1	General Requirements	Indoor Access Point 2x2 MU-MIMO with minimum 3 internal/external antennas
2		Should support Wifi5 dual-radio 2.4 & 5 Ghz
3		Should support 3 dBi for 2.4 Ghz & 3dBi for 5 Ghz
4	Management	Maximum data rate for Radio 1 should be 400 Mbps & Radio 2 should be 850 Mbps
5		Access Points must be ready for appliance / VM /Cloud based centralized management from day one with the key features to support. Bidder should provide all the required hardware and software resources and licenses from day one to achieve the below management features.
6		Central management solution should have Robust Monitoring – Topology views of all managed Access Points, Status monitoring views from single console.
7		Power Consumption: max 17 W
8	Environment	Operating Temperature: 0° to 45°C

2.0 SPECIAL CONDITIONS OF THE CONTRACT

1. The devices and software should be supported by the OEM on 24*7*365 basis.
2. Ownership, manageability, insurance & maintenances of all the hardware network devices supplied as part of this project will be in the scope of the vendor. All damages which includes router faulty due to any reason shall be taken care by the vendor only.
3. For DC and DR replacement for Hardware/ Software failure should include within 4 Hours after authorization of replacement. For other locations support should be on same day/next day.
4. All the functionality and feature license should be pre-installed and it should be usable from day one of operation.
5. During the tenure, all the software/Patch/OS upgradation should be done by the Bidder/ OEM with no cost to IGL.
6. The proposed SDWAN solution should be capable of integrating with existing IGL SOC centre.
7. Bidder to do the security assessment, mitigation of all devices used under this project and submit the report every 6 months.
8. All the license part should be applied to all SD-WAN devices through central controller and not from cloud. The Bidder will be solely responsible for all liaising, and follow up jobs with the external agencies e.g. DoT, TRAI etc., for regulatory submitting applications/papers seeking all necessary approvals to meet project requirements/submission of payments etc., during project planning, execution, and tenure of contract.
9. IGL shall provide power supply for working of the SDWAN device deployed at the IGL locations.

3.0 OPERATIONS AND MAINTENANCE SERVICES

1. The Successful bidder shall ensure the maintenance of the connectivity during the hiring period and should ensure data security.
2. Should have 24 X 7 facilities to raise trouble tickets and customer support on Remote.
3. Should provide two no of resident engineers support for Working Days (Monday to Saturday) in working Hours (9AM to 6PM) facilities to raise trouble tickets, Coordination and customer support. On Holidays, resident engineer has to remotely coordinate with NOC for resolving the issues. These engineers may need to visit site locations as and when required. These engineers should be provided once the DC link is delivered.
4. Escalation matrix along with contact details to be provided within 07 days of commissioning the connectivity.
5. Should intimate IGL about planned events and service outages through alerts.
6. Should provide online performance monitoring reporting to IGL indicating bandwidth utilization, network latency, packet loss, jitter, link availability parameters.

EXISTING LIST OF LOCATIONS										
S No.	LOCATION	ADDRESS	LAT	LONG	Primary BW	Secondary BW	Appr. No.of users	SDWAN Mode	Wi-Fi Device Count	Switch Count
1	IGL BHAWAN (DC)	IGL BHAWAN, R.K PURAM SEC 09, NEW DELHI-110022	28.5732	77.1727	400 Mbps ILL	400 Mbps ILL	Nil	HA	2	2
2	KAKA NAGAR	178, KAKA NAGAR, INDIA GATE, NEW DELHI, DELHI 110003	28.6037	77.2395	200 Mbps ILL	200 Mbps ILL	Nil	HA	2	2
3	IGL DR Site	NTT GDC DC2, S V R Platina,, 88/A, 2nd Cross Rd, Adjacent to K S S I D C Complex, Electronics City Phase 1, Electronic City, Bengaluru, Karnataka 560100	NIL	NIL	200 Mbps ILL	200 Mbps ILL	Nil	HA	2	2

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4	ISID OFFICE	4, Vasant Kunj Institutional Area, Vasant Kunj II, Vasant Kunj, New Delhi, Delhi 110070	28.5439	77.148	100 Mbps ILL	100 Mbps ILL	100-150	HA	2	2
5	NOIDA SECTOR 3 IGL OFFICE	C-3, FIRST FLOOR, QUANTUM BUILDING, SEC-3, NOIDA	28.5817	77.3207	50 Mbps ILL	50 Mbps ILL	50-100	HA	2	2
6	REWARI OFFICE	BSNL Office 1 st floor, near Rajesh Pilot chowk, Sec 19, Rewari, Haryana 123401	28.1789	76.6205	20 Mbps ILL	Nil	20-30	SA	1	1
7	REWARI OFFICE (SCADA)	BSNL Office 1 st floor, near Rajesh Pilot chowk, Sec 19, Rewari, Haryana 123401	28.1789	76.6205	20 Mbps ILL	Nil		SA	1	1
8	KANPUR ROOMA	IGL Rooma CNG Station , Khasra No. 414 & 429, Rooma, NH-19 Kanpur, Opposite V.C. Motors PIN 208008	26.3566	80.4429	20 Mbps ILL	Nil	20-30	SA	1	1
9	KANPUR (SCADA)	IGL Rooma CNG Station , Khasra No. 414 & 429, Rooma, NH-19 Kanpur, Opposite V.C. Motors PIN 208008	26.3566	80.4429	20 Mbps ILL	Nil		SA	1	1
10	AJMER OFFICE	Plot No. 248, Gaurav Path, Anasagar circular road, Vaishali, Ajmer 305001.	26.4879	74.6297	20 Mbps ILL	Nil	20-30	SA	1	1
11	AJMER OFFICE(SCADA)	Plot No. 248, Gaurav Path, Anasagar circular road, Vaishali, Ajmer 305001.	26.4879	74.6297	20 Mbps ILL	Nil		SA	1	1
12	MUZAFFARNAGAR OFFICE (SCADA)	Swarup square-42, South civil line, Mahavir chowk, Muzaffarnagar 251001 (UP)	29.4661	77.702	20 Mbps ILL	Nil	20-30	SA	1	1
13	MUZAFFARNAGAR OFFICE	Swarup square-42, South civil line, Mahavir chowk, Muzaffarnagar 251001 (UP)	29.4661	77.702	20 Mbps ILL	Nil		SA	1	1
14	DWARKA, SEC-9	IGL DWARKA, SEC-9, NEAR IOCL PETROL PUMP. DWARKA SEC-9, ND 110075	28.5821	77.068	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
15	DWARKA, SEC-12	IGL DWARKA, SEC-12, NEAR MOTHER DIARY MKT. DWARKA SEC-12, ND- 110075	28.5708	77.1814	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
16	DWARKA, SEC-14	IGL DWARKA, SEC-14, , STREET AZAD HIND FAUJ MARG, VILL.-DWARKA SEC-14, ND 110075	28.6038	77.0291	20 Mbps ILL	Nil	1-10	SA	1	1
17	DWARKA, SEC-17	IGL DWARKA, SEC-17, NEAR PEEPAL APARTMENT. DWARKA SEC-17, ND 110075	28.5947	77.0268	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
18	DWARKA, SEC-20	IGL DWARKA SEC-20, NEAR DWARKA METRO STATION, SEC-9., ND 110075	28.5709	77.0593	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
19	DWARKA, SEC-23 A	IGL DWARKA SEC-23A, NEAR VARDWAN MALL., ND 110075	28.5633	77.055	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
20	DWARKA, SEC-23 B	IGL DWARKA SEC-23B, DWARKA SEC 23(2), POCHANPUR, NEAR RADHASWAMI SATSANG BHAWAN., ND 110075	28.5599	77.0493	20 Mbps ILL	Nil	1-10	SA	1	1
21	MAHIPALPUR CNG ST	IGL MAHIPALPUR, MAHIPALPUR, NEAR RYAN INTERNATIONAL SCHOOL. MAHIPALPUR, ND 110037	28.5449	77.1281	20 Mbps ILL	Nil	1-10	SA	1	1
22	NELSON MANDELA CNG ST.	IGL NELSON MANDELA, NELSON MANDELA MARG, NEAR PUSH PANJALI PETROL PUMP., VASANT KUNJ, ND 110070	28.5375	77.1533	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
23	NH 8	IGL NH-8 DEFENSE, DEFENCE LAND., NEAR IOCL PETROL PUMP. DHAULA KUAN PALAM AIRPORT RD., VILL. VASANT VIHAR. DELHI	28.59	77.1574	20 Mbps ILL	Nil	1-10	SA	1	1

