



INDRAPRASTHA GAS LIMITED

TENDER DOCUMENT

FOR

**HIRING OF DIRECT MARKETING AGENTS (DMA)
FOR PNG DOMESTIC ACQUISITION ACTIVITIES**

TENDER DOCUMENT NO. IGL/ET2/CP/CP18446

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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 DIRECT MARKETING AGENTS (DMA) FOR PNG DOMESTIC ACQUISITION
ACTIVITIES**

TENDER DOCUMENT NO. IGL/ET2/CP/CP18446

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. It 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

2.1 IGL intends to hire an agency for providing services of Direct Marketing Agents (DMA) for creating new consumers of Piped Natural Gas (PNG) in NCT of Delhi, Noida, Greater Noida, Ghaziabad & Hapur, Kaithal, Karnal, Rewari & Gurugram, Muzaffarnagar, Shamli and Meerut (areas authorized to IGL), Kanpur (areas authorized to IGL), Hamirpur & Fatehpur districts, Ajmer, Pali & Rajsamand districts and Banda, Chitrakoot & Mahoba GA, as per scope of work detailed in this tender document.

2.2 Tender’s Scope of Work has been divided into 11 Zones as below:

S.No.	Zone
1	North Delhi
2	West Delhi
3	South & Central Delhi
4	East Delhi
5	Ajmer GA
6	Gautam Buddh Nagar
7	Ghaziabad
8	Muzaffarnagar
9	Kanpur & Banda
10	Kaithal & Karnal
11	Gurugram & Rewari

3.0 DURATION OF CONTRACT

3.1 The duration of contract shall be Two (02) years from the date of first notification of award from IGL.

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/CP18446 dated 21.05.2025
Availability of tender document on website(s)	From 21.05.2025 to 11.06.2025

Pre-bid meeting date and time	27.05.2025 at 1500 hrs IST through Video Conferencing
Online pre-bid meeting link	Click on the below link: Join the meeting now
Bid submission due date and time	11.06.2025 till 1430 hrs IST
Bid Submission at	https://igl.ewizard.in
Techno-commercial bid opening date and time	11.06.2025 at 1500 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 4607 Email: adesh.singhal@igl.co.in , ankush.jain@igl.co.in ; aakash.rajput@igl.co.in ; ajitesh.kushwaha@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:

- (a) The bidder should have experience in any one of the following:
- Experience in the field of Direct Marketing in City Gas Distribution / any other Utility Segment
 - Executed work of laying of PE/GI network along with at least 2000 CA created against collected PNG registrations forms
 - Provided services for TPI (Third Party Inspection) / PMC (Project Management Consultancy) in City Gas Distribution Segment
 - Provided services in any Utility Segment in any of the fields such as Meter Reading/ Customer Registrations/Debtor Services/ KYC Services
 - Should have rendered in-person/direct customer dealing assignments / door-step customer services in FMCG / Telecom / Power / Water / Banking / Financial Services / Insurance.
- (b) The bidder must have executed one similar order/contract for scope mentioned at Technical BEC point 1 above, with a minimum value as tabulated below, under a single order/contract, during last 07 years reckoned from the date of issue of tender:

Group	Zone	Minimum executed value under a single order/contract
1	North Delhi	Rs. 17.57 Lakh
2	West Delhi	Rs. 17.57 Lakh
3	South & Central Delhi	Rs. 17.75 Lakh
4	East Delhi	Rs. 17.57 Lakh
5	Ajmer GA	Rs. 43.56 Lakh
6	Gautam Buddh Nagar	Rs. 19.34 Lakh
7	Ghaziabad	Rs. 15.14 Lakh
8	Muzaffarnagar	Rs. 5.38 Lakh
9	Kanpur & Banda	Rs. 17.73 Lakh
10	Kaithal & Karnal	Rs. 5.65 Lakh
11	Gurugram & Rewari	Rs. 3.35 Lakh

7.2 Financial BEC:

- (a) **Annual Turnover:** The minimum annual turnover of the bidder as per their audited financial results of any one of the preceding three financial years shall be as below:

Group	Zone	Minimum Annual Turnover
1	North Delhi	Rs. 35.13 Lakh
2	West Delhi	Rs. 35.13 Lakh
3	South & Central Delhi	Rs. 35.49 Lakh
4	East Delhi	Rs. 35.13 Lakh
5	Ajmer GA	Rs. 87.13 Lakh
6	Gautam Buddh Nagar	Rs. 38.67 Lakh
7	Ghaziabad	Rs. 30.28 Lakh
8	Muzaffarnagar	Not applicable
9	Kanpur & Banda	Rs. 35.45 Lakh
10	Kaithal & Karnal	Not applicable
11	Gurugram & Rewari	Not applicable

- (b) **Net Worth:** The net worth of the bidder as per their audited financial results of the preceding financial year must be positive.

- (c) **Working Capital:** The minimum working capital of the bidder as per their audited financial results of the preceding financial year shall be as below:

Group	Zone	Minimum Working Capital
1	North Delhi	Rs. 7.03 Lakh
2	West Delhi	Rs. 7.03 Lakh
3	South & Central Delhi	Rs. 7.10 Lakh
4	East Delhi	Rs. 7.03 Lakh
5	Ajmer GA	Rs. 17.43 Lakh
6	Gautam Buddh Nagar	Rs. 7.73 Lakh
7	Ghaziabad	Rs. 6.06 Lakh
8	Muzaffarnagar	Not applicable
9	Kanpur & Banda	Rs. 7.09 Lakh
10	Kaithal & Karnal	Not applicable
11	Gurugram & Rewari	Not applicable

*If the bidder's working capital is inadequate for the items(s) quoted for, 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. Format provided at **Annexure-II**.*

7.3 NOTE:

- In case a bidder quotes for multiple Zones, then Technical and Financial BEC have to be met on cumulative basis. (For Technical BEC, this means that total cumulative value must be executed under a single Contract/Order).
- In case bidder quotes for more than one Zone but meets BEC for lesser number of Zones, such bid shall be qualified for lesser number of Zones based on IGL cost estimates arranged in descending order for Zones till the cumulative value of BEC criteria is exhausted.
- 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 the 30th September of the preceding financial year, bidder has to compulsorily submit the audited financial results for the immediate 3 preceding financial years.
- In case the bidder is executing a rate contract which is still running and the quantity/value executed till one day prior to the due date of submission is equal to or more than the minimum prescribed quantity/value as mentioned in the BEC, such experience will also be taken into consideration provided that the bidder has submitted satisfactory Execution certificate to this effect issued by the end user/owner/ authorized consultant.

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:

- Order / Contract copy with SOR defining the complete scope of work.
- Completion certificate issued by the Purchaser (Principal Company) clearly mentioning the reference of Order/Contract along against which it has been issued along with actual executed value and actual execution period.
- Audited Financial Reports including Balance sheet and Profit & Loss statement of three preceding financial years along with UDIN.
- Any other document required for qualification against BEC clauses.

Note:

- The bidder is required to submit the documentation and proof for above BEC requirements and IGL may at its discretion make additional checks for the same.
- 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.
- **Authentication of documents-** The relevant documents as required in support of BEC clauses shall be submitted by the bidder as mentioned in forms & formats of tender document.

