INDRAPRASTHA GAS LIMITED

TENDER DOCUMENT

FOR

RATE CONTRACT FOR MANAGING AND AUXILIARY SERVICES AT PNG CONTROL ROOM

TENDER DOCUMENT NO. IGL/ET2/CP/CP18971

SECTION I

INVITATION FOR BID (IFB)

OPEN DOMESTIC TENDER
(THROUGH E-TENDERING MODE)

SECTION I
NOTICE FOR INVITATION FOR BIDS (IFB)

RATE CONTRACT FOR MANAGING AND AUXILIARY SERVICES AT PNG CONTROL ROOM

TENDER DOCUMENT NO. IGL/ET2/CP/CP18971

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

Scope of works under this tender includes rate contract for managing and auxiliary services at PNG Control room. For detailed scope of work, refer the tender document.

Total scope is bifurcated among 11 segments as follows:

Segment	Region
Segment -1	West Delhi
Segment -2	North Delhi
Segment -3	East Delhi
Segment -4	Ghaziabad -2
Segment -5	Noida
Segment -6	South Delhi
Segment -7	Central -2 Delhi
Segment -8	Ghaziabad -1
Segment -9	Gtr. Noida
Segment -10	Central -1 Delhi
Segment -11	Gurugram

3.0 DURATION OF CONTRACT AND DELIVERY PERIOD

3.1 The contract shall be valid for period of One (03) years from the date of of first mobilization of manpower.

3.2 Mobilization period shall be done in 15 days from the intimation 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/CP18971 dated 18.09.2026**
Pre-bid meeting date and time	25.09.2026 at 15:00 hrs IST
Pre-bid meeting Link	Click on the below link:
https://teams.microsoft.com/meet/430320687333718?p=P9HYNKAqxrjihjtDVa	
Bid submission due date and time	**09.10.2026 till 14:30 hrs IST**
Bid Submission at	https://igl.ewizard.in/
Techno-commercial bid opening date and time	09.10.2026 at 15:00 hrs IST
Price bid opening date and time	Date and time shall be intimated later
Address for submission of EMD/Bid Security and for correspondence	HOD (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) 46074-651, 657, 659 Email: ankush.jain@igl.co.in ; gaurav.agrawal1@igl.co.in; dnagar@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://www.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 must have executed a single contract/ work order of at-least 1 year in running PNG O&M control room or executed MDPE pipeline lying/ GI & Cu pipe installation work in CGD industry of minimum executed value, as mention in below table, within last 07 years from the date of issue of tender.

Segment	Region	Minimum order value (₹)
Segment -1	West Delhi	211.73 Lacs
Segment -2	North Delhi	199.30 Lacs
Segment -3	East Delhi	193.82 Lacs
Segment -4	Ghaziabad -2	165.06 Lacs
Segment -5	Noida	158.17 Lacs
Segment -6	South Delhi	159.23 Lacs
Segment -7	Central -2 Delhi	139.69 Lacs
Segment -8	Ghaziabad -1	134.47 Lacs
Segment -9	Gtr. Noida	130.47 Lacs
Segment -10	Central -1 Delhi	112.68 Lacs
Segment -11	Gurugram	60.97 Lac

7.2 FINANCIAL BEC:

1) Annual Turnover: The minimum annual turnover achieved by the bidder as per their audited financial results during any one of the three preceding financial years shall be as per below table:

2) Net Worth: The net worth of the bidder must be positive for the preceding financial year.

3) Working Capital: The minimum working capital of the bidder as per audited financial statement for preceding financial year shall be as per below table:

Segment	Region	Annual Turn Over (₹)	Working Capital (₹)
Segment -1	West Delhi	423.46 Lacs	84.69 Lacs
Segment -2	North Delhi	398.61 Lacs	79.72 Lacs
Segment -3	East Delhi	387.64 Lacs	77.53 Lacs
Segment -4	Ghaziabad -2	330.13 Lacs	66.03 Lacs
Segment -5	Noida	316.33 Lacs	63.27 Lacs
Segment -6	South Delhi	318.45 Lacs	63.69 Lacs
Segment -7	Central -2 Delhi	279.39 Lacs	55.88 Lacs
Segment -8	Ghaziabad -1	268.94 Lacs	53.79 Lacs
Segment -9	Gtr. Noida	260.93 Lacs	52.19 Lacs
Segment -10	Central -1 Delhi	225.37 Lacs	45.07 Lacs
Segment -11	Gurugram	121.91 Lacs	24.38 Lacs

7.3 **NOTE:**

a) If the bidder's working capital is inadequate for the items(s) quoted, the bidder should supplement this with a letter from the bidder's bank, having net worth not less than Rs.100 Crore, confirming the availability of the line of credit to cover the inadequacy of working capital required as above. Line of credit must contain Tender No., Tender Description and Client Name. Letter for line of credit must be issued by a scheduled bank.

b) In case bidder quotes for more than one segments but meets Bid Evaluation Criteria for lesser number of segments, such bid shall be qualified for lesser number of segments based on IGL estimates arranged in descending order for segments till the cumulative value of BEC criteria is exhausted..

c) In case of tenders having bid submission date up to 30th September of the relevant financial year, and audited financial results of the immediate preceding financial year is not available, the bidder can submit the audited financial results of the three years immediately prior to that. Wherever the closing date of the bid is after 30th September of the relevant financial year, bidder has to compulsorily submit the audited financial results for the immediate 3 preceding financial years.

d) Bidders must submit documentary evidence such as Audited Balance Sheet & Profit & Loss A/c Statement for last three financial years in support of the above.

e) Details of financial capability in prescribed form should be submitted by bidder duly signed and stamped by Statutory Auditor/Chartered Accountant with UDIN.

7.4 Documents Required:

Bidder shall submit minimum following documents to establish their credentials to meet BEC:

- 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.
- Contract / Purchase order/ Work Order copy defining the complete scope of work.
- Copy of SOR clearly describing the scope of work.
- Completion / Execution Certificate issued by end user / owner / owner representative (or their consultant who has been duly authorized by owner to issue such certificate) against the said PO / WO and duration in which execution took place
- Audited Financial Reports including Balance Sheet and Profit & Loss Statements of three preceding financial years with UDIN.
- Any other document required for qualification against BEC clauses.

7.5 Note:

- The bidder is required to submit the documentation and proof for above 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:

8.1 Price bids of the techno-commercially qualified bidders shall be evaluated as per clauses mentioned under section IFB and ITB of the tender.

8.2 Evaluation will be done on **segment-wise basis**.

8.3 In case bidder quotes for more than one segments but meets Bid Evaluation Criteria for lesser number of segments, such bid shall be qualified for lesser number of segments based on IGL estimates arranged in descending order for segments till the cumulative value of BEC criteria is exhausted.

8.4 Evaluation will be on **lowest cost (L1) basis for each segment**.

8.5 Price bids shall be opened sequentially, starting with the segments having the highest estimated contract value.

8.6 For each segments, Qualified bidder's status will be arranged in increasing order of their evaluated total price (L-1, L-2, L-3, …. so on). Bidder having lowest evaluated price for complete scope of work shall be considered L-1 for that segment.

8.7 Once a bidder is declared L-1 in any one segment, the same bidder shall not be considered for award in subsequent segments, and his bid shall not be opened.

8.8 However, a bidder can be awarded multiple segments, only in absence of other eligible bidders for that segment. (i.e. a case may arise when no techno-commercially qualified bidder, non-L-1 bidder of other segment, is available for any segment. In such case, the bids of the L-1 bidder of other segments may be opened.

8.9 If more than one bidder quotes the same rates leading to same total evaluated price of the bid, the following methodology would be used for tie breaking. Rank would be decided based on the following parameters in order of precedence:

(a) Turnover of the preceding audited financial year

(b) Value of highest single order of similar work executed in last 7 years.

8.10 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 https://www.iglonline.net.

Note:

1) To participate in the e-tendering, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with ITI Limited's e-wizard website https://igl.ewizard.in. Please also note that the bidder has to obtain digital signature + encryption token (Class III Certificates with signing and encryption combo key usage issued by any Certifying Authority recognized by CCA India with their profile) for applying in the tender and in general, activation of registration may take 24 hours' subject to the submission of all requisite documents required in the process.

2) IGL in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non-registration.

10.0 PRE-BID MEETING

10.1 The bidder(s) or their designated representatives, who have downloaded the tender document, or to whom tender document has been issued and intend to bid are invited to attend the pre-bid meeting. Bidder(s) queries if any, must reach Purchaser office at least one day prior to pre-bid meeting date. The pre bid meeting can be organized through video conferencing or physically. In case of physical meeting, the venue of pre bid meeting is IGL office at Plot No. 4, Sector-9, R. K. Puram, New Delhi-110022.

10.2 Owner will not entertain any queries received after 1800 HRS post one (1) day of pre-bid meeting

10.3 Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder. Corrigendum / addendum, if any, to the tender document, shall be hosted on the website subsequent to the pre-bid meeting.

10.4 Note:

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:

Segment	Region	Bid Security / EMD (₹)
Segment -1	West Delhi	20 Lacs
Segment -2	North Delhi	20 Lacs
Segment -3	East Delhi	20 Lacs
Segment -4	Ghaziabad -2	20 Lacs
Segment -5	Noida	20 Lacs
Segment -6	South Delhi	20 Lacs
Segment -7	Central -2 Delhi	20 Lacs
Segment -8	Ghaziabad -1	20 Lacs
Segment -9	Gtr. Noida	20 Lacs
Segment -10	Central -1 Delhi	15 Lacs
Segment -11	Gurugram	15 Lacs

11.2 However, bidder quoting for more than one segment can submit a single EMD amount of Rs.20 Lacs only for all the quoted groups.

11.3 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.

11.4 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	INDB0000005
MICR No.	110234002
Bank Name	Indusind

11.5 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.

11.6 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. 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 all such bidders along with their MSME/NSIC Certificate. Traders / Dealers / Distributors / Stockist / Wholesalers are not entitled for exemption of Earnest Money Deposit (EMD) / Bid Security.

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

12.0 GENERAL

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

12.2 IGL 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 The Bidder 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 are currently serving any banning / holiday orders issued by IGL / GAIL / BPCL due to any reason. If the documents were issued inadvertently/ downloaded from website, offers submitted by such bidders shall not be considered for opening/ evaluation/award.

SECTION II

INSTRUCTION TO BIDDERS (ITB)

A. INSTRUCTIONS FOR ONLINE BID SUBMISSION

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

1.0 REGISTRATION PROCESS ON ONLINE PORTAL

1.1 Bidder has to enroll on the e-Procurement module of the portal https://igl.ewizard.in by clicking on the link "Bidder Enrollment".

1.2 The bidder has to choose a unique username and assign a password for their accounts. Both these are case-sensitive.

1.3 Once the username and password are saved, even if the registration process is not completed in a single go, it can be continued where left. For resuming, click on "retrieve details" button on the bidder enrolment page.

1.4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.

1.5 Bidders will be asked to provide their refund bank account details. These details will only be used for EMD refund purpose only in case where EMD is paid through e-payment mode on the portal. These details may be updated anytime in the user profile after login.

1.6 Upon enrolment, bidder needs to register their valid Digital Signature Certificate (Class III Certificates with signing and encryption combo key usage) issued by any Certifying Authority recognized by CCA India with their profile. This step may be skipped while registration, the same will be prompted to be done during first login into the portal. Please note that login can only be done in presence of a valid digital signature.

1.7 Only one valid DSC should be registered by a bidder. This can be however changed anytime in the user profile after login. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

1.8 Bidders must ensure that they have the latest version of Java installed in their local system to enable the portal to access their digital signatures. Refer section "System prerequisites" below for details.

1.9 The User ID of bidders will only be activated once they upload correct documents for verification (such as PAN, GST, etc.) and send email to helpdeskeuniwizarde@gmail.com requesting activation mentioning their user ID and attaching their registration payment acknowledgement in the mail.

1.10 Once ID is activated, bidders can then log in to the site through the secured log-in by entering their user ID / password and their DSC / e-Token.