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24	KISHAN GARH (VK) CNG ST	IGL VASANT KUNJ ,VASANT KUNJ,KISHANGARH, NEAR FORTIS HOSPITAL,OPP.PLUTO'S HOTEL, ND 110070	28.5124	77.137	20 Mbps ILL	Nil	1-10	SA	1	1
25	KAPASHERA	IGL KAPASHERA ,KAPASHERA, NEAR CHETAK LOGICSTIC, KAPASHERA., ND 110034	28.5256	77.0796	20 Mbps ILL	Nil	1-10	SA	1	1
26	ANAND PARVAT	IGL ANAND PARBAT, MILITARY ROAD, KAROL BAGH	28.6557	77.1801	20 Mbps ILL	100 Mbps BB	1-10	SA	1	1
27	C.G.O. COMPLEX	IGL CGO COMPLEX, , NR PARAGATI VIHAR HOSTEL ON JLN ROAD ,SCOPE COMPLEX,LODHI ROAD ,ND	28.5873	77.2353	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
28	SAN MARTIN	IGL SAN MARTIN , NEAR JMC COLLEGE ON SAN MARTIN ROAD	28.5941	77.1776	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
29	SAROJINI NAGAR ONLINE	IGL SAROJINI NAGAR, RING ROAD, NAROJI NAGAR, DELHI	28.6139	77.209	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
30	SHANTI PATH	IGL SHANTIPATH, SHANTI PATH ROAD ,MOTI BAGH, DELHI	28.582	77.1717	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
31	UDYAN MARG	IGL UDYAN MARG UDYAN MARG ,NEAR BIRLA MANDIR, DELHI	28.6139	77.209	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
32	I.P. ESTATE	IGL PRAGATI MAIDAN , IP ESTATE, OPPOSITE INDRAPRATHA METRO STATION, DELHI	28.6276	77.2416	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
33	NAGLAMAC HI	IGL NAGLA MACHI , OPPOSITE INDRAPRASTHA PARK, NEAR PRAGATI MAIDAN, DELHI	28.616	77.2444	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
34	SARAI KALE KHAN	IGL SARAI KALE KHAN- , NEAR KALE KHAN ISBT, RING ROAD, DELHI	28.5848	77.2601	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
35	VAISHALI SECTOR-9	IGL VAISHALI SECTOR-9 VAISHALI NEAR JUDGE COLONY GHAZIABAD	28.6527	77.3513	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
36	CROSSING REPUBLIC-1	IGL CROSSING REPUBLIC-1 , CROSSING REPUBLIC SITE-1, VILLAGE/TOWN DUNDAHERA GHAZIABAD POLICE STATION VIJAY NAGAR	28.6206	77.4373	20 Mbps ILL	Nil	10-20	SA	1	1
37	ASLAT NAGAR (N.H-58)	IGL N.H-58 (ASLAT NAGAR) , NEAR N-H-58 ASLAT NAGAR GHAZIABAD, NEAR ITS DENTAL COLLEGE	28.7509	77.4932	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
38	GOVIND PURAM G BLOCK	IGL G.BLOCK GOVINDPURAM VILLAGE/TOWN GOVINDPURAM BLOCK -G, THANA GOVINDPURAM GHAZIABAD	28.6864	77.4903	20 Mbps ILL	Nil	1-10	SA	1	1
39	GOVIND PURAM A BLOCK	IGL A.BLOCK GOVINDPURAM SECTOR-29, GOVINDPURAM A BLOCK PLOT NO.G/HO/UP/97/78	28.6667	77.4706	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
40	ALT SANJAY NAGAR	IGL ALT SANJAY NAGAR ALT ROAD VILLAGE TOWN SANJAY NAGAR SECTOR-23 GHAZIABAD	28.6943	77.4593	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
41	CHHATARSAL	IGL CHHATARSAL NEAR CHHATARSAL STADIUM, DELHI	28.6139	77.209	20 Mbps ILL	Nil	1-10	SA	1	1
42	DHEERPUR	IGL DHEERPUR NEAR GOPALPUR, BURRARI , OUTER RING ROAD	28.7209	77.2175	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
43	JAHANGIRPURI	IGL JAHANGIR PURI GTK BYPASS, NEAR MUKARBA CHOWK	28.7325	77.152	20 Mbps ILL	Nil	1-10	SA	1	1

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44	PITAMPURA	IGL PITAM PURA OPPOSITE PUNJAB KESARI, NEAR PREM WARI UNDER PASS	28.6963	77.1554	20 Mbps ILL	Nil	1-10	SA	1	1
45	SGTN 1	IGL SGTN - I G T KARNAL ROAD, SANJAY GANDHI TRANSPORT NAGAR Phase I	28.6928	77.1902	20 Mbps ILL	Nil	1-10	SA	1	1
46	METCALFE HOUSE	IGL METCALFE HOUSE NEAR CHANDI RAM AKHARA ISBT, RING ROAD, METCAFE HOUSE	28.6821	77.2296	20 Mbps ILL	Nil	1-10	SA	1	1
47	NANAK PYAU	IGL NANAK PYAU OPPOSITE NANAK PYAU GURUDWARA, GUJRAWALA TOWN, DELHI	28.6911	77.1916	20 Mbps ILL	Nil	1-10	SA	1	1
48	ROHTAK ROAD	IGL ROHTAK ROAD ON NEW ROHTAK ROAD, ONE KM FROM SUBWAY, TOWARDS KAROL BAGH, BETWEEN METRO PILLAR NO 56 & 57	28.6717	77.1551	20 Mbps ILL	Nil	1-10	SA	1	1
49	SGTN 2	IGL SANJAY GANDHI TPT NGR PH-II G T KARNAL ROAD, DELHI	28.6928	77.1902	20 Mbps ILL	Nil	1-10	SA	1	1
50	NEW PITAMPURA	IGL NEW PITAMPURA NEAR BHAGWAN MAHAVIR HOSPITAL, PITAMPURA, DELHI	28.6954	77.1535	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
51	NOIDA 51	IGL NOIDA 51, SECTOR-51, VILLAGE HOSHIYARPUR, E BLOCK, NOIDA - 201301	28.5872	77.3385	20 Mbps ILL	Nil	1-10	SA	1	1
52	NOIDA 71	IGL NOIDA 71, SECTOR-71, NOIDA OPP. SAI BABA TEMPLE ADJACENT TO HPCL PETROL PUMP	28.5996	77.3736	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
53	NOIDA 122	IGL NOIDA 122, FNG GOL CHAKKAR, SECTOR - 122, PARTHLA VILLAGE, NOIDA - 201304	28.5362	77.3799	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
54	NOIDA 53	IGL NOIDA 53, PLOT - D35, VILLAGE - GIZHOD, SECTOR - 53, NOIDA- 201301	28.5821	77.3267	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
55	NOIDA 82	IGL NOIDA 82, VILLAGE - BHANGEL, SECTOR - 82, NOIDA - 201304	28.5294	77.3913	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
56	NOIDA 105	IGL NOIDA 105, SERVICE LANE, NOIDA GR. NOIDA EXPRESS WAY, NOIDA	28.4462	77.4831	20 Mbps ILL	Nil	1-10	SA	1	1
57	NOIDA 142	IGL NOIDA 142 NEAR ADVANT BUILDING, SECTOR- 142, NOIDA	28.5	77.4143	20 Mbps ILL	Nil	1-10	SA	1	1
58	IT CITY	IGL IT CITY, GR. NOIDA VILLAGE - MURSHIDAPUR, NEAR NIIT, YAMUNA EXPRESS WAY, GR. NOIDA - 201308	28.501	77.4012	20 Mbps ILL	Nil	10-20	SA	1	1
59	KNOWLEDGE PARK 5	IGL KP 5, GR. NOIDA VILLAGE - KNOWLEDGE PARK, GR. NOIDA - 201308	28.5355	77.391	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
60	BETA 2	IGL BETA 2 PLOT - 1, BETA 2, GR. NOIDA - 201308	28.4855	77.5142	20 Mbps ILL	Nil	1-10	SA	1	1
61	KASNA	IGL KASNA OPP. HONDA POWER NEAR GR. NOIDA BUS DEPOT., GR. NOIDA- 201308	28.4368	77.5376	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
62	SURAJPUR	IGL SURAJPUR OPP. DEWOO MOTORS NEAR CRPF CAMP, GR. NOIDA - 203207	28.5168	77.4874	20 Mbps ILL	100 Mbps BB	1-10	SA	1	1
63	ROHINI SEC 25(2)	IGL ROHINI SEC.25 (2) BHAGWAN MAHAVIR ROAD ROHINI SEC. 25 NEW DELHI-86	28.7384	77.1399	20 Mbps ILL	Nil	1-10	SA	1	1
64	ROHINI SEC 25(1)	IGL ROHINI SEC.25(1) ROHINI SEC. 25 NR.COMMUNITY CENTRE NEW DELHI -86	28.6139	77.209	20 Mbps ILL	Nil	1-10	SA	1	1