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, ITB, SCC and SOW of the tender.
2. Price Evaluation shall be done on **Lowest Cost (L1) basis for each Zone separately**. Partial quotation of SOR of any quoted Zone shall result in rejection of bid for that Zone.
3. Rates have been offered to bidders and they have to quote a single percentage discount/mark-up (for each Zone separately) which shall be applicable uniformly on all SOR items of that Zone.
4. If more than one bidder quotes the same rates/charges leading to common total evaluated price of a particular SOR, 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 immediate preceding audited financial year.
 - b) Value of highest single order of similar work executed in last 7 years.
5. A single bidder will be awarded **maximum 2 zones** and that too in different states as per below criteria:
 - a) If a bidder emerges L1 in more than 2 Zones, then work will be awarded in the 2 Zones with highest cost estimate.
 - b) In case of same cost estimate, such L1 bidder shall be asked to specify their preferred zone to be awarded.
 - c) After excluding such L1 bidders from other zones, L2 bidders of these Zones shall be called to match the discount/mark-up of respective L1 bidder (or L3, L4 ... and so on bidders in case L-2 bidder does not agree to match).
 - d) In case, L2 bidder is also emerging as eligible for award in more than two zones, then same procedure shall be applicable as above a, b & c.
 - e) In case insufficient bidders are available for award in any particular Zone, then IGL reserves the right on its sole discretion to award more than 2 zones to a single bidder even in same state.
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.
- 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. 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 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 as below:

Zone	Bid Security / EMD (Rs.)
Ajmer GA	Rs. 5 Lakhs
All other zones	Rs. 1 Lakh per quoted Zone

In case a bidder quotes for multiple zones, Bid Security / EMD shall be submitted on cumulative basis.

For example, if a bidder quotes for Zone 1, 2 & 3, then EMD shall be Rs. 3 Lakhs. If a bidder quotes for Zone 1, 5 & 6, then EMD shall be Rs. 7 Lakhs. If a bidder quotes for all the Zones, then EMD shall be Rs. 15 Lakhs.

- 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.

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-1 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.

- 11.6 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 reserves the right to split the total scope of work among more than one bidder.
- 12.3 Purchaser (IGL) reserves the right to increase or decrease the scope of work of bidders before or after award of work.
- 12.4 Bids through Post / Fax / E-mail are not acceptable.
- 12.5 Purchaser will not be responsible for cost incurred in preparation and delivery of bids.
- 12.6 IGL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.
- 12.7 Neither the bidder themselves nor any of their directors or proprietors involved in any capacity, or any of its subsidiary, affiliate, sister concern or any other agency over which the bidder has substantial control must be currently serving any banning orders issued by IGL, any government ministry / MOPNG / Delhi Government / Promoter) / any government (national, state or local), PSU, PSU-JV and/or other government entities debarring them from carrying on business dealings with them.

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, 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 regarding processing fee payment.
- 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. Ashutosh (+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 Neither the bidder themselves nor any of their directors or proprietors involved in any capacity, or any of its subsidiary, affiliate, sister concern or any other agency over which the bidder has substantial control

must be currently serving any banning orders issued by IGL, any government ministry / MOPNG / Delhi Government / Promoter) / any government (national, state or local), PSU, PSU-JV and/or other government entities debarring them from carrying on business dealings with them. 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 / Limited Liability Partner in any other bidder(s). 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 above at sub-clause point-1 & point-2 shall not be applicable wherein Bidders are quoting for different Items / Sections / Parts / Groups / SOR items of the same tender, which specifies evaluation on Items / Sections / Parts / 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

- 6.1 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-1 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:
- that the Bidder has the financial, technical, and production capability necessary to perform the contract;
 - 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-1**), 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 VP (C&P), 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

- 32.1 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.

Prices if received in Unpriced Bid Envelope/Cover-1 shall not be considered for evaluation and only Prices quoted in Price bid envelope/Cover -2 shall be considered for evaluation and such bid shall not be rejected.

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

- 42.1 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.

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

- 15.1 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

- 17.1 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

- 18.1 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

- 25.1 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 ADVERTISMENT

- 30.1 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

- 31.1 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

- 32.1 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

- 38.1 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

- 39.1 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

- 41.1 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

- 42.1 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

43.1 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, notwithstanding 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

45.1 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

- 46.1 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

- 48.1 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

- 49.1 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

- 50.1 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

- 51.1 Contractor shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the Owner as follows:
- 51.2 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.
- 51.3 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.
- 51.4 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, 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.
- 51.5 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

- 54.1 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

56.1 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

57.1 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

58.1 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.

58.2 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.

58.3 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 CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)

(FURTHER TO CORRESPONDING CLAUSE OF GCC)

- 6.1 Within twenty-one (21) days of receipt of the Contract/PO, the successful bidder shall furnish to the Purchaser the Contract Performance Bank Guarantee (CPBG) as below:
- @2.5% of annualized contract value (inclusive of taxes) to be submitted against awarded Contract
 - @2.5% of annualized PO value (inclusive of taxes) to be submitted against each individual subsequently awarded PO
- 6.2 The CPBG shall be kept valid for 90 days beyond the contract/defect liability/warranty period, whichever later.
- 6.3 All bank guarantees shall also have minimum 30 days' claim period beyond BG expiry date.
- 6.4 The CPBG shall be released after 90 days beyond the contract/defect liability/warranty period, whichever later.
- 6.5 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.
- 6.6 The Contract-Cum-Equipment Performance Bank Guarantee shall be denominated in the currency of the Contract/ Letter of award.
- 6.7 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.
- 6.8 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.
- 6.9 The CPBG shall contain the following details;
- Claim period 30 days more than the validity of the CPBG
 - Address of Bank (Issuing Branch as well as Delhi Local Operative Branch)
 - Contact Person name (Issuing Branch as well as Delhi Branch)
 - Telephone Numbers of contact persons of bank (Issuing Branch as well as Delhi Branch)
 - Email address of contact persons of bank (Issuing Branch as well as Delhi Branch).

7.0 PRICE REDUCTION SCHEDULE (PRS)

(CORRESPONDING CLAUSE OF GCC IS MODIFIED AS BELOW)

- 7.1 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.
- 7.2 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:
- 7.3 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.
- 7.4 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%.

- 7.5 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.