1.11 Foreign bidders are advised to refer "DSC details for Foreign Bidders" on the portal for Digital Signature requirements. Any type of DSC that has valid signing and encryption capabilities are allowed on the portal. Fields not relevant for foreign bidders are optional and can be skipped during registration process.

2.0 SYSTEM PREREQUISITES

2.1 Your system should have Java installed and configured for the portal before logging in to your ID, if not follow the below steps.

2.2 Go to https://www.java.com and click on "Download" and run the downloaded setup file.

2.3 Once fully installed, search in your start menu- "Configure Java" and run it.

2.4 Go to tab "Security" of the window, click on "Edit site list". Click on "Add" and enter https://igl.ewizard.in in the new row. Click on "Add" then "Ok" and again "Ok".

3.0 TENDER DOCUMENTS SEARCH

3.1 Active tenders can be searched on the portal through various parameters including Tender ref no., description, date, etc.

3.2 After login, if the bidders are not able to see the desired tender on the published tenders page, they may need to update their profile through the Profile tab. On the update profile page, check mark all the procurement categories and save. All tenders should now be visible on their published tenders page.

3.3 Once the bidders have marked the tenders they are interested in, these tenders will be moved to the 'Interested Tenders' page. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3.4 After marking as interested, 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.

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. Navneet Mishra (+91-9560364871) or Mr. Amrendra (+91- 8448288980) from ITI Limited, in case of delay in resolution.

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 ewizardnavneet@gmail.com and ewizardamrendra@gmail.com. Any issues encountered due to last minute actions by the bidders shall not be the responsibility of IGL or ITI Limited. Bidders are advised to use the portal in advance so that any issue can be resolved with adequate time before any deadline.

B. INTRODUCTION

8.0 SCOPE OF BID

8.1 The Purchaser invites bids through e-tendering mode for the entire work as specified in the tender documents (hereafter referred to as the Work).

8.2 The bidding document specifies the materials/services required as per details mentioned.

8.3 All terms, conditions and specifications of the tender document shall be construed as applicable in general, unless specifically indicated to the contrary.

8.4 Bidders shall quote in manner as specified in the tender document. In case, any contrary provision expressly stated or implied anywhere else in the tender document, purchaser reserves the right to evaluate and accept bids at their sole discretion.

9.0 ELIGIBILITY OF BIDDERS

9.1 Bidders shall as part of their bid, submit a written Power of Attorney authorizing the signatory of the bid to bind the bidder.

9.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consultancy services for the preparation of the design, specifications, and other documents to be used for carrying out similar works under this Invitation for Bids.

9.3 The Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Purchaser in accordance with ITB.

9.4 The Bidder 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 are currently serving any banning / holiday orders issued by IGL / GAIL / BPCL due to any reason. If the documents were issued inadvertently/ downloaded from website, offers submitted by such bidders shall not be considered for opening/ evaluation/award. Also, those bidders regarding whom communication has been received by IGL from related ministry regarding banning / holiday shall also be disqualified from bidding process.

9.5 Bids received from bidders who have initiated any court proceedings, arbitration proceedings or started any other litigation process with IGL and pending for settlement shall not be considered for evaluation.

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

13.1 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. 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 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 https://www.iglonline.net along with the corrigendum before the bid due date. All such clarifications issued shall deem to form a part and parcel of the Tender documents.

18.0 AMENDMENT OF TENDER DOCUMENTS

18.1 At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document, by issuing corrigendum.

18.2 Any addendum / corrigendum / clarifications to bidders query thus issued shall be part of the bidding documents and shall be hosted on the IGL's official website and ITI's e-tendering website before bid due date. Bidders desirous to submit its bid have to take into consideration of all the addenda / corrigenda / clarifications to bidders query hosted on the above websites before submitting the bid.

18.3 Bidders are advised to visit IGL's websites and ITI's e-tendering website from time to time to get updated information / documents.

18.4 In case of any inconsistency between an addendum/corrigendum and this tender document, the addendum/corrigendum shall prevail and in similar case between two or more addenda/corrigenda, the last issued addendum/corrigendum shall prevail.

18.5 The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the addenda / corrigenda issued.

D. PREPARATION OF BID DOCUMENT

19.0 LANGUAGE OF BID

19.1 The bid prepared by the bidder as well as all correspondence/ drawings and documents relating to the bid exchanged by bidder shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an English translation, in which case, for the purpose of interpretation of the bid, the English translation shall govern.

19.2 In the event of submission of any document/ certificate by the bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder along with the bid

20.0 DOCUMENTS CONSTITUTING THE BID

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

20.2 The bid prepared by the bidder shall comprise of the following components that are required to be provided on the e-tendering portal:

- Scanned documents (duly signed by the authorized signatory) to be uploaded by the bidder on the portal as per list appended to this tender document named "DOCUMENTS TO BE UPLOADED ON E-TENDER PORTAL".
- Techno-commercial information by the bidder in the specified format on the e-tender portal (reference checklist of TECHNO-COMMERCIAL INFORMATION SHEET appended to this tender document)
- Price bid SOR as per prescribed format on the e-tender portal. (for reference, format is provided at Section – "Schedule of Rates")

20.3 All the documents submitted in pdf format shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder.

20.4 Bidders are advised to submit quotations based strictly on the terms and conditions and specifications contained in the tender document and not stipulate any deviations. Should it, however, become unavoidable, deviations should be stipulated only in the prescribed Pro forma. Owner reserves the right to evaluate quotations containing deviations having financial implications after adding the cost for such deviations as determined by Owner.

20.5 Original schedule of rates duly filled in shall not contain any condition whatsoever. Any condition given in this part shall not be considered and shall render the offer liable for rejection.

20.6 All signatures in bids shall be dated, as well as all pages of bids shall be initialled at lower right hand corner by the Bidder or by a person holding power of attorney authorizing him to sign on behalf of the bidder before the submission of bids.

20.7 The Bidder's bid is central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the bid and answers all questions completely. Missing information and vague answers may delay the evaluation of a bid and may impair the Bidder's chances of success.

20.8 Information received by Purchaser from the Bidder will be disclosed to Purchaser's employees and/or advisers or external consultants for the purpose of evaluating the bid response.

21.0 BID PRICES

21.1 The Prices should be quoted in INR only.

21.2 The Bidder shall indicate in the appropriate Price Schedule, the unit prices/percentage (as applicable) of the services/ works it proposes to execute under the contract. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed, the bid is liable to be rejected.

21.3 Bid quoted for part scope is liable to be rejected.

21.4 Prices quoted by the bidder, shall remain firm, fixed and valid until completion of the contract and will not be subjected to any variation, except statutory variation or provision for price variation provided in the tender document.

21.5 Bidder shall quote the all-inclusive prices as per scope of work and SOR, taking into consideration applicable GST, overheads, provision of safety gadgets to their personnel, cost of material as per scope of work, transportation, conveyance, trainings, recruitments, communication charges, cost for providing tools & tackles, equipment, machineries, minimum spares, etc. and nothing extra shall be payable by the Purchaser.

21.6 Bidders to indicate HSN/SAC Code & % of GST, if/as applicable in un-priced SOR.

21.7 Prices quoted by the bidder shall be considered as firm and fixed during the entire execution of the contract and not subject to variation on any account (except statutory in taxes & duties for Indian bidders)

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

22.0 PRICE BASIS

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

23.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION

23.1 Pursuant to IFB, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.

23.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:

(a) that the Bidder has the financial, technical, and production capability necessary to perform the contract;

(b) that the Bidder meets the qualification criteria stipulated in the Tender

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

24.1 The documentary evidence of the eligibility of the goods and services shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered and a certificate of origin (for goods other than that of Indian origin) issued at the time of shipment shall confirm the same.

24.2 Wherever appropriate the documentary evidence of conformity of the goods and services to the tender documents may be in the form of literature, drawings, and data, and shall consist of:

- a detailed description of the essential technical and performance characteristics of the goods;
- an item-by-item commentary on the Purchaser/ Consultant's Technical Specifications demonstrating substantial responsiveness of the goods and services to those of the specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

24.3 For purposes of the commentary to be furnished pursuant to ITB above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated in the Technical Specifications, are intended to be descriptive only and not restrictive.

25.0 PERIOD OF VALIDITY OF BIDS

25.1 The bid shall remain valid for 90 days from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.

25.2 In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request for extension of its bid validity will not be required nor permitted to modify its bid.

26.0 FORMAT AND SIGNING OF BID

26.1 All copies of the bid uploaded shall be typed or written in indelible ink. Each page of bid offer shall be stamped and signed by the Bidder or a person or persons duly authorized by competent authority in order to bind the bidder to the contract.

26.2 Any interlineations, erasures, or corrections shall be valid only if the person or persons signing the bid initial them. Overwriting will not be treated as correction and may lead to rejection of bid. A correction shall be considered if a part of text or figures or dates needing corrections are deleted and a separate text or figure or date, as the case may be, is written separately having proper link to the place of correction.

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

27.0 DEVIATIONS

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

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

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

E. SUBMISSION OF BIDS

28.0 DEADLINE FOR SUBMISSION OF BID

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

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

29.0 LATE BIDS

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

29.2 Bidders have to upload scanned copy of their EMD or Exemption certificate with declaration letter (**Annexure-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 HOD (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

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

33.0 CONTACTING THE PURCHASER

33.1 From the time of the bid opening to the time of the award, if any bidder wishes to contact the Purchaser for any matter relating to the bid it should do so in writing.

33.2 Any effort by a bidder to influence the Purchaser in any manner in respect of bid evaluation or award will result in the rejection of that bid.

34.0 PRELIMINARY EXAMINATION

34.1 The Purchaser will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

34.2 The Purchaser may waive any minor informality, non-conformity, or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

34.3 Prior to the detailed evaluation, pursuant to ITB, the Purchaser will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the Tender documents without deviations.

34.4 If a bid is not substantially responsive, it will be rejected by the Purchaser and shall not subsequently be made responsive by correction of the nonconformity by the Bidder.

35.0 REJECTION CRITERIA

35.1 Minor unconformities may be neglected and/or bidders may be required to rectify such minor unconformities.

35.2 The provisions of the following clauses of the Tender document must be adhered to, failing which the bid shall be considered as non-responsive and shall be summarily rejected:

(a) Firm Price

(b) EMD/Bid Security Declaration

(c) Complete Scope of work

(d) Specifications

(e) Price Schedule in other than prescribed format or with insertion of any condition(s)

(f) Delivery / Completion Schedule

(g) Period of Validity of bid

(h) Price Reduction Schedule / Penalty provisions

(i) Performance Bank Guarantee/ Security Deposit

(j) Guarantee/Warranty/Defect Liability of goods / work

(k) Arbitration / Resolution of Dispute

(l) Force Majeure

(m) Applicable Laws

(n) Any other condition specifically mentioned in the tender documents elsewhere that non-compliance of the clause lead to rejection of the bid.

(o) Non-submission of Price Bid in Price Bid Envelope/Cover-2.

(p) Non-submission of declaration regarding Holiday Listing status

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

36.0 OPENING OF PRICE BID

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

36.2 The bid prices stated in the price schedules will be announced during price bid opening.

37.0 ARITHMETIC CORRECTIONS

37.1 The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:

a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;

b) In cases where a different summary price schedule and separate individual price schedules are provided to be filled in and if there is a discrepancy between the amount in the summary schedule and the summation arrived at by adding the individual schedules the higher of the two will be taken for the purposes of bid evaluation, while the lower of the two will be taken for the award if selected.

37.2 If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.

37.3 In case of e-tenders, result after opening shall be available to view for the eligible bidders on their respective login ID.

38.0 EVALUATION

38.1 The Owner will evaluate and compare the bids previously determined to be substantially responsive. In evaluating bids, the Owner will determine for each bid the evaluated bid Price by adjusting the bid Price as follows:

a. Arithmetical errors will be rectified on the following basis. If there is discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate shall prevail and the total cost will be corrected. If there is a discrepancy between the total bid amount and the sum of total costs, the sum of the total costs shall prevail and the total bid amount will be corrected.

b. OWNER's evaluation and comparison of prices of previously determined substantially responsive bids shall take following in account. The evaluation shall be made on total quoted price basis. The evaluated price shall include the following: -

i) Unit price inclusive of all overheads and all taxes and duties including GST or any other applicable tax.

ii) Evaluation of price bid shall be done as per Tender Evaluation Methodology specified under **Section-I (IFB)** of the tender document.

iii) After opening of bid, tax rates as quoted by different bidders for each item shall be compared and if any variation is observed amongst the qualified bids then confirmation on applicable HSN codes and tax rates shall be sought from each of them. Reconfirmed tax rates shall be considered for evaluation and award of contract keeping the scope and other tender terms and conditions unchanged.