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65	ROHINI SEC 19	IGL ROHINI SEC. 19 , NR.ROHINI JAIL	28.722	77.1316	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
66	ROHINI SEC. 10	IGL ROHINI SEC. 10 PLOT NO 6, B-4 DIST. CENTRE ROHINI SEC. 10 NEW DELHI-85	28.7211	77.1154	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
67	ROHINI SEC 30	IGL ROHINI SEC. 30 PHASE 4 ROHINI NEW DELHI -42	28.7596	77.0934	20 Mbps ILL	Nil	1-10	SA	1	1
68	ROHINI MEGA	IGL ROHINI SEC. 23 MANGOLPUR KHANJAWALA ROAD NEW DELHI -86	28.5659	77.0521	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
69	ROHINI SEC 22 MGF	IGL ROHINI SEC.22 NEAR MGF MALL, NEW DELHI-86	28.7281	77.0618	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
70	ROHINI SEC 22(A)	IGL ROHINI SEC. 22 (A) PHASE -3 ROHINI SEC. 22, NEAR AGGRASAIN COLLEGE NEW DELHI -86	28.6139	77.209	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
71	ROHINI SEC 21	IGL ROHINI SEC. 21, PHASE 3NR.AMAN VIHAR POLICE STATION, NEW DELHI 86	28.718	77.0696	20 Mbps ILL	Nil	1-10	SA	1	1
72	BAWANA 4	IGL BAWANA 4 DSIDC BAWANA INDL.AREA VILLAGE BAWANA, DELHI	28.8055	77.0463	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
73	BAWANA 5	IGL BAWANA 5 BAWANA SEC. 5 DSIDC BAWANA INDUSTRIAL COMPLEX DELHI	28.6139	77.209	20 Mbps ILL	Nil	1-10	SA	1	1
74	BHORGARH 1	IGL BHORGARH-1NR.KAALI MATA MANDIR, NARELA DELHI 40	28.8258	77.0881	20 Mbps ILL	Nil	1-10	SA	1	1
75	NARELA MEGA	IGL NARELA MEGA NH-1NR.TIKRIKHURD VILLAGE DELHI 40 ,	28.8333	77.1212	20 Mbps ILL	Nil	1-10	SA	1	1
76	NARELA DSIDC	IGL NARELA DSIDC PKT. B, NARELA INDL. COMPLEX DELHI 110040	28.8349	77.0899	20 Mbps ILL	Nil	1-10	SA	1	1
77	NARELA SEC 10	IGL NARELA SEC. 10 NARELA SEC.10A DSIDC INDL.AREA NARELA DELHI-40	28.8311	77.0948	20 Mbps ILL	Nil	1-10	SA	1	1
78	BRAR SQUARE	IGL BRAR SQUARE NEAR ARMY COLLEGE OF MEDICAL SINCES, RING ROAD DELHI CANTONMENT	28.6067	77.1417	20 Mbps ILL	Nil	1-10	SA	1	1
79	JANAK PURI D-BLOCK	IGL JANAK PURI D-BLOCK ADJUSENT GATE NO. 1 TIHAR JAIL, RAMA ROAD,NEW DELHI 110058	28.6302	77.0414	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
80	JANAKPURI DISTT. CENTRE	IGL JANAKPURI DISTT. CENTRE OPPOSITE JANAKPURI RTO OFFICE,BACKSIDE OF WESTEND MALL, JANAKPURI DELHI-58	28.6294	77.0778	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
81	JAIL ROAD	IGL JAIL ROAD JAIL ROAD, OPP TIHAR JAIL GATE NO. 3, DELHI	28.6258	77.1013	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
82	MANGOLPUR I	IGL MANGOLPURI OUTER RING ROAD, ADJOINING IBP PETROL PUMP, NEAR MANGOLPURI CROSSING, DELHI	28.7731	77.113	20 Mbps ILL	Nil	1-10	SA	1	1
83	PASCHIM VIHAR	IGL PASCHIM VIHAR OPP. BOSCO PUBLIC SCHOOL,ADJOINING BPCL PETROL PUMP,SUNDER VIHAR PASCHIM VIHAR DELHI.	28.6641	77.0895	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
84	PEERAGARHI	IGL PEERAGARHI OUT RING ROAD, NEAR MILANSAAR APPARTMENT DDA MIG FLATSADJOINING DTC PEERAGARHI DEPOT	28.675	77.0949	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1

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85	PUNJABI BAGH	IGL PUNJABI BAGH RING ROAD, NEAR PUNJABI BAGH CLUB, NEW DELHI	28.6627	77.1296	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
86	TIKRI KALAN	IGL TIKRI KALAN -PVC MARKET TIKRI KALAN PVC MARKET NEAR DELHI FIRE BRIGET STATION	28.688	76.9628	20 Mbps ILL	Nil	1-10	SA	1	1
87	OKHLA PHASE -I	IGL OKHLA PH-1 , OKHLA INDUSTRIAL AREA, NEAR CROWNE PLAZA HOTEL, NEW DELHI	28.5223	77.2849	20 Mbps ILL	Nil	1-10	SA	1	1
88	CRRI	IGL CRRI ,OPPOSITE CRRI CAMPUS, NEAR NEW FRIENDS COLONY, MATHURA ROAD, DELHI	28.551	77.2746	20 Mbps ILL	Nil	1-10	SA	1	1
89	NEHRU PLACE	IGL NEHRU PLACE, NEAR NEHRU PLACE POLICE STATION, OUTER RING ROAD, NEAR NEHRU PLACE TERMINAL, NEW DELHI	28.5514	77.2517	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
90	RKP SEC -10	IGL R K PURAM -10, OPP. MOHAN SINGH MARKET, R K PURAM SEC 10, DELHI	28.5667	77.176	20 Mbps ILL	Nil	1-10	SA	1	1
91	RKP SEC -3	IGL R K PURAM SEC 3 OUTER RING ROAD, OPP. BER SARAI & IIT , DELHI	28.5585	77.1738	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
92	RKP SEC -12	IGL R K PURAM SEC 12 OUTER RING ROAD, NEAR HYATT HOTEL, DELHI	28.6139	77.209	20 Mbps ILL	Nil	1-10	SA	1	1
93	JASOLA	IGL JASOLA NEAR APOLLO HOSPITAL, AND DELHI NOIDA UNDER PASS, DELHI	28.5385	77.2833	20 Mbps ILL	Nil	1-10	SA	1	1
94	SARITA VIHAR	IGL SARITA VIHAR NEAR APOLLO HOSPITAL, AND DELHI NOIDA UNDER PASS, DELHI	28.6783	77.2215	20 Mbps ILL	Nil	1-10	SA	1	1
95	OKHLA MORE	IGL OKHLA MORE NEW FRIENDS COLONY, MATHURA ROAD, DELHI	28.5645	77.2641	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
96	MADANPUR KHADAR	IGL MADAN PUR KHADAR OPPOSITE HALDIRAMS, MATHURA ROAD, DELHI	28.6112	77.2401	20 Mbps ILL	Nil	1-10	SA	1	1
97	SURAJKUND	IGL SURAJ KUND SURAJ KUND ROAD, PUL PARLADPUR, DELHI-44	28.4836	77.3158	20 Mbps ILL	Nil	1-10	SA	1	1
98	SURAJKUND MB ROAD	PUL PRAHLADPUR,, MEHRAULI BADARPUR ROAD, NEAR SURAJKUND CROSSING, NEW DELHI, DELHI 110044	28.5013	77.287	20 Mbps ILL	Nil	1-10	SA	1	1
99	PUSHPA BHAWAN	IGL PUSHPA BHAVAN SHEIKH SARAI, ON BRT ROAD , DELHI	28.6139	77.209	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
100	CBD SHAHDARA	IGL CBD SHAHADRA COMMERCIAL BUSINESS DISTRICT, SURAJ MAL VIHAR	28.6574	77.3023	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
101	DILSHAD GARDEN	IGL DILSHAD GARDEN NEAR FLORADALES SCHOOL, TAHIR PUR, DILSHAD GARDEN	28.685223,	77.3151	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
102	GEETA COLONY	IGL GEETA COLONY PUSHTA ROAD, NEAR SHAMSHAN GHAT	28.655	77.2635	20 Mbps ILL	Nil	1-10	SA	1	1
103	IFC-1	IGL IFC GHAZIPUR 1 NEAR BY MURGA MANDI, NH-24	28.628255,	77.3302	20 Mbps ILL	Nil	1-10	SA	1	1
104	LONI ROAD	IGL LONI ROAD NEAR JYOTI COLONY, GOLE CHAKKAR, DELHI	28.696075,	77.2914	20 Mbps ILL	Nil	1-10	SA	1	1
105	MAYUR VIHAR	IGL MAYUR VIHAR NEAR SAMACHAR APARTMENTS, DELHI	28.5943	77.2979	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
106	NAND NAGARI	IGL NAND NAGARI NEAR GAGAN CINEMA, DELHI	28.6139	77.209	20 Mbps ILL	Nil	1-10	SA	1	1