8.0 PENALTY

- 8.1 Under no circumstances cash payment should be collected. Any deviation of this policy of payment will attract a maximum penalty up to ₹10,000/- per incidence (as per IGL acquisition officer) in addition to recovery of cash collected.
- 8.2 On receipt of any complaint regarding misbehavior / any other conduct by the persons employed by the vendor, which brings disrepute to the image of IGL, vendor will remove such personnel from the job. Any such instance may invite a penalty of ₹1000 on the vendor.
- 8.3 In case of any misplacement of customer's cheque/registration documents from vendor's end, a penalty of ₹2000/- per incident may be levied and if such negligence is observed on frequent basis, the services of vendor may be terminated.
- 8.4 The Vendor needs to ensure that there is no typo error while punching the details such as Name, Mobile No., E-Mail ID, etc. in backend system while creating the BP/Lead No. of customer. Any such gross/documentation negligence shall be viewed seriously and will lead to a penalty of Rs. 50 per case. Besides the penalty of ₹50 per case, IGL may also forfeit the vendor payment corresponding to such abnormal cases.
- 8.5 The documentation should be as per IGL's standard and list of acceptable documents would be shared by IGL. In case of wrong documents accepted DMA and rectification is done then the CA against that case would not be counted and additional penalty of Rs.200/- may be levied.
- 8.6 If vendor achieves below 60% of the quarterly target* than a deduction would be applied as defined below:

$$\text{Deduction} = (\text{Total quarterly CA Target} - \text{quarterly CA Achievement}) * (05\% \text{ of CA Rate}^{**})$$
***Average CA rate {(rates per CA for old areas+ rate per CA for New project areas)/2} for deduction would be considered.*
- 8.7 DMA would be given mobilization period of 21 days to arrange for manpower, equipment's, offices setup and other resources/logistics from start date of PO. If DMA fails to establish the office setup proper back-end office with all necessary infrastructure as defined in sow within 21 days from start date of DMA work as per P.O. penalty of Rs.1000/- per day may be levied if required by Marketing officer. However, if it is found that the vendor is unable to mobilize necessary resources/ perform even after 1 month of issuing the FOI, IGL shall handover the assignment to any other party(ies).
- 8.8 Also refer Section-V – Scope of Work.
- 8.9 All penalties are inclusive of all applicable taxes.

9.0 TAXES & DUTIES

- 9.1 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.
- 9.2 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.

10.0 DURATION OF CONTRACT & DELIVERY PERIOD

- 10.1 The duration of contract shall be **Two (02) years** from the date of first notification of award from IGL.

10.2 DMA would be given mobilization period of 21 days to arrange for manpower, equipment's, offices setup and other resources/logistics from start date of PO.

10.3 No claim of agency regarding execution shall be entertained beyond the contract validity and/or exceeding the value of contract.

11.0 TERMS OF PAYMENTS

(FURTHER TO CORRESPONDING CLAUSE OF GCC)

11.1 Payment will be released on monthly basis within 45 days on submission of invoices along with requisite documents as advised and duly certified by Engineer-in-Charge. All bills have to be submitted latest by 7th of next month for the preceding month payment.

12.0 ADVANCE

12.1 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
 - a. Job / Particular Specifications
4. Scope of Work
5. Drawings
6. Technical / Material Specifications
7. General Conditions of Contract
8. Indian Standards
9. Other applicable Standards

14.0 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.

15.0 TENDERS NOT IN PRESCRIBED FORMS

15.1 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.

16.0 TENDERS NOT CONFIRMING TO SPECIFICATIONS

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

17.0 CONTRACTOR SAFETY MANUAL

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

18.0 TERMINATION FOR DEFAULT

(CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

- 18.1 The following provisions may be included in the tenders depending upon nature and relevance of procurement:
- 18.2 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.
- 18.3 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.
- 18.4 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.
- 18.5 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.

19.0 SETTLEMENT OF DISPUTES (ARBITRATION)

(CORRESPONDING CLAUSE OF GCC IS MODIFIED AS BELOW)

- 19.1 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.

- 19.2 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.
- 19.3 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.
- 19.4 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.
- 19.5 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.
- 19.6 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.
- 19.7 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.
- 19.8 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.
- 19.9 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.

20.0 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.

21.0 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.

21.1 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.

22.0 FORCE MAJEURE

(CORRESPONDING GCC CLAUSE IS MODIFIED AS BELOW)

22.1 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.

23.0 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.

24.0 STATUTORY APPROVALS

- 24.1 General permissions shall be obtained by the Purchaser. However, working approval from any authority required as per statutory rules and regulation of Central/ State Government/ Local Bodies shall be the Contractor's responsibility unless otherwise specified in the bid document. The application on behalf of the Owner for submission to relevant authorities along with copies of required certificates complete in all respects shall be prepared and submitted by the Contractor.
- 24.2 The Contractor shall arrange the inspection of the work by the authorities and necessary co-ordination and liaison work in this respect shall be the responsibility of the contractor. However, Owner will reimburse the statutory fees paid by the contractor, if any, to the Contractor at actual on production of documentary evidence for all inspections and approval to such authorities.
- 24.3 Any change/ addition required to be made to meet the requirements of the statutory authorities shall be carried out by the Contractor without additional cost to Owner. The inspection and acceptance of the work by statutory authorities shall however, not absolve the Contractor from any of his responsibilities under this Contract

25.0 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

Scope of Work under this tender includes providing the services of Direct Marketing Agents (DMA) for creating new consumers of Piped Natural Gas (PNG) in NCT of Delhi, Noida, Greater Noida, Ghaziabad & Hapur, Kaithal, Karnal, Rewari & Gurugram, Muzaffarnagar, Shamli and Meerut (except areas already authorized), Kanpur (except areas already authorized), Hamirpur & Fatehpur districts, Ajmer, Pali & Rajsamand districts and Banda, Chitrakoot & Mahoba GA.

The validity period of tender is 02 years with yearly registration target as below. The weightage for target achievement from DMA is tabulated below:

S. No.	Zones	Group	FY 25 - 26		FY 26 - 27	
			Total CA Target (A)	Total CA target of DMA (50% of A)	Total CA Target (B)	Total CA target of DMA (50% of B)
1	Delhi	1	140000	70000	133000	66500
5	Ajmer, Pali & Rajsamand	2	50000	25000	100000	50000
6	Gautam Buddh Nagar	3	40000	20000	25000	12500
7	Ghaziabad & Hapur	3	30000	15000	20000	10000
8	Muzaffarnagar, Shamli & Meerut	3	7000	3500	7000	3500
9	Kanpur , Hamirpur & Fatehpur	3	9000	4500	14000	7000
10	Banda, Chitrakoot & Mahoba	3	15000	7500	15000	7500
11	Kaithal & Karnal	4	4500	2250	12000	6000
12	Gurugram & Rewari	4	4500	2250	4000	2000
GRAND TOTAL			300000	150000	330000	165000

- 1.1 Rates per CA region-wise has been defined below. Rate for registrations from project areas would only be offered and will be 20% higher for the O&M areas. This categorization of gasified and project areas will be applicable as per the following criteria.

- Areas planned for the current FY or wherein the MDPE work is in progress will be considered under project areas.
- All the other Areas will come under O&M head.