39.0 OTHER CONDITIONS RELATED TO BID EVALUATION

39.1 Canvassing in any form will make the bid liable for rejection.

39.2 Unsolicited clarifications to the offer and/or change in prices during its validity period would render the bid liable for outright rejection.

39.3 Bidders are advised to ensure that their bids are complete in all respects and conform to our terms, conditions and Bid Evaluation Criteria of bid. Bids not complying with Owner's requirement may be rejected without seeking any clarifications.

39.4 Bidders will not be allowed to revise their price/bid for any subsequent clarification, compliance to bid conditions after submission of bid.

39.5 Bid should be complete covering the total scope of work indicated in the Tender documents.

39.6 Price bid will be evaluated as per applicable GST and other taxes & duties as on date of Priced bid opening.

39.7 In case if more than one bidder quotes the same rates, then ranking of bidders shall be based on the turnover achieved during the preceding financial year.

40.0 COMPARISON OF PRICES

40.1 The comparison of the prices of the bidders shall be on total value quoted for complete scope of work including Owner’s liability towards all taxes and duties including GST and any other taxes and duties as applicable.

40.2 Technical loading, if any, as defined in Technical Specification shall be considered while comparing prices.

40.3 Commercial loading, if any, as defined in Commercial Part of the Tender Document shall be considered while comparing prices.

41.0 POST-QUALIFICATION

41.1 In the absence of pre-qualification, the Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB.

41.2 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder’s bid, in which event the Purchaser will proceed to the next lowest evaluated bid to make a similar determination of that Bidder’s capabilities to perform satisfactorily.

G. AWARD

42.0 AWARD CRITERIA

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

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 Acceptance (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 and warrants that he has obtained all necessary information as to risks, contingencies, and other circumstances which may influence or affect the execution of the Contract. Any lack of information or any errors, omissions, or discrepancies in the Contract Documents shall not in any way relieve the Contractor of his responsibility to fulfil his obligations under the Contract, and no claims for additional time or compensation shall be entertained on such grounds.

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.

4.7 This Agreement is non-exclusive, and the Purchaser may engage other contractors for similar services. There is no minimum guarantee of work volume, and the Purchaser shall not be liable for any claims arising from reduced or no utilization of the Contractor's services.

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. Such damages shall be in addition to any other remedies available to IGL, including termination of the Contract.

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.

7.7 The obligations under this Clause 7 shall survive the termination or expiration of the Contract for a period of five (5) years.

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 conclusively and solely attributable to Owner or his authorized agents, then the Contractor shall be given due extension of time for the completion of the Work or fulfillment of obligations, to the extent such omission on the part of the Owner has demonstrated and caused direct delay in the Contractor's performance of his Work against written request by contractor within 7 (seven) days of the occurrence of such delay and after Owner's thorough verification and sole determination.

10.2 No adjustment in Contract Price shall be allowed for reasons of such delays and extensions granted, except when contractor is requested and authorised in writing 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. Any such price adjustment shall be subject to Owner's prior written approval of the detailed costs and scope of acceleration, which must be clearly justified by the Contractor.

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 30 days 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 warrantee 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 breach, or potential breach of the contract, without prejudice to other remedies.

12.6 The CPBG shall be unconditional, irrevocable, and payable on demand, without demur or reference to the Contractor.

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 Notwithstanding any other provision in this Agreement, the Contractor hereby expressly waives any requirement that inspections or tests of the Goods be conducted only in the presence of the Contractor or its authorized representative.

13.6 The absence of the Contractor or its representative during such inspections or tests shall not:

(a) Affect the validity or conclusiveness of the inspection or test results;

(b) Be construed as non-compliance with procedural fairness;

(c) Be grounds for dispute or rejection of the inspection findings.

13.7 The Contractor shall be deemed to have accepted the results of such inspections and tests unless a written objection, supported by technical justification, is submitted to the Purchaser within seven (7) days of receipt of the inspection report.

13.8 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.

13.9 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). The Purchaser reserves the absolute right to reject such proposed tests, or the Supplier's proposed time impact, if not fully satisfied with the justification or the quantified impact. The Supplier shall not proceed with such tests until explicit written approval from the Purchaser is received, and any related time extension is formally agreed upon.

14.3 The Contractor places at the disposal of the Purchaser, or of the chosen official or approved organization, the tools and/or items of general use, which belong to him as well as the staff necessary for the additional tests decided by the Purchaser.

14.4 Should these additional tests reveal unacceptable faults, taking into account the features asked for and the Specifications that entail the repair or rejection of the relevant item or components, the Contractor will be responsible of the ensuing delays, inasmuch as these tests have been made in the shortest possible time. He shall bear, in such case, any costs he has had to incur for the carrying out of the tests.

14.5 If, on the other hand, the additional tests do not reveal, in the opinion of the Purchaser, unacceptable faults as indicated above, the cost borne by the Contractor for carrying out of these tests will be invoiced to the Owner, after prior justification, and the Contractor may be entitled to reasonable extension of the time limit.

15.0 LATENT DEFECT

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

16.0 PAYMENT TERMS

16.1 The Contractor's request(s) for payment shall be made to the Purchaser in writing accompanied by an invoice describing, as appropriate, the services performed and upon fulfilment of other obligations stipulated in the Contract.

16.2 Payment will be made in the currency or currencies in which the Contract Price has been stated in the Contractor's bid, as well as in other currencies in which the Contractor had indicated in his bid that he intends to incur expenditure in the performance of the Contract and wishes to be paid. If the requirements are stated as a percentage of the bid price along with exchange rates used in such calculations these exchange rates shall be maintained.

16.3 General Notes:

(a) All foreign currency payments to foreign bidder shall be released through an irrevocable Letter of Credit, which shall be opened through Government of India Nationalised Bank and hence shall not be confirmed. In case any bidder insists on confirmation, charges towards confirmation shall be borne by him. L/C shall be established within 30 days after receipt of unconditional acceptance of Fax of Intent together with Performance Guarantee as applicable.

(b) For dispatches on FOT dispatch point (in India) basis, the payment shall be through Purchaser's bank. Payment through Bank, wherever applicable, shall be released as per normal banking procedures.

(c) Payment shall be released within 45 days after receipt of relevant documents complete in all respects.

(d) All bank charges incurred in connection with payments shall be to Contractor's account in case of Indian bidders and to respective accounts in case of foreign bidders.

(e) Unless otherwise specifically stated in bid document, all payments shall be made in the currency quoted.

(f) No interest charges for delay in payments, if any, shall be payable by Purchaser.

(g) Agency commission, if any, to Indian agent for foreign bidders, indicated in prices, shall be paid to the agent in equivalent Indian Rupees on receipt and acceptance of material/service at site.

17.0 PRICES AND PRICE BASIS

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

18.0 ASSIGNMENT

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

19.0 SUB-CONTRACTING

19.1 The Contractor shall notify the Owner in writing of all sub-contracts awarded under this Agreement if not already notified in the Contractor's bid and incorporated in the Agreement. Such notification and incorporation shall not relieve the Contractor from any liability or obligation under the Agreement.

19.2 Such sub-contracted services shall have to be necessarily in full compliance with the terms and conditions of the Agreement and do not relieve the Contractor of any of his contractual obligations. The Contractor shall be solely responsible for any action, deficiency or negligence of his sub-contractors.

19.3 For any sub-contract, the Purchaser is entitled to demand from the Contractor, for approval of the list sub-contractors the Contractor intends to involve and of the orders he may entrust to them. The Purchaser may further demand that proposals of competitors be produced for him to examine. Approval by the Owner shall not create any direct contractual relationship or legal bond between the Purchaser and the sub-contractors and explicitly leaves full and unmitigated responsibility solely with the Contractor for all obligations under this Agreement, including but not limited to the quality, timelines, and performance of any subcontracted work

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.

21.4 In addition to PRS, IGL may, at its discretion, impose additional penalties for repeated delays, including suspension of payments or partial termination of the Contract.

22.0 PRICE REDUCTION SCHEDULE (PRS)

22.1 Time is the essence of the Contract. In case there is delay in completion of the services, attributable to the service provider, the service provider shall pay as compensation for delay and not as penalty in form of price reduction as detailed here under:

22.2 If the service provider fails to deliver performance of the service 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 contract value by a sum calculated as mentioned below:

22.3 Price Reduction will be applicable @½% of the total order value (incl. taxes) per week of delay or part thereof in completion of services subject to a maximum (ceiling) of 5% of total order value (incl. taxes).

22.4 The portion of the services completed in all respect shall not be considered for applying PRS, if delivered within the contractual delivery period. The remaining services, which have been completed beyond the contractual period, shall attract PRS @½% for the value of the service in respect of which default in delivery has taken place subject to maximum of 5%.

22.5 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.

23.0 TERMINATION AND FAILURE CLAUSE

23.1 This clause outlines general principles. Specific grounds and procedures are detailed in Clauses 24.0 to 28.0. 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.

23.2 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.

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

23.4 Grounds of termination:

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

(a) If the contractor has got the contract by fraudulent means or suppression of material fact, which would have bearing on the award of contract.

(b) The contractor goes insolvent

(c) If the continuance of the business is stopped by any court of law or any authority of Government.

(d) In case the contractor is the company and has been wound up by the court.

(e) In case of proprietorships firm, if the firm gets dissolved.

(f) In case of partnership firm, if the partner goes mentally insane.

(g) The contractor breaches any of the provision of the contract then IGL shall have liberty to terminate the contract.

23.5 The termination of the contract should be done after following the due process as per provisions of the contract.

24.0 TERMINATION FOR DEFAULT

24.1 Except for the cases provided for in Clause no. 29 ”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.

(c) 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.

24.2 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.

24.3 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.

24.4 Upon termination for default, the Contractor shall forfeit any rights to payment for uncompleted work and shall reimburse IGL for all costs incurred in completing the Work through alternative means, including any differential costs.

25.0 FAILURE BY CONTRACTOR

25.1 Failure by the contractor to comply with the provisions of the contract:

25.2 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.

25.3 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.

25.4 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.

26.0 OWNER MAY DETERMINE / TERMINATE CONTRACT

26.1 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.

26.2 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.

27.0 TERMINATION FOR INSOLVENCY

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

28.0 TERMINATION FOR OWNER'S CONVENIENCE

28.1 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.

28.2 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.

28.3 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.

28.4 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.

29.0 FORCE MAJEURE

29.1 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.

29.2 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, epidemic, pandemic, government restrictions and acts and regulations of respective Government of the two parties, namely the Owner and the Supplier, any national / state level strike affecting manufacturing, transportation and imposition of ban affecting supply of goods which has rendered direct impact on Supplier. Internal labor disputes, financial hardship, or failure to obtain permits shall not constitute Force Majeure.

29.3 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. The burden of proof proving that event qualifies as Force Majeure under this clause was unforeseeable and unavoidable, was directly prevented or delayed performance, and the party took reasonable steps to mitigate the impact lies on the party invoking Force Majeure.

29.4 The Party affected by a Force Majeure event shall:

(a) Duty to Mitigate

Exercise all commercially reasonable efforts and diligence to mitigate, avoid, or overcome the effects of the Force Majeure event and to minimize any resulting delay or non-performance under this Agreement.

(b) Duty to Resume Performance

Resume full or partial performance of its obligations under the Agreement as soon as reasonably practicable after the cessation of the Force Majeure event or its impact.

(c) Duty to Inform

Provide the other Party with periodic written updates, at intervals not exceeding fifteen (15) days, detailing:

29.4.c.1 The status of the Force Majeure event;

29.4.c.2 Steps taken to mitigate its impact;

29.4.c.3 Estimated timelines for resumption of performance.