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107	PATPARGANJ	IGL PATPARGANJ MEGA PATPATGANJ , NEAR MAX HOSPITAL, IP EXTENSION, DELHI.	28.6297	77.3123	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
108	IFC-2	IFC POCKET C SITE 2,GAZIPUR,DELHI-110096	28.6261	77.331	20 Mbps ILL		1-10	SA	1	1
109	IFC-3	IGL IFC-3 , NH-24, NEAR GAZIABAD DELHI BORDER	28.6293	77.3212	20 Mbps ILL	100 Mbps BB	1-10	SA	1	1
110	SHASTRI PARK	IGL SHASTRI PARK, NEAR NORTHERN INDIA ENGINEERING COLLEGE, SHASTRI PARK (NEAR SEELAMPUR), NEW DELHI	28.6699	77.2666	20 Mbps ILL	Nil	1-10	SA	1	1
111	VIVEK VIHAR	IGL VIVEK VIHAR, OPP VIVEK VIHAR POLICE STATION.	28.6669	77.307	20 Mbps ILL	100 Mbps BB	10-20	SA	1	1
112	ROHINI 29	IGL, ROHINI 29, ROHINI SEC 29, DELHI	28.7628	77.0952	20 Mbps ILL	Nil	1-10	SA	1	1
113	ROHINI SEC 28	IGL, ROHINI 28 , ROHINI SEC 28, DELHI	28.7621	77.0981	20 Mbps ILL	Nil	1-10	SA	1	1
114	ROHINI 27	IGL, ROHINI 27 , ROHINI SEC 27 , DELHI	28.7582	77.1111	20 Mbps ILL	Nil	1-10	SA	1	1
115	NARELA 7	IGL , NARELA 7, NARELA SEC 7 , DELHI	28.8467	77.0997	20 Mbps ILL	Nil	1-10	SA	1	1
116	BHORGARH 2	IGL, BHORGARH2, BHORGARH DELHI	28.8121	77.069	20 Mbps ILL	Nil	1-10	SA	1	1
117	LOKNAYAKPURAM	IGL, LOKNAYAKPURAM, LOKNAYAKPURAM DELHI	28.6634	77.007	20 Mbps ILL	Nil	1-10	SA	1	1
118	DWARKA,SE C-5	IGL, DWARKA5 , SECTOR 5 DWARKA	28.5981	77.0645	20 Mbps ILL	Nil	1-10	SA	1	1
119	DWARKA 16 B CNG ST.	IGL, DWARKA SEC 16B, SECTOR 16 DWARKA, DELHI	28.6635	76.946	20 Mbps ILL	Nil	1-10	SA	1	1
120	MADHUBAN BAPU DHAM	IGL E BLOCK, MADHUBAN BAPUDHAM, GHAZIABAD, NEAR VILL.- SADARPUR, GHAZIABAD 201001	28.705	77.489	20 Mbps ILL	Nil	1-10	SA	1	1
121	SHAKURPUR	IGL, SHAKURPUR , OPPOSITE BRITANIA CHOWK, LAWRENCE ROAD	28.6898	77.1351	20 Mbps ILL	100 Mbps BB	20-30	SA	1	1
122	IGL NH1 SINGHOLA CNG STATION	TIKRI KHURD, TIKRI KHURD VILLAGE, NARELA, DELHI, 110040	28.8333	77.1201	20 Mbps ILL	Nil	1-10	SA	1	1
123	KHICHRI PUR	KHICHRI PUR RD,KALYANVAS,KALYANP UR,DELHI 110091	28.6205	77.2815	20 Mbps ILL	Nil	1-10	SA	1	1
124	IGL DHAURUHER A	75, MTR ROAD, MAHESHWARI, DHARUHERA, HARYANA 123106	28.2051	76.7914	20 Mbps ILL	Nil	1-10	SA	1	1
125	IGL CNG PUMP IP YOJNA	COL RS BHANDARI,SARA ENTERPRISES IP YOJNATILLA GAON, LONI, GHAZIABAD, UTTAR PRADESH 201102	28.7317	77.3008	20 Mbps ILL	Nil	1-10	SA	1	1
126	NOIDA SEC 88	DADRI MAIN RD, BLOCK A, SECTOR 88, NOIDA, UTTAR PRADESH 201305	28.534	77.4271	20 Mbps ILL	Nil	1-10	SA	1	1
127	SAWDA GHEVRA	KHASRA, GHEVRA, KHANJAWALA GHEVRA ROAD, NEAR KHANJAWALA POLICE SATATION, GHEVRA, GHEVRA, DELHI 110081	28.6945	76.9978	20 Mbps ILL	Nil	1-10	SA	1	1
128	MAYAPURI CNG Station	CNG STATION MAYAPURI, NEAR JUNK MARKET MAYAPURI, PHASE II, NEW DELHI 64	28.6189	77.1128	20 Mbps ILL	Nil	1-10	SA	1	1
129	MADHUBAN BAPUDHAM-II	Duhai, Ghaziabad, Uttar Pradesh 201206	28.7202	77.4683	20 Mbps ILL	Nil	1-10	SA	1	1
130	IFC IV	IFC IV CNG Station, Meerut Expy., Ghazipur Village, Ghazipur, Delhi, 201012	28.6317	77.329	20 Mbps ILL	Nil	1-10	SA	1	1