(Detailed List of all the areas will be shared by the respective AMO in the defined format after the allocation of work order and will remain same for the entire FY and will be updated by next FY)

**(When a fresh area is opened most of the potential customers are tapped and gradually the penetration keeps on increasing till the time of gasification, but after fully commissioning the available potential is scarcely distributed so, acquisition of new PNG (D) customers in gasified areas with higher penetration needs more resources, concentrated efforts, multiple Door to Door visits & customer interaction sessions to motivate fence sitters and reluctant customers. This strategy will also help to increase utilization of existing network and lay more emphasis on gasified areas.)*

- The Payment to the vendor against the cases will be based on milestone completion as per the SOR and the payment against convincing the customers for NG conversions will be done after the customer has switched to PNG and will be only for the cases wherein CA has been claimed by that vendor.
- Allocation of the zones in a given group will be made in order of ranking based on their quoted rates in a manner that L1 being given first priority and in case of tie, vendor having maximum value of single work-order will be given priority. However, bidder will not be considered for the particular Zone in which it is already providing manpower services of IGL sales representative for PNG (D) Acquisition.
- The rates of gasified areas will be applicable against CAs (private category) created from areas which have commissioned PNG network list of such areas will be shared by IGL along with tender. For 2nd year of P.O. updated list of gasified areas will be shared at beginning of the year. The B.P creation/posting date will be considered for billing.
- Work will be awarded on L1 Rates of the tender. Also, in each tender the bidders have to submit their preference order of zones (all zones) for DMA work and allocation of the zones will be made in order of

ranking based on their quoted rates in a manner that L1 being given first priority and in case of tie vendor having maximum value of single work-order will be given priority.

- 1.6 The DMAs shall be given the Annual Minimum Target considering the potential/Minimum Work Program of the allocated area(s). If the target achievement of the vendor remains below 30% against quarterly target, then performance of vendor would be considered poor.
- 1.7 To increase the pace of registrations in case of poor DMA performance, IGL at its sole discretion may curtail the allocated area(s) of the vendor zone(s) and may introduce another party /vendors for remaining portion of the same Zone(s). If the designated area of the DMA is given to any other party, the CA target of that DMA will remain same/unchanged. The target of this new party will also be on pro-data basis considering time and potential of allocated area.
- 1.8 IGL shall conduct Monthly, Quarterly, appraisal of the target set by IGL for the purpose of tracking the performance and progress achieved by DMA and issue show cause notice/warning letters if required and thereafter additional parties may be introduced as above clause.
- 1.9 If vendor achieves below 60% of the quarterly target* than a deduction would be applied as defined below:

Deduction = (Total quarterly CA Target – quarterly CA Achievement) * (05% of CA Rate**)

***Average CA rate {(rates per CA for gasified areas+ rate per CA for New project areas)/2} would be considered.*

Note: IGL will open new project area as per its requirement and DMA will have no say in it. DMA has to achieve target on cumulative basis including both segments (gasified & project). IGL may or may not open any new project areas. In case, no new project areas opened the entire target has to be achieved from gasified areas

- 1.10 It is imperative for all DMAs to achieve the designated targets. IGL shall extend its assistance in achieving the DMA's Target like laying of Pipeline in new/ potential areas, RWAs, Societies subject permissions and IGL planning. However, there should be a constant effort & dedicated team of sufficient field executives to maximize the registrations from existing RWAs/Societies to increase the PNG penetration in gasified areas.

The distribution of Zones among 11 vendors (along with monthly registration targets and indicative minimum field executives to be deployed) is stated in Table below:

S. No.	Zones	Group	FY 25 - 26		FY 26 - 27	
			Total CA Target (A)	Total CA target of DMA (50% of A)	Total CA Target (B)	Total CA target of DMA (50% of B)
1	North Delhi	1	35000	17500	33250	16625
2	Central and South Delhi	2	35000	17500	33250	16625
3	West Delhi	3	35000	17500	33250	16625
4	East Delhi	4	35000	17500	33250	16625
5	Ajmer, Pali & Rajsamand	5	50000	25000	100000	50000
6	Gautam Buddha Nagar	6	40000	20000	25000	12500
7	Ghaziabad & Hapur	7	30000	15000	20000	10000
8	Muzaffarnagar, Shamli & Meerut	8	7000	3500	7000	3500
9	Kanpur , Hamirpur & Fatehpur	9	9000	4500	14000	7000
9	Banda, Chitrakoot & Mahoba		15000	7500	15000	7500
10	Kaithal & Karnal	10	4500	2250	12000	6000
11	Gurugram & Rewari	11	4500	2250	4000	2000
GRAND TOTAL			300000	150000	330000	165000

Note: The bidders will be allowed to submit their preferred choice of Geographical area(s)/Zones from aforementioned zones (table-03) in respective tenders. The final decision to allocate Zone(s) to vendors will be taken by IGL based on preference order of vendors filled during bidding based on ranking order.

The zone wise target set above is the CA number (Contract Account Number) (i.e. technically feasible cases against which upfront amount, as per the customer category/scheme, is realized by IGL) and not the forms collected by vendors. The forms collected by the vendors may actually be slightly higher, considering factors like TNF (Technically Not Feasible) and on-hold cases etc.

2.0 CUSTOMER REGISTRATION PROCESS

The registration of residential households (Private) for PNG connection under this scope of work in the aforesaid cities shall be undertaken through following method:.

Detailed Scope of work:

Collection of Registration Form and documents from customer's doorstep/RWA organizing camps followed by feeding of registration data into IGL CRM. In case of confirmation of feasibility, Cheques/DD collected from Customer's doorstep and/or RWA organized camps to be submitted to IGL. The customer may also directly call DMA Office to organize DMA's representative visit at his premises for registration formalities i.e. "visit on demand". Customer opting to make online payment after physically handing over the documents shall also qualifies under this category.

The scope of work for Direct Marketing Agent (DMA) shall include the following process:

- 2.1 DMA shall organize frequent Registration Camps on all weekends/public holidays or as required under prior intimation to Area PNG Acquisition Officer & must have sufficient Manpower for daily Door-to-Door acquisition activities, including attending customer's request for a personal visit to his premises i.e. "visit on demand".

Vendor shall collect properly filled/duly signed registration form having relevant customer information in respective fields along with other necessary supporting documents as required. The vendor shall collect the documents as per the standard guidelines communicated by IGL. The vendor shall issue a proper acknowledgement (including signature of executive and stamp of DMA) to the customer against the form & cheque/DD collected mentioning the name and mobile no. of the field executive / vendor's call center number. In event, the case is found technically non-feasible, documents shall be returned / destroyed and customer shall be informed suitably.

DMA will also have to attend new connection request received through IGL call-center, online leads, get-a-call back leads (wherein call back and door step service has to be provided) within 48 hours of lead creation.

DMA will have to carry out registration process through IGL registration APP (field mobility app). Wherein registration process will be done through this app using mobile/tab. The access to app and training to use it would be provided by IGL. This would be done if required by IGL and to facilitate this field executive should have smart phones and it would be responsibility of DMA.

- 2.2 Any registration form collected on 'D' day from the customer shall reach the DMA backend office by closing hours of 'D+1' day.
- 2.3 DMA is responsible for checking of registration document submitted by the customer for correctness and completeness of required documents before punching the details in system. The vendor will be required to keep at least 01 responsible persons for thorough verification of all the documents and registration form received at DMA backend office prior to data entry in system.
- 2.4 In case any deficiency is found in the registration document submitted by the customer, an email communication/ telephonic call to be made to customer for deficiency in documents, within 03 working days of receipt of documents at DMA Office and that particular registration should not be punched into system before correction.
- 2.5 Vendor will offer its services to collect registration documents from customer's residence/RWA office. However, if customer, due to his/her own convenience, wish to send the documents by post/Email/WhatsApp, the vendor will advise customer with address details to which documents are to be posted & Email ID.
- 2.6 The documentation should be as per IGL's standard and list of acceptable documents would be shared by IGL. In case of wrong documents accepted DMA and rectification is not done then the CA against that case would not be counted and additional penalty of Rs.200/- may be levied per case.