Failure to comply with the above obligations may result in the affected Party forfeiting its right to claim relief under this Force Majeure clause, unless such failure is itself caused by the Force Majeure event.

29.5 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 demonstrably impacted the critical path of the overall completion schedule, as determined solely by the Owner, and not merely a non-critical activity."

29.6 If deliveries of bought out items and/or works to be executed by the supplier 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 by giving fifteen (15) days' written notice with the objective of defining clear remedial actions and revised, mutually agreed timelines.

29.7 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 supplier 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 supplier and upon such notice being given the supplier 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.

29.8 If the contract shall be terminated under the provisions of the above clause, the supplier shall with all reasonable diligence remove from the site all the supplier's equipment and shall remove similar facilities of his sub-suppliers.

30.0 SETTLEMENT OF DISPUTES

30.1 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.

30.2 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.

30.3 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.

30.4 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 party invoking the Arbitration shall submit that dispute to the Arbitral Institution i.e. DIAC and that dispute shall be adjudicated in accordance with their respective Arbitration Rules. The matter shall be adjudicated by a Sole Arbitrator who shall necessarily be a Retd. Supreme Court/High Court Judge to be appointed/nominated by the respective institution.

30.5 The fees of the Sole Arbitrator 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.

30.6 The decision of the party invoking the Arbitration for reference of dispute to a specific Arbitral institution for adjudication of that dispute shall be final and binding on both the parties and shall not be subject to any change thereafter. The institution once selected at the time of invocation of dispute shall remain unchanged.

30.7 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.

30.8 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.

30.9 Disputes shall be resolved in accordance with the Indian Arbitration and Conciliation Act, 1996, as amended. In addition, the Owner may seek remedies under the Specific Relief Act, 1963, including substituted performance or injunctive relief, where applicable.

31.0 LIMITATION OF LIABILITY

31.1 Except in cases of wilful negligence or wilful misconduct, or in the case of third-party claims for bodily injury, death, or property damage, or Environmental damage or violations of applicable safety laws and in the case of infringement of IPR, 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.

32.0 PUBLICITY AND ADVERTISEMENT

32.1 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.

33.0 GOVERNING LANGUAGE

33.1 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.

34.0 APPLICABLE LAW

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

35.0 NOTICES

35.1 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.

35.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

36.0 TAXES, DUTIES AND LEVIES

36.1 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 all the Labour Laws 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.

36.2 Owner shall directly pay the Customs Duty and Tax to concerned Authorities in case of foreign bidders.

36.3 Owner shall make from contractor's bills such tax deductions as are required as per rules and regulations in force from time to time.

36.4 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.

36.5 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 without any right to claim reimbursement from IGL.

36.6 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 it's applicability with respect to the contract.

36.7 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 reserves the right to actively seek and verify 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.

36.8 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.

36.9 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.

36.10 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.

36.11 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, it not registered yet.

36.12 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. without further notice or recourse, and without prejudice to any other rights or remedies available to IGL.

36.13 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. remains exactly as quoted in the bid and awarded, without any increase.

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. thereby passing the benefit of lower taxes to the Purchaser and ensuring the "total price inclusive of taxes" is reduced accordingly.
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.

37.0 TIME FOR PERFORMANCE

37.1 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.

37.2 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.

38.0 TRANSFER OF TITLE

38.1 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.

38.2 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.

38.3 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.

39.0 COMPENSATION LIABILITY FOR ACTION NOT TAKEN UPON TERMINATION FOR DEFAULT

39.1 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.

39.2 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.

40.0 CHANGE IN CONSTITUTION

40.1 The prior written approval of the Owner shall be obtained before any change is made in the constitution of the Contractor, including but not limited to changes in ownership, control, legal status, or key management personnel.

40.2 Provided however, that prior approval shall not be required for:

(a) Changes that are purely administrative or procedural in nature (e.g., conversion from a proprietorship to a partnership or company, or vice versa; or any re-organization that have no material change in the direct or indirect ownership structure or controlling interest of the Contractor).

(b) Changes that do not affect the ultimate ownership, control, or operational capability of the Contractor.

(c) Internal restructuring within the same group or holding company, where beneficial ownership and contractual obligations remain unaffected.

40.3 In the event of change of constitution, the Contractor shall give an undertaking confirming that any change of constitution safeguards interests of owner and ensure the due performance of the supplier's obligations by continued financial stability, solvency, technical and operational capabilities.

40.4 In such cases, the Contractor shall notify the owner in writing within fifteen (15) days of such change, along with a declaration that the change does not impact the contractors ability to perform its obligations under the contract. The non-exercise of these powers by the owner for any such non-compliance shall not constitute a waiver of any conditions, and such powers shall remain exercisable for any future or continuing default.

41.0 MEMBERS OF THE OWNER NOT INDIVIDUALLY LIABLE

41.1 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.

42.0 CONTRACTOR TO INDEMNIFY THE OWNER

42.1 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

(a) Any failure by the Contractor in the performance of his obligations under the Contract.

(b) Any claim by third parties for bodily injury, death, or damage to property caused by the Contractor or its subcontractors.

(c) Any breach of applicable laws, rules, or regulations, including labor, tax, environmental, and safety laws.

(d) Any contamination, pollution, or violation of safety standards caused by the Supplier’s operations or personnel.

40.2 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.

42.2 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.

43.0 SAFETY REGULATIONS

43.1 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.

44.0 POSSESSION PRIOR TO COMPLETION

44.1 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.

45.0 DEFECTS IN WORK

45.1 DEFECTS PRIOR TO TAKING OVER

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

(a) Decide that any work done or materials used by the Contractor or by any Sub-Contractor is defective or not in accordance with the Contract, or that the works or any portion thereof are defective, or do not fulfil the requirements of Contract (all such matters being hereinafter, called “Defects” in this clause), and

(b) As soon as notice is given to the Contractor in writing of the said decision, specifying particulars of the defects alleged to exist or to have occurred, then the Contractor shall at his own expenses and with all speed make good the defects so specified.

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

45.2 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.

46.0 DEFENCE OF SUITS:

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

47.0 DEDUCTIONS FROM THE CONTRACT PRICE

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

48.0 COMPLETION CERTIFICATE

<u>APPLICATION FOR COMPLETION CERTIFICATE:</u>

48.1 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.

48.2 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.

48.3 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.

<u>ISSUE OF COMPLETION CERTIFICATE:</u>

48.4 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.

48.5 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.

49.0 FINAL DECISION AND FINAL CERTIFICATE

49.1 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.

50.0 CERTIFICATE AND PAYMENTS ON EVIDENCE OF COMPLETION

50.1 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.

51.0 REPEAT ORDER

51.1 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.

52.0 VARIATION IN QUANTITY AT THE TIME OF ORDERING

52.1 Purchaser may increase the quantity on order an additional quantity of 25% at the awarded rate. Rate(s) awarded shall remain valid and binding for this variation in quantities.

53.0 INSURANCE

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

53.2 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.

53.3 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.

53.4 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.

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

54.0 COMPLIANCE OF LAWS

54.1 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.

54.2 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.

54.3 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.

54.4 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.

54.5 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.

54.6 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.

54.7 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.

54.8 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.

55.0 THE ENGINEER-IN-CHARGE

55.1 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.

55.2 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.

55.3 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.

56.0 INDEMNITY

56.1 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.

57.0 LABOUR LAWS

57.1 No labour below the age of 18 (eighteen) years shall be employed on the Work.

57.2 The Contractor shall not pay less than what is provided under law to labourers engaged by him on the Work.

57.3 The Contractor shall at his expense comply with all labour laws and keep the Owner indemnified in respect thereof.

57.4 The Contractor shall pay equal wages for men and women in accordance with applicable labour laws.

57.5 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.

57.6 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.

57.7 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.

57.8 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.

57.9 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.

57.10 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:

57.11 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:

57.12 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.

57.13 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.

57.14 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:

57.15 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.

57.16 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.

58.0 EVALUATION OF PERFORMANCE

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

59.0 CONTRACTOR SAFETY MANUAL

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

60.0 WHISTLE- BLOWER POLICY

60.1 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.

60.2 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.

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

61.0 DATA PROTECTION AND CYBERSECURITY

61.1 The contractor shall comply with all applicable data protection and information security laws, including but not limited to the Information Technology Act, 2000 and any rules thereunder. The contractor shall adopt and maintain appropriate administrative, physical and technical safeguards to protect data provided by the owner against unauthorized access, loss, misuse, or disclosure.

61.2 In the event of any data breach or cybersecurity incident affecting owner's data, the contractor shall notify the owner within 48 hours and take all necessary remedial measures at its own cost.

62.0 ANTI-BRIBERY AND ANTI-CORRUPTION

62.1 The Contractor represents and warrants that it shall, at all times, comply with the provisions of the Prevention of Corruption Act, 1988, the Companies Act, 2013 and any other applicable anti-bribery or anti-corruption laws. The Contractor shall not, directly or indirectly, offer, give, solicit, or accept any bribe, gift, loan, reward, facilitation payment or other advantage as an inducement to or reward for any act or omission relating to the performance of this Agreement. Breach of this clause shall entitle the Owner to immediately terminate the Contract without liability and recover damages.

63.0 AUDIT AND INSPECTION RIGHTS

63.1 The Owner, or its authorized representatives, shall have the right, upon reasonable notice, to audit, inspect and verify any records, documents, systems and facilities of the Contractor relating to the performance of this Agreement. The Contractor shall provide full cooperation, access, and assistance for the purpose of such audit. Any material non-compliance revealed during the audit shall be rectified by the Contractor at its own cost within such period as may be specified by the Owner. The Owner may appoint third-party agencies to conduct quality audits or inspections. The Contractor shall provide full access and cooperation. Findings shall be binding unless challenged with technical justification within 7 days.

63.2 The Contractor shall coordinate with other contractors working at the Site to avoid interference, delays, or disputes. Any conflict shall be resolved amicably under the supervision of the Engineer-in-Charge.

64.0 RECOVERY AND SET-OFF BETWEEN MULTIPLE CONTRACTS

64.1 The Contractor acknowledges that it has entered, or may enter, into one or more past, present or future contracts, work orders or service agreements with the Owner (Indraprastha Gas Limited). All such contracts shall, for the limited purpose of adjustment and recovery of dues, be treated as continuing and inter-connected between the same parties.

64.2 The Owner shall have the right, without prejudice to any other remedies available, to recover or adjust any amount due to the Owner under any one contract from any sum payable to the Contractor under any other existing, past or future contract(s) between the same parties.

64.3 The Owner may withhold or retain any payment due to the Contractor under any ongoing contract(s) until all outstanding amounts under any other contract(s) have been fully settled.

64.4 Non-exercise of this right by the Owner in any instance shall not be considered a waiver of its rights under this clause.

64.5 This clause shall remain valid and enforceable even after the expiry, completion or termination of any individual contract between the parties.

65.0 NON-SOLICITATION

65.1 During the term of the Contract and for a period of twelve (12) months thereafter, the Contractor shall not, without the prior written consent of the Owner, directly or indirectly solicit or attempt to solicit for employment, hire, or engage any employee of the Owner who has been involved in the execution or supervision of the Contract.

66.0 INTELLECTUAL PROPERTY RIGHTS

66.1 All reports, drawings, designs, data, software, inventions, works and other materials, whether tangible or intangible, created, developed, or generated by the Contractor in the course of providing the Services ("Work Product") shall vest in and be the exclusive property of the Owner. The Contractor shall retain ownership of its pre-existing intellectual property, but grants to the Owner a perpetual, royalty-free license to use such pre-existing intellectual property as is incorporated into the Work Product.

67.0 CHANGE IN LAW

67.1 If, after the date of submission of the bid and during the execution of the Contract, any change occurs in applicable laws, regulations, rules, or government policies which significantly impacts the cost or time required for performance of the Contract, the Parties shall, in good faith, negotiate equitable adjustments to the Contract Price and/or Completion Schedule.