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131	CGS Muzaffarnagar, Khyawari	IGL CNG Station CGS Muzzafar Nagar- Khyawari, Khasra No. 293 MI/2, Village Khyavadi, Muzaffarnagar -Thanabhavan Road, Dist.- Shamli, Uttar Pradesh- 247772	29.5852	77.4568	20 Mbps ILL	Nil	1-10	SA	1	1
132	SILORA	IGL CNG Station, Plot No. GS-1, Silora -1, Silora, Kishangarh, Rajasthan 305801	26.5398	74.8676	20 Mbps ILL	Nil	1-10	SA	1	1
133	Transport Nagar CNG Station	Transport Nagar IGL CNG station, Transport Nagar, Mustafabad, Near Delhi Haridwar Marg, Muzaffarnagar, Uttar Pradesh, 251001	29.4709	77.7512	20 Mbps ILL	Nil	1-10	SA	1	1
134	Ajaymeru Palra L-CNG Station	Ajermeru Palra IGL Pump, Plot No, CP1-120, 121, Industrial Area, Ajaymeru Palra, Ajmer, Palra, Ajmer, Taluka: Ajmer, District: AJMER, State: Rajasthan, Pin : 305004	26.4387	74.6964	20 Mbps ILL	Nil	1-10	SA	1	1
135	NH-09 CNG Station	NH-09 IGL CNG Station, Nizamuddin to Ghaziabad (NH-24) Road, East Vinod Nagar/Khichripur, Mayur Vihar Phase I, New Delhi, 110091	28.6258	77.3144	20 Mbps ILL	Nil	1-10	SA	1	1
136	CGS, Daulat Kheda Ajmer	IGL CNG Mother Station, Daulat Khera, Rajasthan, 305203	26.2639	74.4895	20 Mbps ILL	Nil	1-10	SA	1	1
137	IGL COCO Rooma CNG Station	Rooma IGL CNG Pump, Opp. V C Motor, Chakeri Ward, Village -Rooma, Kanpur, UttarPradesh 209402	26.3566	80.4429	20 Mbps ILL	Nil	20-30	SA	1	1
138	IGL Punayata CNG Station	Punayata IGL CNG Station, RICCO Industrial Area, Pali Jodhpur Road, Pali, Rajasthan 306401	25.7855	73.2606	20 Mbps ILL	Nil	1-10	SA	1	1
139	IGL CNG STATION, NTPC, DADRI	NTPA Dadri IGL CNG Pump, Uncha Amirpur, Near NTPC Dadri Township, Uttar Pradesh, 201008	28.6138	77.6102	20 Mbps ILL	Nil	1-10	SA	1	1
140	CHILLA 1	19/496, GHAZIPUR ROAD, BLOCK 30, HIMMATPURI, TRILOKPURI, NEW DELHI, DELHI 110091	28.6016	77.308	20 Mbps ILL	Nil	1-10	SA	1	1
141	CHILLA 2	19/275, BLOCK 19, PART 2, TRILOKPURI, NEW DELHI, DELHI 110091	28.6026	77.309	20 Mbps ILL	Nil	1-10	SA	1	1
142	DWARKA SEC 10	57, SECTOR 10 DWARKA, DWARKA, NEW DELHI, DELHI 110075	28.5819	77.0596	20 Mbps ILL	Nil	1-10	SA	1	1
143	DWARKA SEC 18	C/O GURU SS (IOCL PLOT NO.23, SECTOR 12 DWARKA, DWARKA, NEW DELHI, DELHI 110075	28.5861	77.0324	20 Mbps ILL	Nil	1-10	SA	1	1
144	DWARKA SEC 13	SECTOR 13, DWARKA, DELHI, 110075	28.6015	77.0357	20 Mbps ILL	Nil	1-10	SA	1	1
145	OKHLA DSIIDC	IGL, F BLOCK, POCKET X, OKHLA PHASE II, OKHLA INDUSTRIAL AREA, NEW DELHI, DELHI 110020	28.5354	77.2768	20 Mbps ILL	Nil	1-10	SA	1	1
146	SEELAMPUR	GT KARNAL RD, NORTH KANTI NAGAR, BLOCK C, SEELAMPUR, SHAHDARA, DELHI, 110031	28.6712	77.2711	20 Mbps ILL	Nil	1-10	SA	1	1
147	DILSHAD GARDEN NEW	NS ROAD BUS DEPOT OPP MOVIE PALACE, SEEMAPURI, DELHI, UTTAR PRADESH 110095	28.6861	77.3286	20 Mbps ILL	Nil	1-10	SA	1	1
148	Rampuri/Surya Nagar	A48, Rampuri, ghaziabad; Near PNB bank	28.6697	77.3269	100 Mbps BB	Nil	1-10	SA	1	1
149	Manesar	IGL Manesar Store, Naurang Pur Road, Adjacent to Mittal Farm, Sec-78, Manesar, Gurugram-122051	28.3731	76.9622	100 Mbps BB	Nil	1-10	SA	1	1
150	Indirapuram	Shop No SE 140, Jaipuriya Sunrize plaza, Indirapuram,	28.6415	77.3766	100 Mbps BB	Nil	1-10	SA	1	1

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		Ghaziabad; Near Shanti Gopal hospital								
151	Noida Store	IGL Gr. Noida Store, Knowledge Park-3, Gr.Noida LM:- near Sharda Hospital gate No 1	28.476	77.482	20 Mbps ILL	Nil	1-10	SA	1	1
152	Karnal Office	IGL Office, Sector 5, Karnal	29.6945	77.0089	20 Mbps ILL	Nil	10-20	SA	1	1
153	Arcadia	416-422, 4th Floor, Spaze Platinum Towers, Sohna Road, Gurugram	28.4181	77.0501	20 Mbps ILL	Nil	10-20	SA	1	1
154	Noida Sector-15	B-36, B Block, Sector 2, Noida, Uttar Pradesh 201301	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
155	MEERUT STORE	Khasra No.1335/1368/3 & 1335/1368/4, Village Pooth Khas, Tehsil Sadar, Meerut District, UP-250002	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
156	R.K Puram sec 08	Flat no.6, first floor, RK puram sec 8 market	28.5726	77.1642	20 Mbps ILL		30-40	SA	1	1
157	ASHOK NAGAR	J-1, 3F, Nehru Nagar-3, Ashok Nagar, Ghaziabad	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
158	BANDA	A-36,GF,Awas vikas colony,banda,PIN-210001	NIL	NIL	100 Mbps BB	Nil	10-20	SA	1	1
159	Fatehpur Office	IGL, First Floor, Arazi No. 1496, 874C, VIP Road, Tambeshwar Puram, Fatehpur 21260	NIL	NIL	20 Mbps ILL	Nil	10-20	SA	1	1
160	Ajmer Store	IGL RIICO Srinagar Store, Ajmer	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
161	Uttam Nagar Office	Near Hanuman Mandir, Razapur Khurd, Delhi	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
162	North Zone Project Office	702, KLJ Tower, Netaji Subhash Place, Delhi.	NIL	NIL	20 Mbps ILL	Nil	10-20	SA	1	1
163	Kanpur Store	Indraprastha Gas Limited, Kanpur Store,Hathipur Village, Maharajpur P.O, UP- 209402	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
164	CHHATARPUR CONTROL ROOM	PLOT NO. 7, KHASRA NO. 55/2, SATBARI VILLAGE, CHHATAPUR,NEW DELHI 110074	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
165	CGS SUMERPUR	Khasra no 529/299 Gram-Galthani, Sumerpur, Pali	NIL	NIL	100 Mbps BB	Nil	1-10	SA	1	1
166	Kishangarh Phase IV,Ajmer	Plot no. GS-01, Kishangarh Phase 4 Riico Area , Ajmer	NIL	NIL	20 Mbps ILL	Nil	1-10	SA	1	1
167	GMDA SEC-48	GURGAON - SECTOR 48 SUBHASH CHOWK TO HERO HONDA ROAD NEAR BY YADUVANSHI SCHOOL 122001	NIL	NIL	20 Mbps ILL	Nil	1-10	SA	1	1

Rest of the locations are kept as provision. Please consider one switch and one WiFi access point at each location. Location details will be shared later.

SECTION VI

SCHEDULE OF RATES

(Following is the format of the SOR for reference purpose only. The bidders must quote in the SOR excel provided on the e-tendering portal in the prescribed format only)

Note: Following is the format of the SOR for reference only. On the e-tendering portal, the bidders are required to download the excel file and quote in the predefined sheet and then upload that same excel file (as downloaded and filled) on the e-tendering portal.

S. No.	SOR Item Description	SDWAN DEVICE	No. of Location	UOM	Qty for 03 years	HSN/SAC Code	Unit Rate per day (INR) (excl. of GST)	GST Rate (in %)	Unit rate per day (INR) (incl. of GST)	Total Amount (INR)
1	Total recurring charges for 400Mbps ILL on Fibre + 400 Mbps ILL on Fibre (No.of links:- 2 nos)	High Availability	1	Days	1095					
2	Total recurring charges for 200Mbps ILL on Fibre + 200 Mbps ILL on Fibre ((No.of links:- 6 nos)	High Availability	3	Days	3285					
3	Total recurring charges for 100Mbps ILL on Fibre + 100 Mbps ILL on Fibre (No.of links:- 2 nos)	High Availability	1	Days	1095					
4	Total recurring charges for 50Mbps ILL on Fibre + 50 Mbps ILL on Fibre (No.of links:- 2 nos)	Standard Availability	1	Days	1095					
5	Total recurring charges for 20Mbps ILL + 100 Mbps Broadband on Fibre (No.of links:- 112 nos)	Standard Availability	56	Days	61320					

6	Total recurring charges for 20Mbps ILL only on Fibre (No.of links:- 114 nos)	Standard Availability	114	Days	124830					
7	Total recurring charges for 100Mbps Broadband on Fibre (No.of links:- 24 nos)	Standard Availability	24	Days	26280					
8	Bandwidth on Demand for DC Site (upgradation of 100 Mbps bandwidth)	NA	1	Days	1095					
9	Bandwidth on Demand for DR Site (upgradation of 100 Mbps bandwidth)	NA	1	Days	1095					
Grand Total (in Rs.)										