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- 2.7 After thorough verification of registration form and documents, vendor shall prepare data in the prescribed format and enter the details in CRM portal to generate BP No. and Lead No. If there is any technical issue related to data entry, same may be immediately communicated to Area PNG Acquisition Officer - IGL.
- 2.8 After creation of BP No. in CRM, DMA needs to upload scanned copy of all customer documents (incl. Registration Form and Cheque/DD collected) in the system against respective Business Partner Number which will be accessible to IGL. For this activity, dedicated person(s) should be kept to avoid any pendency.
- 2.9 Vendor shall ensure that data pertaining to clearance of technical feasibility is checked daily at its end so that the cheques/DD against feasible cases can be presented to bank on priority within 48 hours of feasibility. If any issue occurs in fetching the data, same may be immediately communicated to Area PNG Acquisition Officer - IGL.
- 2.10 Vendor shall forward the cheques/DD against feasible cleared cases to IGL for presentation to bank with MIS in hard copy / soft copy as desired by IGL or its bank. DMA should ensure that the information pertaining to registration/cheque details should be correctly mentioned in that data submitted in soft form.
- 2.11 Customer opting to make payment online after physically handing over the registration documents shall also be treated under this category. Proof of feeding of registration details from DMA ID in CRM portal shall be a valid proof for claiming bill.
- 2.12 After submission of cheques to IGL office and after clearance of cheques by the bank, Contract Account Number (CA No.) will be allotted against the customer through the system.
- 2.13 DMA will have to use IGL app for registration process. The flow of registrations and TATs/SLAs may be changes to facilitate app based registration and DMA has to adopt the new methodology and follow TATs.
- 2.14 DMA will also carry-out marketing and promotional activities as per instructions of Zonal Marketing officers. Also arrange promotional materials like leaflets, IGL Branded printed materials, standees, booklets, banners etc. for seminars, innovative campaigns etc.

DMA has to provide PNG FAQ booklets to every executive employed and the field executive must carry the booklets all the time. Design & content would be provided by IGL and printing has to be done by DMA.

DMA has to conduct following promotional campaign (defined below) and submit list of the such campaigns along number of instances/count of cases with photographs duly verified by Marketing officer with monthly Invoices.

The cost of marketing & promotion is as per the SOR.

Sr.	Activity	Description
1	E- Rickshaw Campaign	Activity to be carried out for a minimum of 4 hours and E- Rickshaw to be equipped with good quality speaker & announcement system with IGL branding on all the sides of E-Rickshaw. Driver to be well-dressed and wearing IGL Branded T-shirt & CAP.
2	Leaflet Printing & Distribution	Leaflets of A5 size to be printed with DMA details after getting them vetted from the IGL, on art Gloss 80 GSM Paper & are required to be distributed to the customers
3	Banner Printing	IGL Branded banners of 8ft. X 3ft. (L X B) size to be printed with DMA details after getting them vetted from the IGL, on vinyl sheet with 150 DPI of print quality.
4	Supply & Installation of Canopy for Registration camps	IGL Branded canopies with DMA details of 3ft. x 3ft. x 7ft (L x B x H) size to be furnished with well-built sturdy structure, after getting them vetted from IGL, with vinyl covering having print quality 150 DPI.
5	RWA/Gram Panchayat/ Residents Meet	Arrangement of Standees, Back-drop, RWA specific banner, chairs for seating of 20 to 30 people. Podium for speaker, sound system, speakers, mike for addressing audience, booklets or brochures for distributions, well decorated dais. table for special/chief guests and arrangement of refreshments & snacks for participants

**Note: Maximum Capping is applicable on all the afore-mentioned activities zone wise as mentioned in the table below.*

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FY	Zones	E- Rickshaw Campaign (No of instances / Month)	Leaflet Printing & Distribution (No of Leaflets / Six Months)	Banner Printing & Installation (No of Banners / Quarter)	Supply & Installation of Canopy for Registration camps (No of Canopies / Quarter)	RWA/Gram Panchayat/ Residents Meet (No of instances / Month)
25-26	North Delhi	2	17500	4	2	2
	Central and South Delhi	4	17500	6	2	2
	West Delhi	2	17500	4	2	2
	East Delhi	2	17500	4	2	2
	Ajmer, Pali & Rajsamand	5	25000	8	3	5
	Gautam Buddha Nagar	4	20000	4	4	4
	Ghaziabad & Hapur	4	15000	5	3	4
	Muzaffarnagar, Shamli & Meerut	4	3500	6	3	4
	Kanpur , Hamirpur & Fatehpur	4	4500	6	3	4
	Banda, Chitrakoot & Mahoba	4	7500	6	3	4
	Kaithal & Karnal	4	2250	4	2	2
	Gurugram & Rewari	4	2250	4	2	2
26-27	North Delhi	2	16225	4	2	2
	Central and South Delhi	4	16225	6	2	2
	West Delhi	2	16225	4	2	2
	East Delhi	2	16225	4	2	2
	Ajmer, Pali & Rajsamand	5	50000	8	3	5
	Gautam Buddha Nagar	4	12500	4	2	2
	Ghaziabad & Hapur	4	10000	5	2	2
	Muzaffarnagar, Shamli & Meerut	4	3500	6	3	4
	Kanpur , Hamirpur & Fatehpur	4	7000	6	3	4
	Banda, Chitrakoot & Mahoba	4	7500	6	3	4
	Kaithal & Karnal	4	6000	4	2	2
	Gurugram & Rewari	4	2000	4	2	2

3.0 GENERAL

The following general clauses shall also be applicable on the vendor:

- 3.1 The scope of work of DMA includes Core acquisition activities and Backend activities. Core acquisition activities include keeping/maintaining details of potential customers of allocated zone(s), spreading PNG awareness among people, organizing camps, door-to-door marketing and collecting registration forms/documents etc. Backend activities include BP/Lead creation, scanning & uploading of documents, MIS reports, banking of cheques /DD against registration forms etc.
- 3.2 DMA would be given mobilization period of 21 days to arrange for manpower, equipment's, offices setup and other resources/logistics from start date of PO. If DMA fails to establish the office setup proper back-end office with all necessary infrastructure as defined in sow within 20 days from start date of DMA work as per P.O. penalty of Rs.1000/- per day may be levied if required by Marketing officer. However, if it is found that the vendor is unable to mobilize necessary resources/ perform even after 1 month of issuing the FOI, IGL shall handover the assignment to any other party(ies).
- 3.3 DMA shall not make any registration from the areas not declared / specified by IGL / not allotted to DMA. In case it is observed that DMA has collected the registration from the areas not specified by IGL or from the channels not authorized by IGL, then a penalty of Rs. 2,000/- per colony/area shall be levied on DMA. Further any liability (legal, financial or otherwise) arising out of this shall be DMA's sole responsibility. DMA will be required to get permission from designated officer of IGL before starting process of registration in any area. Further, before commencing the acquisition activities in any area, the vendor needs to confirm from respective Area PNG Acquisition officer that this area is activated in CRM for BP/Lead creation activities.