68.0 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) COMPLIANCE

68.1 The Contractor shall comply with all applicable environmental, social, labour, and governance laws, regulations and standards, including sustainable practices in waste management, emissions control, labour welfare, and ethical business conduct but not limited to the Environment (Protection) Act, 1986, the Water

(Prevention and Control of Pollution) Act, 1974, and the Air (Prevention and Control of Pollution) Act, 1981. Any material breach of ESG obligations shall constitute a default under this Agreement.

68.2 The Contractor shall implement measures to control dust, noise, waste, and emissions in accordance with applicable environmental laws and Owner's guidelines.

69.0 Survival Clause

69.1 To clarify which obligations continue post-termination:

Clauses relating to Confidentiality, Indemnity, Dispute Resolution, Intellectual Property, and Limitation of Liability shall survive the termination or expiration of this Agreement.

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 CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)

(FURTHER TO CORRESPONDING CLAUSE OF GCC)

4.1 Within twenty-one (21) days of receipt of the Contract/PO, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) @2.5% of annualized contract value initially and 2.5% of the individual annualized PO value on receipt of subsequent POs.

4.2 All bank guarantees shall also have minimum 30 days' claim period beyond BG expiry date.

The CPBG shall be released after 90 days beyond the contract/defect liability/warranty period, whichever later.

4.3 The proceeds of the Contract-Cum-Equipment Performance Bank Guarantee shall be payable to the as compensation for any loss or damage resulting from the Supplier's failure to complete its obligations under the Agreement.

4.4 The Contract-Cum-Equipment Performance Bank Guarantee shall be denominated in the currency of the Contract/ Letter of award.

4.5 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. The issuing bank must have an operating branch in Delhi NCR where the given BG could be enforced by IGL; and, details of such branch must be mentioned in the BG.

4.6 While issuing Bank Guarantee issuing applicant must mention receiver's details as ICICI Bank IFSCICIC0000007, 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.

4.7 Link for CPBG format: https://www.iglonline.net/uploads/files/CPBG_Original_Format.pdf

4.8 The CPBG shall contain the following details;

a. Claim period 30 days more than the validity of the CPBG

b. Address of Bank (Issuing Branch as well as Delhi Local Operative Branch)

c. Contact Person name (Issuing Branch as well as Delhi Branch)

d. Telephone Numbers of contact persons of bank (Issuing Branch as well as Delhi Branch)

e. Email address of contact persons of bank (Issuing Branch as well as Delhi Branch).

5.0 TAXES & DUTIES

5.1 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.

5.2 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.

6.0 DURATION OF CONTRACT

Refer clause no. 3.0 of IFB.

7.0 TERMS OF PAYMENTS

7.1 Payment shall be released within 45 days on monthly basis against submission of invoices other requisite document duly certified by Engineering in Charge.

8.0 PRICE VARIATION CLAUSE

8.1 The wage structure and unit rates considered in the Schedule of Rates is based on government notified minimum wages as applicable w.e.f. 01.04.2025 in Delhi and w.e.f. 01.04.2026 in UP & Haryana. These manpower rates shall be revised to the extent of revision in minimum wages only of respective category of manpower resource from time to time during validity of contract. The variation in the unit rate will be limited to the extent of variation in minimum wages with respect to actual deployment as and when notified by the state governments. The revision shall be applicable on basic wages and other components dependent on basic wages only (i.e. PF, ESI, bonus and leave pay) as per salary breakup structure provided. HRA, Special Allowance, admin charges, uniform allowances, etc (as mentoined in salary structure in ₹) and Profit & Overhead charges, awarded to bidder (in ₹) shall remain fixed throughout the validity of the contract irrespective of revision in minimum wages.

9.0 SAFETY & STATUTORY REQUIREMENT

11.1 The engaged service provider must follow all the Health Safety & Environment (HSE) rules while on work and also fulfill all statutory requirements. IGL will not be responsible for any damage/losses due to lapses in safety rules, labour law and other statutory requirement.

10.0 DOCUMENT PRECEDENCE

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

1. Letter of Acceptance

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

11.0 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.

12.0 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.

13.0 STATUTORY APPROVALS

13.1 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.

13.2 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.

13.3 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.

SECTION V

SCOPE OF WORK

SCOPE OF WORK

IGL seeks to outsource the services for the operation and management of its PNG Control Rooms on a 24×7×365 basis for receiving customer complaints and emergency calls, coordinating emergency response, dispatching field teams, maintaining operational records, and ensuring safe, reliable and efficient operations in accordance with IGL's SOPs, PNGRB Regulations and applicable laws.

1.0 OBJECTIVE

1.1 The Service Provider shall establish, operate and manage the PNG Control Room on a 24×7 basis for receiving customer complaints and emergency calls, dispatching field teams, coordinating emergency response, maintaining records, and ensuring safe and reliable operations as per IGL SOPs, PNGRB Regulations and applicable laws.

The Contractor shall be responsible for complete management, operation, maintenance, repair, surveillance, monitoring, and customer service activities of PNG Control Rooms for the City Gas Distribution (CGD) network of IGL.

The CGD network includes underground MDPE pipelines, service pipelines, GI/MLC/Copper installations, District/Field/Metering & Regulating Stations, meters, regulators, valves, Odorization systems, and all associated civil, mechanical, and instrumentation works.

The scope further includes supply, upkeep, and maintenance of specified consumables, tools & tackles, and minimum annual inventory as detailed in the relevant Annexures and Schedules of Rates (SOR).

2.0 RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall be responsible for the 24×7 operation, management and maintenance of IGL's PNG Control Rooms to ensure safe, reliable and uninterrupted operation of the City Gas Distribution (CGD) network in accordance with IGL SOPs, PNGRB Regulations and applicable laws.

The Contractor shall receive and record customer complaints and emergency calls, dispatch field teams, coordinate emergency response, monitor complaint closure, maintain operational records, and ensure timely restoration of services. The scope shall include operation, maintenance, surveillance and monitoring of the CGD network, including pipelines, service lines, regulators, meters, valves, odorization systems, DRS/FRS/MRS stations and associated civil, mechanical and instrumentation assets. The Contractor shall also provide and maintain the required tools, tackles, consumables and minimum inventory as specified in the Tender.

A qualified Zonal Coordinator/ Supervisor shall be deployed as the Single Point of Contact (SPOC) for IGL. The Manager shall supervise Control Room operations, ensure deployment of trained manpower, coordinate with IGL, customers, emergency services and statutory authorities, maintain operational records, submit monthly reports, conduct quarterly behavioural and safety training to all manpower, and ensure timely escalation and resolution of emergencies.

The Contractor shall ensure strict compliance with all safety requirements by deploying trained and competent personnel and promptly responding to gas leaks, fires, explosions and other emergencies. The Contractor shall immediately inform IGL, coordinate with Fire Services, Police, Ambulance and other authorities, submit incident reports and provide full support during investigations.

The Contractor shall maintain complete operational records, call logs, voice recordings, complaint registers and MIS reports while ensuring confidentiality of customer and operational information.

The Contractor shall remain fully responsible for the performance, conduct and statutory compliance of its personnel. Any loss, injury, death, property damage or statutory liability arising from the Contractor's negligence, default or breach of contract shall be solely borne by the Contractor, who shall indemnify IGL against all related claims, damages, penalties and legal costs.

The Contractor shall maintain valid insurance policies, including Employees' Compensation Insurance, Group Personal Accident Insurance, insurance for tools and tackles, and any other insurance required under applicable laws. IGL shall have the right to recover any loss or liability arising from the Contractor's default from pending bills, the Performance Bank Guarantee (PBG) or any other lawful means. The Contractor shall comply with all applicable laws, safety regulations and IGL instructions throughout the contract period.

3.0 ZONAL COORDINATOR/ SUPERVISOR RESPONSIBILITIES:-

The Service Provider shall deploy dedicated Zonal coordinator for Control Rooms who shall act as the Single Point of Contact (SPOC) for IGL.

The Zonal coordinator shall:

- Police verification and Medical certificates of all the manpower to be ensured.
- Manage Control Room operations including supervision of day to day activities of control room.
- Ensure compliance with IGL SOPs, safety requirements and statutory regulations.
- Coordinate with IGL, emergency services and Government authorities.
- Escalate emergencies as per the approved escalation matrix.
- Compile records of customer complaints and emergency calls.
- Ensure trained manpower is deployed in every shift.
- Maintain operational records and incident reports.
- Be available on a 24×7 basis to support emergency operations.
- The Zonal coordinator must ensure behavioural training to manpower on quarterly basis and records of the same to be maintained and submitted along with bills.
- Monthly reports are required to be submitted with RA bills which consists of above mentioned details of works.
- Zonal coordinator shall be responsible for coordination with customer, Third party agencies and statutory authorities for any dispute and untoward incident arising at the site.
- The deployed Zonal coordinator shall visit each Control Room under the respective zone for a minimum of two (2) days per week and maintain records of such visits to be maintained.

No additional payment or reimbursement shall be made by IGL for the deployment of supervisors, and all associated costs shall be deemed included in the contract rates.

In the event that the vendor fails to deploy or Non-availability the required Zonal Coordinator, a penalty of ₹1,000 per day per zone shall be imposed for the period of non-deployment.

Qualification: Zonal coordinator should be Graduate with minimum 3 years of experience.

4.0 SAFETY & EMERGENCY RESPONSE

The Service Provider shall:

- Comply with IGL SOPs, PNGRB Regulations and applicable laws.
- Deploy trained and competent personnel.
- Immediately respond to gas leaks, fire, explosion or other emergencies.
- Inform IGL and coordinate with Fire Services, Police, Ambulance and other authorities.
- Submit incident reports and support investigations.

5.0 LIABILITY & INDEMNITY

The Service Provider shall be solely responsible for any loss, injury, death, property damage or statutory liability arising from manpower negligence, default or breach of contract. The Service Provider shall indemnify and keep IGL harmless against all related claims, damages, penalties and legal expenses and settlement of any third part claims.

6.0 INSURANCE

The Service Provider shall maintain valid insurance throughout the contract, including:

- Employees' Workmen Compensation Insurance
- Group Personal Accident Insurance.
- Tools and tackles insurance covering total value of Tools and tackles.
- Any other insurance required under law.

Copies of valid insurance policies shall be submitted before commencement of work.

7.0 ACCOUNTABILITY

The Service Provider shall remain fully responsible for the performance, conduct and statutory compliance of all personnel deployed under the contract.

8.0 RIGHT OF RECOVERY

IGL shall have the right to recover any loss, compensation, penalty or legal expense arising from the Service Provider's negligence or breach through pending bills, Performance Bank Guarantee (PBG) or any other lawful means.

9.0 COMPLIANCE

The Service Provider shall comply with all applicable laws, PNGRB Regulations, labour laws, safety codes, environmental regulations and IGL instructions.

10.0 SCOPE OF WORK FOR DEPLOYED MANPOWER

Manpower requirements per Control room

MEGA CONTROL ROOM						
S. No.	**Manpower details**	**General Shift**	**Shift-A**	**Shift-B**	**Shift-C**	**Total/Day**
1	Shift Engineer	1	1	1	1	4
2	Data Entry Operator	1	Nil	Nil	Nil	1
3	Skilled Manpower (Plumber)	2	1	1	1	5
4	Unskilled Manpower	3	2	2	2	9
Total Manpower						**19**

MAIN CONTROL ROOM						
S. No.	**Manpower details**	**General Shift**	**Shift-A**	**Shift-B**	**Shift-C**	**Total/Day**
1	Shift Engineer	1	1	1	1	4
2	Data Entry Operator	1	Nil	Nil	Nil	1
3	Skilled Manpower (Plumber)	1	1	1	1	4
4	Unskilled Manpower	2	2	2	2	8
Total Manpower						**17**

SATELLITE CONTROL ROOM						
S. No.	**Manpower details**	**General Shift**	**Shift-A**	**Shift-B**	**Shift-C**	**Total/Day**
1	Shift Engineer	Nil	1	1	1	3
2	Data Entry Operator	1	Nil	Nil	Nil	1
3	Skilled Manpower (Plumber)	1	1	1	1	4
4	Unskilled Manpower	3	1	1	1	6
Total Manpower						**14**

MINI CONTROL ROOM						
S. No.	**Manpower details**	**General Shift**	**Shift-A**	**Shift-B**	**Shift-C**	**Total/Day**
1	Shift Engineer	Nil	1	1	Nil	3
2	Data Entry Operator	1	Nil	Nil	Nil	1
3	Skilled Manpower (Plumber)	Nil	1	1	1	3
4	Unskilled Manpower	2	1	1	1	5
Total Manpower						**12**

Note: Deployment of shift wise manpower may vary & will be confirmed by client as per requirement.