Note:

1. Total recurring charges includes components such as installation charges, fully managed service charges, licence cost, hardware cost etc.
2. Bidder must duly fill the HSN/SAC code for each service mentioned in the provided SOR.
3. Evaluation will be done on totality basis.

SECTION VII

FORMS AND FORMATS

FORM 1
BIDDER'S GENERAL INFORMATION

(Information must be provided on bidder's letterhead)

1.	Vendor Name*	
2.	Number of Years in Operation	
3.	Complete Office Address*	City: _____ District: _____ PIN: _____ State: _____ Country: _____
4.	Telephone Number*	(Country code) – (Area code) – (Telephone number)
5.	Mobile Number, if any	
6.	E-mail address*	
7.	Website	
8.	Fax Number	(Country code) – (Area code) – (Telephone number)
9.	Type of Business/Industry	
10.	ISO Certification, if any	
11.	Whether Supplier / Manufacturer / Dealer / Trader / Service Provider	
12.	Types of material / service Provided	
13.	Bank's Name*	
14.	Bank's Branch*	
15.	Branch address*	
16.	Branch Code*	
17.	Bank account number*	
18.	Account type*	
19.	IFSC Code*	
20.	MICR Code*	
21.	Payment/bidding currency*	
22.	Type of Firm: Proprietorship / Partnership / Private Ltd. / Public Ltd. / LLP / others*	

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23.	If others please specify	
24.	Names of all Directors / Proprietors / Partners	
25.	PAN No.*	
26.	EPF No.	
27.	MSME category, if applicable*	1. Type of Enterprises 2. Social Category of Enterprises 3. Gender (Male/Female/Transgender/NA)
28.	GST registration no. (if registered)*	
29.	If unregistered, specify with Reason	a. Turnover threshold b. Providing exempted goods/services c. Others (specify):

(Seal and Signature of authorized bid signatory)

Note:

- 1 The above required information is required on the bidder's letterhead.
- 2 Fields marked * are mandatory
- 3 Mandatory supporting documents to be submitting with the above details include the following:
 - a. PAN card copy
 - b. GST certificate copy (of the same state as the office address mentioned above)
 - c. Cancelled cheque of the bank account mentioned above or its copy
 - d. In case of NSIC / MSME registered vendor, copy of registration certificate
- 4 Kindly attach separate sheets giving details for name of directors / proprietors and their stakes) along with the supporting documents

FORM 2
DEVIATION FORM
 (On Bidder's letter head)

M/S INDRAPRASTHA GAS LIMITED,
 NEW DELHI.

IGL Tender No.: _____

Notes

- 1) BIDDER may give here a consolidated list of deviations / clarifications / comments for all sections of the bid documents which for an appropriate offer are considered unavoidable by him.
- 2) Deviations / clarifications mentioned elsewhere in the offer shall not be binding on the IGL and any such deviations if indicated elsewhere other than this form will render the offer non-responsive and shall liable to be rejected.
- 3) BIDDER shall state the reason for the deviations in the remark column.
- 4) Only the deviations listed herein, in conjunction with the original Tender shall constitute the contract document for the award of the job to the BIDDER.
- 5) Any clarification raised by the Purchaser/ Consultant should be resolved within 10 days failing which the bid is liable for rejection.

Sec No./ Cls. No.	Page No.	Requirements as per tender	Deviation by Bidder	Clarification/ Comments by Bidder	Remarks
1)					
2)					
3)					
4)					
5)					
6)					

The bidder confirms that all clauses of the tender document, which are not listed above are fully complied by the bidder.

(Seal and Signature of the bidder)

FORM 3

FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS

Sr. no.	Description of the goods/ works/ services	LOA/ PO/ WO no. & date	Full proposal, address & phone nos. of client Name, designation & address of engineer/officer-in-charge(for cases other than purchase)	Value of Contract/ Order (Specify Currency amount)	Date of Commencement of work/ services or supply of goods	Scheduled completion time(month hs) delivery schedule	Date of actual completion / supply	Reasons for delay in execution, if any	Project cost
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

[Signature of Authorized signatory]

Name of Audit / CE Firm:

Chartered Accountant/Engineer:

Date:

Membership no.:

UDIN (in case of Auditor)

Seal:

[Sign. of authorized signatory of bidder]

Date:

Place:

Name:

Designation:

Instructions:

1. Copies of letter of awards/ order/ work orders and completion certificate (in case of works/services) or IRN/ Proof of delivery (in case of supplies, if applicable) to be enclosed.

Note: Completion certificate shall clearly mention the LOA/ PO/ WO no. along with the total awarded value and total executed value separately (under a single Contract/ PO/ WO/ LOA), otherwise completion of such contract/ order shall not be considered for evaluation.

2. The supply/ work/ services completed earlier than 7 years shall not be indicated here.
3. The list of supply/ work/ services not of similar nature shall not be indicated here. Failing to comply aforementioned instructions may lead to rejection of bid.
4. Bidders are expected to provide details in respect of each order in this Annexure. The orders cited must comply with the bid evaluation criteria specified in Tender Document. Details provided in this section is intended to serve as a backup for information provided in Offer/ Quotation. Bidder should also refer to the instructions below.
5. A separate sheet should be filled for each LOA/ work order/ purchase order.
6. Certificate from the bidder's statutory auditors must be furnished in the format below for LOA/ Work Order/ Purchase Order mentioned above (separately for each orders)

It may be noted that in the absence above certificates, the details would be considered inadequate and could lead to the bid being considered ineligible for further evaluation.

FORM 4**CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES**

(On letterhead of Statutory Auditor / CE)

Based on its books of accounts and other published information authenticated by it, {this is to certify that LOA/ PO/ WO no.dated.....was awarded to (Name of the bidder) by..... (Name of the client) to execute..... (Name of the supply/ work/ service). The Supply/ works/ services commenced on (Date) was/ is likely to be completed on (Date, if any). It is certified that the total value of contract/order executed by..... (Name of bidder) was (Specify currency & amount) and executed value was (Specify currency & amount).

[Signature of Authorized signatory]**Name of Audit / CE Firm:****Chartered Accountant/Engineer:****Date:****Membership no.:****UDIN (in case of Auditor):****Seal:**

FORM 5
CERTIFICATE FOR FINANCIAL CAPABILITY OF THE BIDDER

FORMAT FOR STATUTORY AUDITOR / CHARTERED ACCOUNTANT

(For Supply of Goods/Works/Services, on letterhead of Statutory Auditor/ CA)

We have verified the Annual Accounts and other relevant records of M/s. _____ (Name of bidder) and certify the following:

ANNUAL TURNOVER OF LAST 3 YEARS:

Year	Amount(Currency)
Year1: FY 2023-24	
Year2: FY 2022-23	
Year3: FY 2021-22	

FINANCIAL DATA FOR LAST AUDITED FINANCIAL YEAR:

Description	FY 2023-24
	Amount (Currency)
1. Current Assets	
2. Current liabilities	
3. Working capital (Current assets - current liabilities)	
4. Net worth(Paid up share capital and free reserves & surplus)	

Name of Audit Firm:
Chartered Accountant:
Date:
Membership no.:
UDIN:

[Signature of Authorized signatory]
Name:
Designation:
Seal:

Instructions:

- The financial year would be the same as one normally followed by the bidder for its Annual Report.
- The bidder shall provide the audited annual financial statements as required for this Tender Document. Failure to do so would result in the personal being considered as non-responsive.
- For the purpose of this Tender document
 - Annual Turnover shall be "Sale value/ Operating Income"
 - Working capital shall be "Current Assets less Current Liabilities" and
 - Net Worth shall be "Paid up share capital and Free reserves & Surplus"

(SIGNATURE OF BIDDER WITH SEAL)

**FORM 6
DECLARATION**

(On Bidder's letter head)

Indraprastha Gas Limited,
IGL Bhawan, 4 Community Centre,
Sector – IX, R.K.Puram,
New Delhi – 110022

We confirm that we are not under any liquidation, court receivership or similar proceedings.

We also confirm that we have not been banned or delisted by any government ministry / MOPNG / Delhi Government / Promoter / any government (national, state or local), PSU, PSU-JV and/or other government entities from quoting.