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- 3.4 Any case assigned to DMA from IGL must be accorded top priority by DMA. DMA shall ensure immediate follow up/arranging a visit at customer's premises in all such cases (incl. creation of BP/Lead in CRM same day, if not created earlier). Proper reporting/feedback to be ensured at DMA's end in all such urgent cases.
- 3.5 The DMA shall properly respond to all the requests received for PNG connection irrespective of the zone/area. If the request belongs to its area(s), the DMA shall act on it, adhering to the proper procedure. If the request does not belong to its operational area(s), the DMA shall forward the same to concerned PNG Acquisition officer in IGL.
- 3.6 DMA shall ensure frequent meetings with RWAs and hold required number of registration camps every weekend/public holiday, as instructed by Area PNG Acquisition in Charge. DMA shall also carry out registration camps at Public Places / Exhibitions / Malls etc. (i.e. high footfall locations) as and when communicated by IGL. Such activities shall however be carried out in close co-ordination with respective Area PNG Acquisition in-charge of IGL, as the same may require specific approvals/permissions/tie ups with the concerned organization.

Depending upon the requirement, DMA executives may anytime need to carry out the PNG Registration/Documentation activities at Customer's doorstep through Mobile devices such as Smart Phones / Mobile Tablets etc. as per the specifications set by IGL. Under such a scenario, DMA shall ensure the presence of workable smart phones/mobile tablets at all the time with all its field executives, at its own cost.

- 3.7 DMA has to maintain proper office covering its allocated Zone(s) facilitating the reach of customers. Also, DMA has to create multiple back-end offices as per requirement of IGL in case the geographical area is large.

As IGL is a utility company, the vendor also needs to ensure that the vendor's backend office operates for all 07 days of a week. The office should be prominently located/easily accessible for potential customers and must comprise of the following necessary facilities.

- Availability of sufficient tele-caller(s) on daily basis: to follow up with customers, to make sales call and to follow up on cases to create new leads and process online, call-center and get-a call back leads.
- Proper space for keeping registration forms, documents & cheques/DD in organized manner.
- Dedicated contact nos. / Landlines - to ensure there is no call drop of customers and to support out bound calls.
- Proper arrangement to attend walk-in customers.
- Fast internet connectivity & proper power back up – to support IGL CRM system.
- Laptops/Desktops, Advanced Scanner, Printer & all necessary electronic items required for office work.
- Meeting rooms/ seating space for IGL Zonal marketing officer.

All field executives have to be given a uniform as per dress code (winter and summer uniforms) approved by for daily IGL Job. IGL field executives need to have smart phone to facilitate app based registration process. In-case vendor fails to arrange for the same a deduction of Rs.500/- may be imposed per executive.

Specification: 4GB RAM, 5.3inch Screen (minimum), 4G/5G (2300 MHz) Connectivity, 8MP+ Back Camera, 5MP+ Front Camera. Latest Android Version.

If DMA fails to establish the office setup proper back-end office with all necessary infrastructure in designated Zone as defined above within 21 days from start date of DMA work as per P.O. penalty of Rs.1000/- per day may be levied.

- 3.8 Proper manpower structure has to be maintained for DMA's team. DMA shall employee an Experienced Person to control overall field acquisition activities of the allocated areas/zones. Also, DMA needs to employee at least one Supervisor over a group of 10-12 field executives, so as to closely monitor the individual performance of all field executives. That means, besides a dedicated overall field in-charge, there should be required number of Supervisors employed directly under each DMA. Similarly, DMA shall employee/earmark a responsible person to monitor the entire office work/staff and for day-to-day back-end operations and reporting/feedback to IGL. The DMA's overall field activity in charge, field supervisors & back-end office in-charge have to be preferably the direct employees of DMA under their payroll and shall

remain in continuous touch with concerned Area PNG Acquisition officer of IGL. In the event, if it is found that the DMA is failing its commitment to maintain the basic requirement of manpower structure as prescribed above, the same shall be treated as the breach of terms & conditions of the contract and such a default may even lead to termination of contract.

- 3.9 DMA shall be directly responsible for entire activities of his team/staff/associates and shall also ensure timely submission of daily report/weekly MIS to IGL in the prescribed format. Any concern raised by IGL shall be promptly responded by DMA. Also, any report or information sought by IGL, as and when required, shall be accordingly submitted on priority.
- 3.10 DMA will maintain the field acquisition team of minimum prescribed size as per the manpower requirement mentioned in Table 02 for carrying out acquisition activities. The DMA also needs to factor in the absence/weekly offs for their persons to ensure that the minimum required team size is available at all the time. The number of personnel to be mobilized in particular area/society will be as per the requirement prescribed by IGL, depending on the number of households targeted from time to time. DMA is required to keep full-fledged customer support center by keeping adequate telemarketing staff. However, DMA has the option of out sourcing tele-calling to a call center. Besides calling, the DMA is expected to send messages to target the new potential customers. Vendor will be required to get all messages approved from IGL before sharing with customers. The sales team will be smartly dressed / presentable and carry identity cards / authorization letters on door-to-door visits / acquisition camps (ID cards to be vetted by IGL PNG Acquisition officer). The DMA shall get the Police Verification done for all the staff deployed by them for PNG registration activities. All the above field executives will undergo a training program by IGL before actually starting the acquisition activities. DMA will ensure the sufficient availability of area/camp specific Pamphlets and other necessary arrangements required for PNG Acquisition activities in target RWA/Society, at its own cost.
- 3.11 The credentials of DMA viz. Name, at least 01 Mobile No. & 01 Landline No., E-mail ID, Areas Covered by DMA will be displayed on IGL Website. The DMA needs to ensure proper call recording mechanism corresponding to all the contact nos. used by the party for DMA activities.
- 3.12 The vendor will ensure that the field executives communicate the correct information to consumers so that there is no compromise in the documentation process and conduct themselves in a dignified manner when representing IGL. On receipt of any complaint regarding misbehavior / any other conduct by the persons employed by the vendor, which brings disrepute to the image of IGL, vendor will remove such personnel from the job. Any such instance shall invite a penalty of Rs. 1000 on the vendor. The vendor shall be completely responsible for consequences, if any, legal or financial for any act of misbehavior on the part of persons employed/contracted by him/her with prospective customers of IGL.
- 3.13 All registration charges are to be collected by way of A/C Payee Cheque/DD/Online in favor of "Indraprastha Gas Limited". Vendor shall ensure that details on the cheque are legible and without alterations. ***Under no circumstances Cash Payment should be collected.*** Any deviation of this policy of payment i.e., other than cheque/DD/online will attract a maximum penalty upto Rs10,000/- (as deemed fit by IGL Acquisition officer) per incidence in addition to recovery of cash collected. Any act of mischief or misdeed in collection of security amount like cash collection, forgery of cheques by the representatives of DMA shall be responsibility of DMA. If any person or party tries to commit fraud like collecting cheque or accepting cash in your zone, immediate action has to be taken from your side against the party/person, including lodging complaint/FIR at the respective Police Station.
- 3.14 The DMA may be asked to carry out the technical feasibility survey of the premises of customer at no extra cost. In such a scenario, proper training shall be imparted to concerned executives of the DMA (i.e., to both field team and backend team).
- 3.15 DMA shall ensure all necessary logistics so that the registration forms collected from any of their channel on 'D' day, should reach to their office preferably by 'D+1' day so that the BP & Lead can be created in the system latest by closing hours of 'D+2' day. Also BP/Lead should be created strictly in accordance to the plan opted by customer i.e. normal, EMI, FDC, Pre-paid or any other applicable category. Non-compliance of any of these accounts shall be viewed seriously and if this default happens on a regular basis, the same shall be treated as the breach of T&Cs of the contract and suitable action shall be taken against the DMA, including deduction of applicable CA charges on account of delayed cases.