<u>Shift Technician/ Engineer:</u>

The Shift In-Charge shall be responsible for the safe, reliable and efficient operation and maintenance activities of the City Gas Distribution (CGD) network within the assigned area/Control room. The deployed personnel shall meet the following minimum qualification and competency requirements:

Qualification & Experience:

Graduate Engineer in any Engineering discipline (preferably Mechanical Engineering) with a minimum of 1 year of relevant experience in the CGD/Oil & Gas/Pipeline industry; OR

Diploma in any Engineering discipline (preferably Mechanical Engineering) with a minimum of 3 years of relevant experience in the CGD/Oil & Gas/Pipeline industry.

Essential Skills & Competencies:

- Proficiency in basic computer applications, including MS Excel, MS Word, email, and report preparation.
- Good verbal and written communication skills in English and Hindi.
- Possession of a valid two-wheeler driving licence.

Roles & Responsibilities

The Shift In-Charge shall be responsible for the following activities:

1. Supervise and coordinate day-to-day Operation & Maintenance (O&M) activities within the assigned area.
2. Ensure safe, reliable and uninterrupted gas supply to Domestic, Commercial, Industrial and other customers round the clock.
3. Monitor and supervise preventive, breakdown, and emergency maintenance activities related to MDPE, GI, Copper and pipeline networks.
4. Attend, monitor and ensure timely resolution of customer complaints through the SAP/CRM system within prescribed timelines, including proper closure with complete documentation.
5. Coordinate maintenance activities for Commercial and Industrial customers, including installations, restoration, temporary disconnections, leak rectification and emergency response.
6. Coordinate with external agencies executing civil, road-cutting, utility, or infrastructure works to prevent damage to IGL's underground gas pipeline network.
7. Ensure effective implementation of Third-Party Damage prevention activities and maintain liaison with government departments, utility agencies, contractors, and local authorities whenever required.
8. Ensure compliance with Permit to Work procedures, safety standards, statutory regulations and company HSE guidelines before commencement of any field activity.
9. Possess knowledge of the operation, inspection, preventive maintenance and emergency handling of FRS, MRS and Pressure Regulating Systems and associated pipeline assets.
10. Maintain daily operational records, shift reports, complaint registers, work completion reports, incident reports and MIS as required by IGL.
11. Conduct regular field inspections to ensure compliance with SOPs, Quality Assurance, Safety Standards and Tender Terms & Conditions.

The Shift In-Charge shall possess adequate knowledge of City Gas Distribution operations, applicable PNGRB regulations, relevant standards, IGL Standard Operating Procedures (SOPs), emergency response procedures, and safety practices to independently manage field operations under the guidance of IGL officials.

Data Entry Operator:

The Data Entry Operator shall be responsible for accurate data entry, record management, customer support, document processing and coordination activities related to the City Gas Distribution (CGD) business. The deployed personnel shall possess the following minimum qualifications and competencies:

Qualification & Experience

- Graduate in any discipline from a recognized University.
- Preference shall be given to candidates possessing a Certificate/Diploma in Computer Applications or relevant experience in computer operations and data management.
- Proficiency in MS Office applications (MS Word, MS Excel, MS PowerPoint, Outlook), internet applications, and data entry software.
- Good typing speed with high accuracy in English and Hindi.
- Good verbal and written communication skills.

Roles & Responsibilities

The Data Entry Operator shall be responsible for the following activities:

1. Perform accurate data entry, updating, validation, retrieval, and maintenance of customer and operational records in IGL's CRM, SAP and other designated software/applications.
2. Create, modify, and maintain customer master data, registration records, complaint records, service requests and other operational databases.
3. Register, monitor, update and close customer complaints, service requests, restoration requests, temporary disconnection requests and other customer-related activities through the system.
4. Coordinate with customers, field teams, contractors and various IGL departments for timely resolution of customer complaints and service requests.
5. Compile, consolidate, analyse, and prepare daily, weekly, monthly and MIS reports relating to operations, maintenance, complaints etc.
6. Verify the completeness and correctness of field reports, work completion reports, customer documents, meter details, GPS coordinates, photographs, and other supporting documents before system entry.
7. Assist in preparation of operational reports, presentations, spreadsheets, dashboards, and management information as required by IGL.
8. Handle office correspondence, email communications, document scanning, indexing, photocopying, filing, record digitization, and document management.
9. Maintain registers relating to complaints, customer requests, billing, field activities, contractor performance, material movement, and other operational records as instructed by IGL.
10. Perform data validation and quality checks to eliminate duplicate, incomplete, or erroneous entries and maintain data accuracy.
11. Perform any other data management, customer support, documentation, office administration, MIS preparation, or computer-related work assigned by IGL from time to time in connection with the safe and efficient operation of the City Gas Distribution network.

The Data Entry Operator shall be conversant with CGD business processes, customer service procedures, billing systems, complaint management systems, CRM/SAP applications, document management practices, and relevant Standard Operating Procedures (SOPs) to effectively support the operational requirements of IGL.

Skilled Manpower:

The Plumber shall be responsible for carrying out installation, operation & maintenance (O&M), repair, testing, commissioning and emergency response activities related to the City Gas Distribution (CGD) network. The deployed personnel shall possess the following minimum qualifications and competencies.

Qualification & Experience

- Minimum ITI Pass in Plumbing, Fitter, Welder, Mechanical, or any relevant trade with minimum 2 years' experience in the Gas/Oil & Gas/Pipeline/Utility industry, preferably in CGD Operation & Maintenance; OR

- 10th Pass with minimum 5 years' experience in the Gas/Oil & Gas/Pipeline/Utility industry, preferably in CGD Operation & Maintenance.

- Hands-on experience in MDPE Electro-fusion jointing, plumbing works, and gas pipeline installation/maintenance.

- Preference shall be given to personnel holding a valid Certified Plumber/Technician certification from a recognized institution.

- Knowledge of safe work practices, permit to Work system, and use of hand tools, power tools, and testing equipment.

Roles & Responsibilities

The Plumber shall be responsible for the following activities:

1. Carry out installation, repair, maintenance, alteration, replacement, and testing of MDPE, GI, Copper, MLC, and associated gas pipelines and fittings as per approved procedures and safety standards.
2. Perform MDPE Electro-fusion jointing, installation of fittings, service tees, couplers, reducers, elbows, valves, end caps, and other pipeline accessories using approved methods.
3. Execute domestic, commercial, and industrial PNG connection works, including installation of GI/Copper/MLC internal piping, gas meters, regulators, isolation valves, and associated accessories.
4. Carry out burner conversion from LPG to PNG, including replacement of jets/nozzles, flame setting, functional testing, commissioning, and customer demonstration.
5. Install, commission, repair, replace, and maintain gas meters, pressure regulators, valves, risers, service lines, and associated pipeline components.
6. Carry out leak detection, leak rectification, pressure testing, pneumatic testing, purging, gas charging, commissioning, and restoration of gas supply as per IGL procedures.
7. Attend emergency gas leakage complaints, pipeline damages, no-gas complaints, low-pressure complaints, and other emergency breakdowns within prescribed response times.
8. Carry out temporary disconnection, permanent disconnection, restoration, meter shifting, pipeline modification, rerouting, and relocation works as instructed by IGL.
9. Assist in operation and maintenance activities of Field Regulating Stations (FRS), Meter Regulating Stations (MRS) and associated gas distribution assets.
10. Assist in preventive maintenance, breakdown maintenance, inspections, and emergency shutdown/restoration activities of the CGD network.
11. Ensure strict compliance with Permit to Work procedures, HSE guidelines, Standard Operating Procedures (SOPs), PNGRB regulations, and applicable statutory requirements.
12. Ensure proper use, handling, maintenance, and safekeeping of tools, tackles, equipment, electro-fusion machines, pressure testing equipment, and safety devices provided for execution of work.
13. Maintain housekeeping at the work site and ensure safe working conditions before, during, and after completion of work.

14. Immediately report unsafe conditions, gas leaks, accidents, near misses, equipment defects, and any operational abnormalities to the concerned IGL official.
15. Assist in third-party damage prevention activities and support emergency restoration works whenever required.
16. Perform excavation support, pipeline exposure, backfilling, reinstatement, and allied plumbing/mechanical works related to CGD assets as directed by IGL.
17. Ensure quality workmanship and adherence to approved installation practices to avoid gas leakage, rework, and customer complaints.
18. Perform any other installation, maintenance, emergency response, testing, inspection, plumbing, or allied work related to the City Gas Distribution network as assigned by IGL from time to time.

The Plumber shall possess adequate knowledge of CGD systems, MDPE Electro-fusion jointing techniques, internal gas piping, burner conversion, gas appliance installation, leak detection methods, pressure testing, commissioning procedures, emergency response, and applicable safety standards to ensure safe, reliable, and efficient operation of the City Gas Distribution network.

Unskilled Manpower:

He should have ability to understand work requirement and to handle site related works, physical labour etc. He shall be able to read and write Hindi and converse in local language.

In addition to the specified scope of work, the Contractor shall execute any other related work assigned by IGL from time to time, using the deployed manpower, without adversely affecting the services under the Contract.

1. Operation & Maintenance of MDPE Pipeline Network

The Contractor shall undertake end-to-end O&M of MDPE pipelines ranging from 20 mm to 180 mm diameter, including but not limited to:

- Excavation of pits and trenches in all types of surfaces and soils.
- Laying, lowering, jointing, electrofusion welding, flushing, pressure testing, purging, commissioning, and backfilling of MDPE pipelines.
- Barricading, safety signage, night reflectors, and traffic management at work sites.
- Receiving, handling, loading, transportation, unloading, storage, stacking, and identification of MDPE pipes, fittings, valves, PE warning mats, and other free-issue materials from IGL Stores to control rooms, emergency sites, and work locations.
- Preparation of detailed route plans and conducting trial pits to identify underground utilities/services.
- Restoration of abandoned excavation and trial pits**,** as directed by the IGL In-charge.
- Pipeline laying through all approved methods including trenching, lowering, padding with suitable soil, placement of PE warning mats along the entire route, and restoration to original condition using excavated material.

2. Emergency Services

The Contractor shall provide 24×7 emergency response services**,** including:

- Attending gas pipeline damages, GI leakages, Fire, No gas supply, regulator failures, and related emergencies.
- Excavation, dewatering (if required), cutting, jointing, testing, purging, recommissioning, and backfilling of charged MDPE pipelines.

- Transportation and handling of materials from control rooms to emergency sites.
- Resetting/recommissioning of regulators and service regulators in affected areas.
- Coordination and communication with residents/users.
- Liaison with statutory authorities including Police, MCD, NDMC, Traffic Police, and other agencies.

3. GI / MLC / Copper Installations – Domestic & C&I

The Contractor shall execute modification, dismantling, repair, testing, painting, and commissioning of GI/MLC/Copper installations, including:

- Maintaining minimum inventory of materials and consumables at control rooms as per given attached Annexures.
- Installation, removal, re-installation of service pipes, meters, regulators, valves, fittings, and transition joints.
- Threading, drilling, cutting (brick/RCC/marble/granite/wood/glass), sealing, grouting, and restoration to original finish.
- Pneumatic testing of GI risers and internal piping as per SOPs
- Replacement of faulty meters, clamps, valves, fittings, anacondas, and rectification of leakages.
- Coordination with consumers for shutdown, recommissioning, feedback collection, and CRM/SAP closure.
- Painting of GI pipelines, fittings, I&C MRS, FRS and manhole covers using approved primer and synthetic enamel paint.