SEAL AND SIGNATURE OF BIDDER

.....

FORM 7
DECLARATION OF TENDER DOCUMENT PURCHASED / DOWNLOADED

(On Bidder's letter head)

No.

Date:

Indraprastha Gas Limited,
IGL Bhawan, 4 Community Centre,
Sector – IX, R. K. Puram,
New Delhi – 110022

Sub: Bid Document for _____

Sir,

We hereby confirm that we have read each and every page of the subject tender document(s) (all Volumes/Parts) along with Corrigendum & Reply to bidder's queries, if any, thoroughly and understood the complete Scope of Work and all terms & conditions. We hereby also confirm that all tender terms & conditions are acceptable to us. Also, no alterations have been made to the original tender document(s) as provided by IGL.

Yours faithfully,

Seal and Signature
Name & Designation
For and on behalf of

FORM 8
LETTER FROM STATUTORY AUDITOR / CHARTERED ACCOUNTANT / CHARTERED ENGINEER

(On Auditor's / CA's / CE's Letterhead)

To,

Date:

Subject: Certificate regarding

Dear Sir,

We..... (Name of the Statutory Auditor / Chartered Accountant / Chartered Engineer) are the Statutory Auditor / Chartered Accountant / Chartered Engineer of M/s. (Name of the bidder).

We hereby confirm that we have issued following certificate(s):

- 1.
- 2.
- 3.

Thanking You,

Place:

(Signature)

Date:

Name of Authorized Signatory

Membership No.

Encl.: As above

FORM 9
PRO FORMA FOR LETTER OF AUTHORITY

(On Bidder's letter head)

No.

Date:

Indraprastha Gas Limited,
 IGL Bhawan, 4 Community Centre,
 Sector – IX, R.K.Puram,
 New Delhi – 110022

Sub: Bidding Document for _____

Sir,

We _____ hereby authorize following representative(s) to attend the Techno-commercial Bid opening and Priced Bid opening against above Bidding Document:

- | | | |
|----|--------------------------|-----------------|
| 1. | Name & Designation _____ | Signature _____ |
| 2. | Name & Designation _____ | Signature _____ |

We confirm that we shall be bound by all and whatsoever our representative(s) shall commit.

Yours faithfully,

Seal and Signature
 Name & Designation
 For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a person competent and having the power of attorney to bind the bidder.

SEAL AND SIGNATURE OF BIDDER

.....

FORM 10
DETAILS OF LITIGATION
(On Bidder's letter head)

Bidder shall furnish details of litigation cases of the bidder during the last 5 years, if any, in this Form. In case of no such litigations, to be submitted clearly marked "NIL".

SEAL AND SIGNATURE OF BIDDER

TECHNO-COMMERCIAL INFORMATION

(To be filled on the e-tendering portal in the provided excel format)

Wherever remarks are required, bidders are advised to ensure that sufficient information has been provided and remarks such as “attached”, “enclosed”, “submitted” or other such terms alone should be avoided.

Bidder's organization name		
Sr.	Requirement	Response
General Information		
1.	Bidders' Bid Reference No. and Date	
2.	Date of incorporation of company	
3.	Company Address(es) in India	
4.	No. of years in business	
5.	Type of Firm (Proprietary / Partnership / Private Ltd. / Public Ltd.)	
6.	Details of Directors / Proprietors / Partners	
7.	Phone no. of contact person	
8.	Email ID of contact person	
9.	GST registration number	
Technical BEC details		
1.	Any one past reference client (Mention Client Company Name) relevant as per Technical BEC of this tender	
2.	Reference client's PO / work order no. and date of similar work (PO /work order copy submitted with the bid)	
3.	Actual execution period and actual executed value under the above mentioned PO	
Commercial Terms and Conditions		
1.	Bidder accepts to keep the bid valid for a period of 90 days from the date of opening of techno-commercial bid	Agree
2.	Details of EMD (DD / BG / Online Payment / Banker's Cheque / Exemption certificate details)	
3.	Bidder accepts to quote the prices as per SOR enclosed with this tender document	Agree
4.	Prices quoted by the bidder shall remain firm, fixed and valid for entire contractual period	Agree
5.	Prices quoted by the bidder shall be inclusive of all taxes, duties, levies, fees, insurance, etc.	Agree
6.	Bidder understands and accepts the complete scope of work as defined in the tender document	Agree
7.	Bidder accepts the contractual validity period as per tender	Agree
8.	Bidder accepts the terms of payment as per tender	Agree
9.	Bidder accepts to submit the Performance Bank Guarantee(s) as per tender provisions	Agree

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10.	Bidder accepts the Price Reduction Schedule and other penalties as mentioned in the tender document	Agree
11.	Bidder accepts the General / Special / Technical Terms & Conditions of the tender	Agree
12.	Bidder accepts all statutory compliances against tender	Agree
13.	Bidder has read and accepts the tender document in toto	Agree
14.	Any deviation from the tender document sought by the bidder is listed separately in Form-2 only	Agree
15.	All the bidders must ensure adequacy and sufficiency of their document while submitting bid in all respects. Bid shall include all documents confirming to the tender terms and conditions, BEC and the tender specifications in toto failing which their bids are liable to be rejected.	Agree
16.	If the Working Capital is not as per BEC requirement then letter from bank as per Annexure – II submitted with bid.	Agree/ Not Applicable

NOTE: Bidder have to upload the Unpriced SOR provided on the e-tender portal after marking “Quoted” / “Not quoted” in place of rates, but with actual HSN/SAC codes and GST rates as quoted in Priced SOR, wherever specified.

DOCUMENTS TO BE CHECKED AGAINST BEC

Sr.	Criteria	Verification Document
Technical BEC		
1	As per clause no. 7.1 under Section-I (IFB) of Tender	As per clause no. 7.4 under Section-I (IFB) of Tender
Financial BEC		
2	As per clause no. 7.2 under Section-I (IFB) of Tender	<p>Audited financial reports including balance sheets and profit & loss statements for last 3 financial years along with Form-5 certified by Statutory Auditor / Chartered Accountant with UDIN.</p> <p>Bank Letter for Line of Credit as per Annexure-2 of tender in case of inadequate working capital.</p>

DOCUMENTS TO BE UPLOADED ON E-TENDER PORTAL

Below is the list of mandatory documents to be uploaded by the Bidder on the e-tender portal. Bidder may attach any other docs, not in below list but relevant to this tender on the e-tendering portal also.

Bidder has to upload the file on e-tender portal in .pdf format and keep the file name as provided in the column “Document Header Name” below.

Sr.	Document Header Name	Document Description
1.	EMD/Bid Security with Annexure-I	EMD/Bid Security (BG/DD/Banker’s Cheque/Online payment, or valid exemption certificate) along with Declaration for Bid Security as per proforma at Annexure-1 of tender document in case EMD exemption availed
2.	Bid Signatory PoA / Board Resolution	Power of attorney of the signatory to the bid offer on non-judicial stamp paper / Board resolution of company for authorized signatory.
3.	Form-1 with supporting docs	Form-1: Bidder’s General Information as per provided format along with copy of all supporting documents mentioned in the Form.
4.	Form-2 Deviation Form	Form-2: Deviation Form as per provided format
5.	Form-3 and 4 Work Experience Certificates	Form-3 and Form-4: Certificate from statutory auditor/chartered accountant for details of similar goods / work / services supplied / done during past 7 years as per provided format
6.	Form-5 Financial Capability Certificate	Bidder to submit audited financial report for preceding financial year only.
7.	Form-6 Declaration Letter	Form-6: Declaration as per provided format.
8.	Form-7 Tender Declaration	Form-7: Declaration of tender document acceptance as per provided format.
9.	Form-8 Letter from Statutory Auditor/CA	Form-8: Letter from Statutory Auditor/CA as per provided format.
10.	Form-9 Authority Letter for Attendance	Form-9: Letter of authority in favour of any one or two of Bidder’s executives having authority to attend the techno-commercial and price bid opening.
11.	Form-10 Litigation details	Form-10: Details Of Litigation, if any
12.	Documents against Technical BEC	As per the table provided above and/or any other document as per relevant BEC clause
13.	Documents against Financial BEC	Bidder’s Audited Annual Financial Statements such as Audited balance sheets and profit & loss statements for the preceding 3 financial years in support of Form-5.

Bidder may upload any other document not in the above list but required as per tender, under “Other Documents” option on the e-tender portal.