- 3.16 DMA needs to regularly upload scanned copy of all customer documents (incl. Registration Form and Cheque/DD collected) mandatorily in the system against respective Business Partner Number which will be accessible to IGL. For this activity, dedicated person(s) should be kept to avoid any pendency. Also, DMA needs to develop a thorough internal checking process at its end w.r.t. registration forms filled/collected by field executives (including proper verification of supporting documents submitted by customer), so that no case is later found where the discrepancy is there on this account. The DMA shall ensure that all their field representatives properly capture vital credentials of customer such as Address, Mobile No, E-Mail ID, Aadhaar No., LPG Details etc. along with other necessary details. Further, the scheme, as opted by customer, such as EMI/FDC/Normal/EDI needs to be ticked in the space provided in registration form.

The DMA needs to ensure that there is no typo error while punching the details such as Name, Mobile No., E-Mail ID, etc. in backend system while creating the BP/Lead No. of customer. Any such gross/documentation negligence shall be viewed seriously and will lead to a penalty of Rs. 50 per case. Besides the penalty of Rs. 50 per case, IGL may also forfeit the DMA payment corresponding to such abnormal cases.

DMA shall be held fully responsible in case of any issue arising out of incomplete/improper documentation and shall indemnify IGL towards any expenses/consequences on this account.

- 3.17 The DMA office team shall daily extract the report from CRM (for the leads the DMA is authorized to work) to identify the cases declared as feasible and ensure that no feasible lead is pending at its end. The DMA must have justifiable reason for any lead declared feasible for more than 02 days in system, but no acceptable/considerable action has yet been taken. If action is pending at customer's end 'or' if the lead is found to be duplicate, proper remarks against such feasible leads to be prepared separately in excel / entered in system for future reference. Proper closure of all the feasible leads should be ensured along with corresponding remarks as per IGL format. If needed, the vendor would be required to make repeated customer visits / calling to ensure adequate closure of such feasible leads.

- 3.18 All the cheques/DD against feasible cases have to be submitted to IGL Office on immediate basis, not exceeding two working days in any case from date of feasibility declared in system. DMA needs to ensure that the registration form and documents are properly scanned and uploaded in CRM before submitting the cheques to IGL Office. Hence, it is recommended to scan and upload the documents just after the creation of BP and Lead No. of all customers, so that there is no delay on this account in submitting the cheques after the clearance of technical feasibility in CRM.

Data pertaining to cheques collected against feasible cases shall be sent to IGL in soft copy by email. DMA should ensure that cheque details and BP No. are physically verified one by one and that the information pertaining to registration/cheque details is correctly mentioned in that data submitted in soft form.

Also, DMA must ensure not to collect non-CTS cheques from the customer as non-CTS cheques have been discontinued in banking system.

- 3.19 IGL will have option to advise DMA to present cheques directly at the Zonal Level or to the designated bank. In case DMA has presented these cheques for clearance directly with the designated bank, it will be responsibility of DMA to collect bounced cheques from bank branch directly to collect fresh SD cheque /DD for CA creation.
- 3.20 In the event of dishonor of cheques, DMA is required to follow-up such cases on priority at no extra cost to IGL and collect the fresh amount by cheque/DD (along with applicable administrative charges) from the customer and submit the same to IGL Office. The payment for that particular cheque would not be made to DMA till realization of the new cheque/DD.
- 3.21 DMA will keep updating the customer wise records of Cheques/documents received at various stages (in terms of Registration and unused/bounced cheques). These records will be maintained in the format specified by IGL and will be given to IGL whenever required.
- 3.22 The customer registration forms (along with supporting documents) are the property of IGL. The DMA needs to handover all the documents corresponding to CA created cases to IGL. Only after proper scanning & uploading of customer documents in system against each BP, Direct Marketing Agent will be required to handover the documents submitted by registered customers to IGL. Name of the society/area and no. of forms will be mentioned on each bunch/block file or in format specified by IGL. These labeled bunches/block files,

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placed in carton boxes, with proper numbering have to be submitted at IGL specified location as & when required by IGL and transportation to designated location would be arranged by DMA.

- 3.23 In case of any misplacement of customer's cheque/registration documents from DMA's end, a penalty of Rs 2000/- per incident shall be levied and if such negligence is observed on frequent basis, the services of DMA can be terminated without any notice.
- 3.24 With on-going PNG acquisition activities, the DMA shall also carry out activities to identify new areas where IGL can lay PNG pipeline and acquisition activity can be carried out. The DMA will keep updating the Area PNG Acquisition Officer about the same.
- 3.25 There could be few specific Project areas/ locations in GA that are planned to be opened for PNG in near future. In order to kick start the PNG acquisition activities in such areas, the DMA may be asked to get only the registration form filled initially from interested customers along with necessary documentation. The DMA shall create the BP No. / Lead No. of interested customers enabling IGL to plan/extend the basic PNG infrastructure in such new target areas. However, the security deposit payment in those cases shall be collected by DMA at a later stage, on the instruction of Area PNG Acquisition Officer & post technical feasibility clearance. The payment to DMA in such cases shall be given only once i.e. after CA Creation.
- 3.26 DMA needs to maintain and update the complete society wise data of total flats/houses, total residents and potential to be targeted along with the contact details of RWA/society representatives. DMA shall maintain a daily visit record of field executive in a desired format.
- 3.27 IGL shall have absolute discretion/liberty to increase/decrease the refundable security deposit and the manner in which the same is to be collected.
- 3.28 It is to clearly specify that assigning an Area/Zone(s) to any party does not mean that the party has exclusive DMA rights for that Area/Zone(s). IGL may always have certain hired manpower/third party (like additional vendor from list of shortlisted parties in tender) for PNG acquisition activities to increase the PNG penetration.
- 3.29 Depending upon the requirement, IGL may decide to revise the Private registration targets upward from the assigned targets and under that scenario DMA shall put in all efforts to achieve the increased targets.
- 3.30 If IGL receives any complaint from the customer saying that the DMA has fraudulently sold the connection 'or' concealed the facts 'or' given partial/wrong information about the scheme, IGL holds the full rights to deduct the DMA payments for such cases and may levy deduction of Rs.2000/- per cases of such fraud depending upon the gravity of fraud. In such a scenario, the DMA may be required to terminate the service of the defaulting person.
- 3.31 DMA would be full responsible for actions/conduct/activity of its team (backend, field, supervisors or any person working for/with DMA) any legal implications with full onus of the such acts. IGL will not be held responsible for the act & practices of DMA and implication arising from it.
- 3.32 Under some circumstances, DMA may be asked not to work on leads/enquiries generated from any online channel such as Online, Call Centre, Get a Call Back etc. on instructions of IGL.