4. O&M of DRS / FRS / MRS & Instrumentation

The Contractor shall perform operation, maintenance, monitoring, and cleaning of:

- DRS, FRS, MRS, SR, wall-mounted MRS, valve chambers, gas flow meters, odorizing units, EVCs, flow computers, PSVs, SSVs, CRVs, filters, flanges, and accessories.
- Repair, replacement, relocation, dismantling, installation, and re-installation of equipment.
- Routine meter reading of FRS/MRS/C&I customers as per schedule.

5. Meter Reading & Regulator Management

- Regular meter reading of all industrial, commercial, and domestic consumers.
- Checking of meter functionality, calibration validity, consumption trends.
- Replacement of faulty/non-functional meters.
- Regulator pressure monitoring and resetting as and when required.

6. Customer Complaint Management

- Downloading complaints, service requests, and GIRMs from CRM/SAP.
- Planning, execution, and closure of complaints within defined TAT.
- Customer interaction, satisfaction confirmation, and feedback entry in SAP/CRM.

7. **Inventory Management**

- Timely supply, storage, and maintenance of minimum inventory at each control room as per Annexures.

8. Valve Chamber Works

- Civil construction, repair, waterproofing, cleaning, painting, dewatering, and restoration.

- Installation of PE valves including squeezing, cutting, electrofusion jointing, testing, and commissioning.
- Liaison with statutory authorities and settlement of third-party claims.

9. Route / Plate Marker Works

- Supply, installation, reinstallation, cleaning, painting, stencil marking, and restoration of route/pole/plate markers/ Stone markers.
- Civil works including excavation, pedestals, grouting, and liaison activities.

10. Transportation Services

- Transportation of materials between IGL stores and control rooms across Delhi & NCR.
- Obtaining necessary permits and traffic approvals.

11. Pipeline Surveillance

- Network surveillance using IGL-provided gas detectors.
- Walk-through surveys, leakage identification, rectification, and reporting.

12. Pipeline Pressure Testing

- Planning and execution of MDPE pressure testing as per IGL SOPs.
- Customer intimation, leakage rectification, and documentation.

13. Tools & Equipment

- Supply, calibration, upkeep, and replacement of all tools and equipment as per Annexures.
- The Vendor shall ensure timely calibration of the Fusion Machine and other instruments as per prescribed standards and operational requirements. A valid Calibration Certificate shall be submitted to the Control Room In-charge for record and verification. Any delay in carrying out calibration or failure to submit the calibration certificate shall attract a penalty of ₹1,000 per week until compliance is achieved.

14. Calibration of Instruments

- NABL-approved calibration of contractor-provided instruments.
- Record keeping and reinstallation.

15. Contractor shall provide additional manpower as and when required as per instruction of EIC. Any delay in providing additional manpower will attract penalty of Rs.500 per day.

16. Contractor shall provide 20 litres Drinking water bottles in PNG Control rooms monthly as per SOR with a water dispenser cum cooler. Brands to be supplied are Bislery, Aqua-Fina & Kinley only. Vendor has to ensure the supply of water within 4 hours of intimation any delay will attract penalty of ₹200 per day. Maximum limit per control in 150 water bottles.

17. The Contractor shall provide 02 (Two) brand-new motorbikes of minimum 110 CC, Self-start at each PNG Control Room of Hero/ Bajaj/ Honda brands, along with valid Registration Certificate (RC), Pollution Under Control (PUC) certificate, and comprehensive insurance coverage. The Contractor shall also ensure provision of sufficient fuel to enable a minimum running of 3,000 KMs per month per control room. In addition, the Contractor shall be solely responsible for the periodic servicing, preventive maintenance, repairs, replacement of consumables/spare parts and upkeep of the motorbikes in roadworthy condition throughout the contract period. A proper service and maintenance

record/logbook for each motorbike shall be maintained. In case of non-compliance with the above requirements, a penalty of Rs. 200 per day per vehicle shall be levied, in addition to the respective Schedule of Rates (SOR) items being treated as non-payable for the period of default.

18. Contractor shall provide 01 brand new Rickshaw and 02 bicycles in each PNG Control room including repair, puncture and maintenance. Maintenance and repair of the said Rickshaw shall be entirely within the scope of the Vendor. In case of breakdown the Vendor shall ensure repair and restoration within 8 hours of intimation. Any delay beyond 8 hours shall attract a penalty of ₹100 per day.

19. Contractor shall provide proper means of communications with two Mobile phones (with latest Android version and 6.7-inch+ AMOLED 120Hz+ displays, 50MP–200MP main cameras, 12GB+ RAM, and 6500mAh+ batteries with fast charging) to its staff (Technician & Skilled manpower) at each control room in each shift. Any Non-Compliance will attract penalty of Rs. 200 per day.

20. The Vendor shall provide tea/coffee to the deployed manpower twice daily. The entire cost towards the same shall be borne by the Vendor, and no additional financial implication shall be admissible. Any Non-Compliance will attract penalty of Rs. 200 per day.

21. The Vendor shall provide two (02) Kits of uniforms per annum to all manpower deployed in the Control Room, duly bearing the Vendor’s company logo. The uniforms and associated safety accessories shall be of good quality, durable and suitable for operational requirements and seasonal conditions.

    The uniform kit shall mandatorily include the following items:

    - Shirt & Trouser – Poly-cotton/cotton fabric of standard industrial quality.
    - Raincoat – Nylon/Polyester fabric suitable for monsoon conditions.
    - Winter Jacket – Quilted Nylon/Polyester material with adequate thermal insulation for winter season.
    - Safety Shoes – Industrial-grade safety shoes conforming to applicable safety standards. (Bata /Karam /Liberty)
    - Caps – Suitable for summer season use.
    - Multipurpose Protective Hand Gloves – Make: Karam/Ansell.
    - PVC ID Cards – To be worn/displayed by all deployed personnel during duty hours.

    All deployed manpower shall remain in proper uniform and display valid ID cards while on duty. The Vendor shall ensure timely replacement of worn-out, damaged or unserviceable uniform items and PPEs as required.

22. Hiring of DG set upto 25KVA including Fuel and transportation to IGL Sites/IGL Control rooms as per SOR. The Vendor shall provide a minimum 50 meters length of power cable suitable as per the rating and capacity of the DG set. The cable shall be joint-free throughout its entire length and must be equipped with proper end terminations/connectors to ensure safe and reliable operation.

    Any deviation from the above specifications shall be treated as non-compliance under the contract terms.

23. Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU, wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger, as per SOR

    * As Supply of DG and Transportation service for DCU are emergency in Nature so contractor has to ensure the supply of the same within 4 hours of intimation any delay will attract penalty of Rs.500 per hour.

Both services will be required on a 24-hour basis. In case the duration exceeds 24 hours, payment for the additional time shall be made on a pro-rata basis.

24. The Vendor shall provide necessary utensils and related items for every Control Room, including:

S. No.	Item Description	Quantity Required	Specification / Requirement	Remarks
1	Cup Set (12 Pcs.), Drinking water glasses (6 Pcs.)	01 Set	(Borosil, Larah Opala, or other reputed brand) as per the satisfaction of the Control Room In-charge	For serving tea/refreshments
2	Pan	01 No.	Standard pan	For preparation of tea/other beverages
3	Electric Stove or Gas Stove	01 No.	As per the requirement of the Control Room In-charge	Either electric or gas stove
4	Storage Containers	Minimum 06 Nos.	Plastic or Steel, minimum ½ kg capacity each	For storage of tea, sugar, and other consumables

25. Vendor to provide brand new 1 no. Microwave with Induction of 20 Ltr. capacity LG/ IFB/ Samsung and 1 no. Air purifier of Philips/ Eureka forbes/ Honeywell brand which shall cater to minimum area of 15” X 12”. Breakdown and maintenance will be in vendor scope and any breakdown above 4 hours will liable for penalty of Rs.200 per day.

26. For Rented Control rooms,

- Contractor has to arrange space for control rooms as per locations & specifications mentioned in the SOR with all the items mentioned in the specific annexure and SORs.
- Store shall be equipped with ceiling fans and/or wall-mounted fans, exhaust fans to cover the complete area. No separate payment shall be done for these items and shall be included in Monthly Rent + Electricity SOR.
- The Vendor shall ensure timely maintenance of Air Conditioners, Furniture etc. Any complaint or defect shall be attended to and rectified within 24 hours of intimation. Failure to complete the required maintenance/ repair activity within 24 hours shall attract a penalty of ₹200 per day for each pending activity/item.
- The Vendor shall ensure proper illumination throughout the entire rented Control Room premises at all times. In case any light fixture becomes defective, the Vendor shall rectify or replace the same within 24 hours of intimation. Any delay beyond 24 hours shall attract a penalty of ₹100 per day per defective light.
- Vendor shall ensure repair or replacement of fans (exhaust and wall mounted) within 24 hours of intimation, failing which a penalty of ₹200 per day per item shall be imposed.
- The Vendor shall ensure that the rented Control Room premises have proper partitions to facilitate smooth and organized operations.
- The premises shall also have adequate toilet and washing facilities in hygienic condition for deployed manpower.
- The Vendor shall ensure proper maintenance and upkeep of the rented Control Room premises, including but not limited to painting of the Control Room, repair of furniture, tiles, washroom fixtures, and other related infrastructure. Any repair work arising due to damage or deterioration shall be completed within 24 hours of intimation. Failure to do so shall attract a penalty of ₹200 per day for each pending repair item.
- The Vendor shall install a flex board of minimum size 12 ft × 10 ft at the rented Control Room premises, strictly in IGL-approved colour scheme. The flex board shall clearly display the Company Name, Control Room Name, and Emergency Contact Numbers of the Control Room. Non-compliance shall attract a penalty of ₹100 per day until compliance is achieved. Size may vary as per control room Incharge requirement.

All items shall be provided brand new and should be maintained in clean and serviceable condition at all times. Non-compliance will attract penalty of ₹200 per day.

- The Vendor shall ensure provision of proper curtains/blinds at all windows of the Control Room premises, as per the satisfaction of the Control Room In-charge. The Vendor shall also ensure timely cleaning/dry-cleaning and proper maintenance of the same to maintain hygiene and appearance standards. Any delay in provision or maintenance of curtains/blinds shall attract a penalty of ₹100 per day until compliance is achieved.
- The vendor shall ensure installation of full HD CCTV cameras in the control room covering store area, sitting area and outside of the control room with minimum backup recording of last 15 days. Non-compliance shall attract a penalty of Rs. 200 per day unit fulfilment.

27. Safety compliances:-

"The vendor shall ensure that all deputed manpower is adequately trained and has a thorough understanding of the IGL Work Permit System. Any non-compliance with the Work Permit System requirements shall attract a penalty of ₹2,000 per instance."

"**The vendor shall ensure that all deputed manpower undergoes the mandatory safety training conducted by IGL at the designated *training location...”***

28. In the event that the control room is required to be closed, the same shall be closed within one (1) month from the date of intimation

11.0 PENALTIES SUMMARY:-

S. No.	Activity / Requirement	Non-Compliance	Penalty
1	Calibration of Fusion Machine & other instruments	Delay in calibration or failure to submit calibration certificate	₹1,000 per week until compliance
2	Additional manpower	Delay in providing additional manpower as instructed by EIC	₹500 per day
3	Drinking water supply	Delay beyond 4 hours of intimation	₹200 per day
4	Motorbikes at PNG Control Room	Non-provision of bikes/RC/PUC/Insurance/Fuel requirement	₹200 per day per vehicle + respective SOR item treated as non-payable during default period
5	Rickshaw	Delay in repair/restoration beyond 8 hours	₹100 per day
6	Mobile phones	Non-compliance with specified mobile phone requirements	₹200 per day
7	Tea/Coffee	Failure to provide tea/coffee twice daily	₹200 per day
8	DG Set & DCU Transportation	Delay beyond 4 hours of intimation	₹500 per hour
9	Storage arrangements at rented Control Room with Zonal Storage	Non-provision of required furniture/items	₹500 per item per day until compliance
10	Maintenance of AC, furniture, etc.	Failure to complete maintenance within 24 hours	₹200 per day per pending activity/item
11	Illumination/Light fixtures	Delay in rectification/replacement beyond 24 hours	₹100 per day per defective light

S. No.	Activity / Requirement	Non-Compliance	Penalty
12	Fans (Ceiling/Wall/Exhaust)	Failure to repair/replace within 24 hours	₹100 per day per item
13	General repairs (painting, furniture, tiles, washrooms, etc.)	Failure to complete repairs within 24 hours	₹200 per day per pending repair item
14	Flex Board	Non-installation/non-compliance	₹100 per day until compliance
15	Utensils & pantry items	Non-provision or poor maintenance	₹200 per day
16	Curtains/Blinds	Delay in provision or maintenance	₹100 per day until compliance
17	CCTV Cameras	Non-installation/non-compliance	₹200 per day until fulfilment
18	Work Permit System compliance	Non-compliance with Work Permit System	₹2,000 per instance
19	Zonal Coordinator	Failure to deploy/ Non Availability	₹1,000 per day per zone
20	Microwave and Air purifier	Breakdown and Maintenance not done for more than 4 hours	₹200 per day

Note: The total penalty recoverable from any RA Bill shall not exceed 10% of the gross invoice value (including GST). Engineer Incharge can impose additional penalty in addition to the maximum penalty of 10% in case of non-compliance to tender terms and conditions.