ANNEXURE - I
DECLARATION OF BID SECURITY

(On Bidder's letter head)

To
Indraprastha Gas Ltd (IGL)

Tender No:
Subject:

Dear Sir,
After examining / reviewing provisions of above referred tender documents (including all corrigenda/addenda), we
M/s _____ (Name of Bidder) have submitted our offer/bid no. _____.

We, M/s _____ (Name of Bidder) hereby understand that, according to your
conditions, we are submitting this Declaration for Bid Security.

We understand that we will be put on watch list/holiday/banning list (as per policies of IGL in this regard), if we
are in breach of our obligation(s) as per following:

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our bid during the period of bid
validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by IGL during the period of bid validity:
 - a. fail or refuse to execute the Contract, if required, or
 - b. fail or refuse to furnish the Contract Performance Bank Guarantee, in accordance with provisions of
tender document.
 - c. fail or refuse to accept 'arithmetical corrections' as per provision of tender document.
- c) having indulged in corrupt/fraudulent /collusive/coercive practice as per procedure

Place:
Date:

Signature of Authorized Signatory
Name:
Seal of Bidder:

ANNEXURE - II
FORMAT FOR LETTER FROM BANK IF BIDDER'S WORKING CAPITAL IS
INADEQUATE/NEGATIVE

(To be provided on Bank's letter head)

Date:

To,
Indraprastha Gas Limited,
IGL Bhavan, 4 Community Centre,
Sector – IX, R.K.Puram,
New Delhi – 110022

Dear Sir,

This is to certify that M/s (Name of the bidder with address) (Hereinafter referred to as Customer) is an existing customer of our Bank.

The Customer has informed that they wish to bid for IGL's Tender no. Dated for (Name of the supply/work/services/consultancy) and as per the terms of the said Tender they have to furnish a certificate from their Bank confirming the availability of line of credit.

Accordingly, M/s (Name of the Bank with address) confirms availability of line of credit to M/s (Name of the bidder) for at least an amount of Rs. _____. It is also confirmed that the net worth of the Bank is more than Rs. 100 Crores (or Equivalent USD) and the undersigned is authorized to issue this certificate.

Yours truly

For (Name & address of Bank)

(Authorized signatory)

Name of the signatory:

Designation:

Stamp

ANNEXURE - III
BID BOND PROFORMA / PROFORMA FOR EMD

Bank Guarantee No.:

Date:

To
M/S INDRAPRASTHA GAS LIMITED,
NEW DELHI

TENDER NO. _____ FOR _____

WHEREAS _____ (HEREINAFTER CALLED 'The Bidder' has submitted his Bid dated _____ for supply of _____ (Herein after called 'The Bid') KNOW ALL MEN by these presents that WE _____ (hereinafter called 'The Bank') are bound unto INDRAPRASTHA GAS LIMITED, IGL Bhawan, 4, Community Centre, Sector – IX, R. K. Puram, New Delhi 110 022 (herein after called 'IGL') in the sum of _____ for which payment well and truly made to IGL, the BANK binds itself its successor and assigns by these presents. Sealed with the Common Seal of the said BANK this _____ day of _____ 2025.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws his Bid during the period of Bid validity specified by the Bidder on the Bid Form;
or
2. If the Bidder, having been notified of the acceptance of his bid by IGL during the period of bid validity
 - a) Fails or refuses to execute the Contract Form, if required: or
 - b) Fails or refuses to furnish the PERFORMANCE SECURITY in accordance with the Instructions to the Bidder.

We undertake to pay IGL up to the above amount upon receipt of its first written demand, without IGL having to substantiate its demand, provided that in its demand IGL will note the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions specifying the occurred condition or conditions.

The Guarantee will remain in force up to and including 60 days after the period of bid validity and any demand in respect thereof should reach the BANK not later than the above date.

(Signature of the BANK)

(Signature of the Witness)
Name & address of Witness:
Date:

Bank Guarantee No.....
Date.....

CONTRACT PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref:

To
INDRAPRASTHA GAS LIMITED
Plot no. 4, Community Centre,
R.K. Puram Sector-9, New Delhi - 110022

OWNER CONTRACT/ORDER NO..... DATED.....

Dear Sir,

In consideration of INDRAPRASTHA GAS LIMITED, NEW DELHI (INDIA) (hereinafter referred to as the OWNER which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded the work of to having its Principal Office at (hereinafter referred to as "VENDOR" / "SELLER" / "CONTRACTOR" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply/execution by issue of OWNER'S Contract/Order No. dated..... And the same having been accepted by the VENDOR/SELLER/CONTRACTOR resulting into CONTRACTS for supplies of materials/equipment/execution of works/services as per above Owner Contract/Order having a total value of for the complete supply of materials/equipment/execution of works/services and the VENDOR/SELLER/CONTRACTOR having agreed to provide a Contract Performance and Warranty/Guarantee for the faithful performance of the aforementioned contract and warranty to quality to OWNER.

We (Bank)having its Head Office at (hereinafter referred to as the 'Bank' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the OWNER, on demand any and all moneys payable by the Vendor/Seller/Contractor to the extent of ____% (____ percent) of the Contract price without any deviation and protest as aforesaid at any time up to.....and without reference to the VENDOR/SELLER/CONTRACTOR. Any such demand made by OWNER on the Bank shall be conclusive and binding notwithstanding any difference between OWNER and VENDOR/SELLER/CONTRACTOR or any dispute pending before any Court, Tribunals, Arbitrator or any other Authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of OWNER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER discharges the guarantee. OWNER shall have the fullest liberty without affecting in any way the liability of the BANK under this guarantee from time to time to extend the time for performance by VENDOR/SELLER/CONTRACTOR of the aforementioned contract. OWNER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against VENDOR/SELLER/CONTRACTOR and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned Contracts between OWNER and VENDOR/SELLER/CONTRACTOR or any other course of or remedy or security available to OWNER. The BANK shall not be released of its obligations under these presents by any exercise by OWNER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of OWNER or any other indulgence shown by OWNER or by any other matter or thing whatsoever which under law would, but for this provisions, have the effect of relieving the BANK.

The BANK also agrees that OWNER at its option shall be entitled to enforce this Guarantee against the BANK as a Principal Debtor, in the first instance without proceeding against VENDOR/SELLER/CONTRACTOR and

Bank Guarantee No.....
Date.....

notwithstanding any security or other guarantee that OWNER may have in relation to the
VENDOR'S/SELLER'S/CONTRACTOR'S liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to AND it shall
remain in force up to and including and shall be extended from time to time for such period as may be
desired by the VENDOR/SELLER/CONTRACTOR/ on whose behalf this Guarantee has been given.

Dated this the _____ day of _____ 2025 _____ at _____

1. The guarantee shall not be affected by any change in constitution of the bank or by absorption/merger of bank with any other body or corporation.
2. The guarantee shall be in addition to and not in substitution for any other guarantees or security for the supplier/Contractor given or to the owner in respect of said purchase order by the bank (whether alone or jointly with others).
3. The bank hereby declares that _____ (Name of the person signing on behalf of bank) _____ is authorized to sign this guarantee /undertaking on behalf of the bank and to bind the bank thereby.
4. Any notice by way of request, demand or otherwise hereunder may be sent by post/courier to the bank address and duly verified by proof of delivery will be sufficient & shall be deemed as claim lodging date by owner.
5. This guarantee is operative at _____ in Delhi NCR (name and address of the branch in Delhi NCR location only) branch, _____ (Place).
6. Details of issuing and operating branches are as under:

	Issuing/Outstation Bank details	Local Operating (Delhi NCR) bank details.
Postal Address		
Telephone no / Fax No		
Contact person		
Email ID		

7. These present shall be governed by and construed in accordance to Indian law.

Notwithstanding anything contained herein above:

1. Our liability under this Bank Guarantee shall not exceed Rs. (amount in figures and words).
2. This Bank Guarantee shall be valid up to (Contract period + Min period as defined in contract/Tender (i.e. 90 days beyond contract/defect liability period whichever is higher)).
3. We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serve upon written claim or demand on or before ” (at least 1 month beyond BG expiry date.)

WITNESS

(Signature)

(Name)

(Official Address)

(Signature Bank Signatory)

Bank Rubber Stamp

(Name)

Designation with Bank
Stamp plus Attorney as
Per Power of Attorney

No.....

Dated.....