SECTION VI

SCHEDULE OF RATES

(Format of the SOR is appended to this tender document (at the end), the same is for reference purpose only.
The bidders must quote in the SOR excel provided on the e-tendering portal in the prescribed format only)

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*	
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 20__ - __	
Year2: FY 20__ - __	
Year3: FY 20__ - __	

FINANCIAL DATA FOR LAST AUDITED FINANCIAL YEAR:

Description	FY 20__ - __
	Amount (Currency)
1. Currency 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

IGL Tender No. _____

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

IGL Tender No. _____

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

IGL Tender No. _____

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)

IGL Tender No. _____

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.

Complete Bidder Organization Name		
Sr.	Requirement	Bidder's Response
General Information		
1	Bidder's own bid Reference No. and Date	
2	Date of incorporation of company	
3	Company Address(es) in India	
4	Type of Firm (Proprietary / Partnership / Private Ltd. / Public Ltd.)	
5	Names/Details of Directors / Proprietor / Partners	
6	Name of contact person (for bidding activities)	
7	Phone no. of contact person	
8	Email ID of contact person	
9	GST registration number (on which Contract is sought in case of award)	
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	
2	Bidder's MSME Status	
3	Details (no. and date) of EMD (DD/BG/Online Payment/Banker's Cheque/Exemption certificate details)	
4	Bidder accepts to quote the prices as per SOR enclosed with this tender document	
5	Prices quoted by the bidder shall remain firm, fixed and valid for entire contractual period	
6	Prices quoted by the bidder shall be inclusive of all taxes, duties, levies, fees, insurance, etc.	
7	Bidder understands and accepts the complete scope of work as defined in the tender document	
8	Bidder accepts the contractual validity period as per tender	
9	Bidder accepts the terms of payment as per tender	
10	Bidder accepts to submit the Performance Bank Guarantee(s) as per tender provisions	
11	Bidder accepts the Price Reduction Schedule and other penalties as mentioned in the tender document	
12	Bidder accepts the General / Special / Technical Terms & Conditions of the tender	
13	Bidder accepts all statutory compliances against tender	
14	Bidder has read and accepts the tender document in toto	
15	Any deviation from the tender document sought by the bidder is listed separately in Form-2 only	
16	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.	
17	If the Working Capital is not as per BEC requirement then letter from bank as per Annexure – 2 submitted with bid	

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	Form-5: Certificate for financial capability of the bidder as per provided format. In case bidder’s working capital is lower than that required as per Tender BEC, letter from bidder’s bank showing availability of line of credit to cover inadequacy of working capital to be attached as per Annexure-2 of tender document.
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

To
Indraprastha Gas Ltd (IGL)

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 SUPPLY OF _____

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 tohaving 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.....



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-1: North Delhi

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	17,062.50	210.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	17,062.50	90.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	17,062.50	252.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	17,062.50	108.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	48.00	2,400.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	68,250.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	480.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	2,800.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-2: West Delhi

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	17,062.50	210.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	17,062.50	90.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	17,062.50	252.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	17,062.50	108.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	48.00	2,400.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	68,250.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	480.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	2,800.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-3: South & Central Delhi

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	17,062.50	210.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	17,062.50	90.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	17,062.50	252.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	17,062.50	108.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,400.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	68,250.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	48.00	480.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	2,800.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-4: East Delhi

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	17,062.50	210.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	17,062.50	90.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	17,062.50	252.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	17,062.50	108.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	48.00	2,400.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	68,250.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	480.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	2,800.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-5: Ajmer GA

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	37,500.00	238.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	37,500.00	102.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	37,500.00	286.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	37,500.00	122.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	120.00	2,000.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	1,50,000.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	64.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	24.00	3,000.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	120.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-6: Gautam Buddh Nagar

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	16,250.00	238.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	16,250.00	102.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	16,250.00	286.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	16,250.00	122.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,300.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	65,000.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	24.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	72.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-7: Ghaziabad

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	12,500.00	238.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	12,500.00	102.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	12,500.00	286.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	12,500.00	122.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,300.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	50,000.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	40.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	20.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	72.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-8: Muzaffarnagar

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	3,500.00	238.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	3,500.00	102.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	3,500.00	286.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	3,500.00	122.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,300.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	14,000.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	48.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	24.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	96.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-9: Kanpur & Banda

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	13,250.00	238.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	13,250.00	102.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	13,250.00	286.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	13,250.00	122.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	192.00	2,300.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	53,000.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	96.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	48.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	192.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-10: Kaithal & Karnal

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	4,125.00	245.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	4,125.00	105.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	4,125.00	294.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	4,125.00	126.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,200.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	16,500.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.



INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18446

Hiring of Direct Marketing Agents (DMA) for PNG Domestic Acquisition Activities
Zone-11: Gurugram & Rewari

PRICE BID - SCHEDULE OF RATES

(Fill the yellow shaded cells only)

Name of Bidder:										
Sr.	Service Code	Description of Service	UoM	Total Qty.	Offered Unit Rate (excl. of GST)	HSN/SAC Code	Percentage discount/ mark-up over offered rate	GST Rate	Unit Price (incl. of GST)	Total Amount (incl. of GST)
					INR		%	%	INR	INR
1	1016051	CA Created Cases from Project Area	No.	2,125.00	245.00				Not Quoted	Not Quoted
2	1020127	Convince the Cust. for NG (Project)	No.	2,125.00	105.00				Not Quoted	Not Quoted
3	1016052	CA Created Cases from Gasified Area	No.	2,125.00	294.00				Not Quoted	Not Quoted
4	1020128	Convince the Cust. for NG (Gasified)	No.	2,125.00	126.00				Not Quoted	Not Quoted
5	1020129	E- Rickshaw Campaign	No.	96.00	2,200.00				Not Quoted	Not Quoted
6	1020130	Leaflet Printing & Distribution	No.	8,500.00	2.00				Not Quoted	Not Quoted
7	1020131	Banner Printing & Installation	No.	32.00	500.00				Not Quoted	Not Quoted
8	1020132	Supply & Installation of Canopy for Registration camps	No.	16.00	3,500.00				Not Quoted	Not Quoted
9	1020133	RWA/ Gram Panchayat/ Residents Meet	No.	48.00	7,000.00				Not Quoted	Not Quoted
		TOTAL AMOUNT INCL. GST (INR)								Not Quoted

Notes:

1. Price evaluation will be done on totality wise basis
2. Partial quotation of the SOR will render the bid liable for rejection.