ADDITIONAL SCOPE OF WORK/ OTHER TERMS & CONDITIONS

12.0 RA BILLS AND SALARY DISBURSEMENT:

The Contractor shall submit monthly invoices only after full compliance with all statutory obligations, including but not limited to Payment of wages, PF & ESI deposits and other statutory deductions.

The invoice along with documentary proof shall be submitted on or before the 25th day of the succeeding month. Payment shall be released only after verification of compliance.

In case of non-submission or partial submission of statutory compliance documents, 10% of the total invoice value shall be withheld**.**

The withheld amount shall be released only after submission of complete and satisfactory compliance documents.

Any violation in: Timely payment of wages (by 7th of the month) shall attract a penalty of ₹2,000 per day per Zone until 100% compliance is achieved.

Repeated failure to comply with the above timelines three (3) consecutive times during the contract period shall invite suitable action, including termination of the contract, and award of remaining services to other eligible bidders.

Salary of all employees shall be disbursed strictly through their respective bank accounts only. The Vendor shall submit documentary proof of such salary disbursement (e.g., bank transfer statement/UTR details certified from bank) along with the RA Bill for verification)

Note: Total penalty on RA-Bills can be up ***to 10% of the invoice value (Including GST).***

13.0 INSURANCE FOR TOOLS & MATERIALS

The Contractor shall obtain and maintain an insurance policy of minimum value ₹10 lakhs per control room, covering:

- IGL tools
- Materials handed over to the Contractor/manpower

In case of theft or loss, the Contractor shall be solely responsible for raising and settling the insurance claim.

Cost to be borne by the contractor. Any Delay in getting the insurance will attract penalty of Rs.1000 per week.

14.0 GROUP PERSONAL ACCIDENT INSURANCE

The Contractor shall provide **Group Personal Accident Insurance** for each deployed manpower with a minimum coverage of **₹5.0 lakhs per person**.

Premium will be reimbursed by IGL as per actuals. Any Delay in getting the insurance will attract penalty of Rs.500 per week.

15.0 GROUP MEDICAL INSURANCE

For manpower not covered under ESIC, the Contractor shall provide a Group Medical Insurance Policy of ₹5.00 lakhs**,** covering:

- Employee
- Spouse
- Two dependent children

Premium will be reimbursed by IGL as per actuals. Any Delay in getting the insurance will attract penalty of Rs.500 per week.

16.0 TOOLS AVAILABILITY & PENALTY

16.1 Tools as specified in table below shall be brand new tools and in exceptional cases with approval of EIC only workable tools will be acceptable for a limited period from the start of contract in order to procure new tools. Vendor has to maintain these tools in working condition. Below are the applicable penalties against tools and tackles against non-workability/ non-availability of tools:-

List of Emergency Tools and Tackles					
S.No.	**Category Equipment Details**	**Qty. (Nos.)**	**Product Brands**	**Penalty Per Month (Rs.)***	**Penalty per day in Rs.**
1	Electro Fusion Machine (Automatically readable)	1	Georg Fischer/Kimplas/Hurner	12000	400
2	Squeeze Tools (Hydraulic) 63mm to 180mm with Stopper	2	Georg Fischer/ Hey ram/ SV Gas	9000	300
3	Portable Generator (5.5 KVA)	1	Honda/Kirloskar	9000	300
4	Heavy Duty Submersible Dewatering pump (3 HP, 415V, 3-Phase)	1	Kirloskar/Crompton	3600	120
5	Uniform & Safety Shoes (2 sets per Year)	2 sets for each Manpower	Bata, Liberty, Karam	6000	200
6	Full Body Safety Harness with fall arrestor	1 set	Karam		

7	Pipe Cutter (Guillotine) upto 180mm	1	Georg Fischer/Berger/SV Gas solutions	3000	100
8	Calibrated Digital pressure gauge (0-4 bar) with accessories	2	Baumer/Emerson/Winters instruments/Dwyer/Digital Pressure Gauge		
9	Squeeze Tools (Manual) upto 63 mm with Stopper	4	Georg Fischer/ Hey ram/ SV Gas		
10	Printer with cartridges (capable of min. 2000 prints per month	1 set	HP/RICOH/Canon		
11	Flatbed Scanner	1	HP/RICOH/Canon		
12	RCC Breaker/Jack Hammer (Hilti) (up to 24kg)	1	Bosch/HILTI/Atlas Copco/Camron pro		
13	Set of combination spanners 5mm - 40mm	4	Taparia		
14	Foldable Ladder	1	Bathla Home/Allfold Industries Pvt. Ltd	1500	50
15	Calibrated Pressure Gauge (0-600 mbar)	3	Baumer/Emerson/H Guru		
16	Portable electric drill 240V, heavy duty	3	Bosch/Black & Decker		
17	Portable pipe vice & tripod	2	NA		
18	MLC Pipe Cutter	1	Reputed Make		
19	Press Tool for MLC Pipe	1	Reputed Make		
20	MLC Pipe Bender	1	Reputed Make		
21	Adjustable spanner 50 mm	3	Taparia		
22	Portable Valve Chamber Handle, Hooks with bag + Fixed Valve chamber handle	2 sets each	NA		
23	Pipe Cutter upto 63mm	2	Georg Fischer/Kimplas	1500	50
24	Calibrated Pressure Gauge (0-4 bar)	4	Baumer/Emerson/H Guru		
25	Set of combination spanner 3/16"-11/4" AF	4	Taparia		
26	Heavy duty tool boxes	2	Taparia		
27	Small hammer, Large Hammer (10kg) and Rubber Mallet hammer	2 each	Taparia		
28	Copper Pipe Bending Machine	5	NA		

29	GI pipe cutters ½”-1”	2	NA		
30	Goti (36mm, 38mm, 41mm, 45mm) with Goti Handle	1	Taparia		
31	Combination Spaner (32mm, 35mm, 36mm, 41mm, 45mm)	1	Taparia		
32	Foot Pump & Steel Bucket	2 each	NA		
33	Electric Wire (16 amp)	100 mtrs	Havels/Polycab/Finolex		
34	Wire Tracker	2	Bosch / UNI-T		
35	Multimeter	1	Fluke / Mastech/Brymen		
36	Pick axe (Gaiti) , Spade (favda), Crow Bar (Sabbal) , Khurpi, Iron tasla etc.	2 set each	NA		
37	Universal Scrapers	4	Georg Fischer/Kimplas	750	25
38	Fire Resistant Blanket (3mtr X 1 mtr)	2 set	Axus / Fireproof felt/Matace		
39	Electrical Shock Proof Gloves	4 set	Dahanu Rubber Gloves Mfg. Co/National Power Industries/Bombay Tools Centre Pvt. Ltd		
40	Tool Bag for plumbers	8	NA		
41	Measuring tape 30 m	2	Stanley / Freemans		
42	Set steel twist drills 1mm-10mm & Drill bits for 1” pipe	2	Bosch/Black & Decker		
43	First Aid Box	2	Thadhani Medic 1500 Series /Apollo		
44	Safety Cones with reflector lights	5	Nilkamal/LADWA	750	25
45	Flame Proof Flood Lights with Tripod stand	1	Patco Flameproof Products/Pacific Flameproof Industries/ VEDANT LIGHTS INDIA PRIVATE LIMITED/Pluto Flameproof Controls		
46	Rechargeable LED Torch (24-30 watts & 2500-3000 mah battery)	2	Phillips/Havels/Eveready		
47	Safety Helmet & Reflective Cross Belt	10 each	Karam		
48	Rachet Set (5 to 42mm) Heavy duty	1 Set	Taparia		
49	Pipe wrench 450 mm	2	Taparia		
50	Stocks and dies for NPT threading 1/2", 3/4” GI Pipe	2 set each	Metro/B.K. Jagan & Co/THS/ VTH		

51	Blowtorch + Butane gas (500mg)	5	NA		
52	Hackshaw Frame & Spare blades	5	Taparia		
53	Pipe wrench 350 mm	8	Taparia		
54	Flat-headed screw drivers Set (8 pieces set)	3	Taparia / Bosch		
55	Rubber Hose Cutter	8	NA		
56	Gum Boots	2 set	Karam		
57	Pipe wrench 250 mm	2	Taparia		
58	Adjustable spanner 300 mm	8	Taparia		
59	Adjustable spanner 400 mm	3	Taparia		
60	Combination plier	5	Taparia / Bosch		
61	Nose Plier	8	Taparia / Bosch		
62	Tota/Parrot Plier	8	Taparia / Bosch		
63	Hand drill Chuck (NG Drill bit handle)	20	Bosch/Black & Decker		
64	Set steel twist drills 0.5-2.0 mm (for appliance conversion)	5	NA		
65	Measuring tape 5 m	6	Stanley / Freemans		
66	Paper Punch & Stapler	2	Kangaro	750	25
67	Tapping Tools/Allen Keys Two set of all sizes (upto 12mm)	2	Taparia		
68	Caution Tapes (100 mtr)	1	NA		
69	Extension Board (16 amp & 32 amp)	2	NA		
70	T20 Screw Driver	6	Taparia		
71	Copper pipe Cutter 12mm	6	NA		
72	Soldering iron wire (500 mg)	3	MUST FOLLOW BS EN IS09453 CODE		
73	Wire brush + Emery Sandpaper packet	3	NA		
74	Set screw drivers	6	Taparia / Bosch		
***Penalty for non-compliance shall be imposed on a pro-rata basis for the period of non-compliance.**					

Contractor shall provide jhulla (Iadder) /handling arrangement, safety harness belts (PETZEL) with fall arrestor and 02 nos. Polyamide ropes, ascender, descender, helmets, or any other safety equipment not mentioned herein however required for safe operations for each C/R.

List of Consumable items						
S.No.	**Consumables**	**UOM**	**Supply of Items per month**	**Product Brands**	**Penalty per Month (In Rs.)**	**Penalty per day (in Rs.)**

1	MLC Pipe	Meter	6 Mtrs	Must follow BS EN 1057 code, Jindal	250	8.33
2	Copper Pipe	Mtr	6 Mtrs	Must follow BS EN 1057 code		
2	Associated MLC Fittings (Brass Connector, Coupler etc.)	Nos.	15 each	Must follow BS EN 1254 code		
3	Clamps for MLC Pipe	Nos.	20	Must follow IS9573 code		
4	Teflon Tape	Nos.	10 0	Whitegold /Mazda/ Vaishaligold	100	3.33
5	Rawal Plugs & SS Screw	Nos.	100	NA		
6.	Sealant Cord	Nos.	20	Loctite 55		
6	Nozzles/Jets of the burners	Nos.	200	NA		
7	Paint of reputed make like Asian, Berger, Nerolac	Ltr	5	Asian/Berger/ Nerolac	100	3.33
8	Graphite based grease	Nos.	1	NA		
9	Lubricating oil	Nos.	1	Mobil/Shell/Gulf/Castrol		
10	Hand cleaner	Ltr.	1	Dettol/Apollo pharmacy/Godrej/Himalaya		
11	WD-40 spray (Rust remover)	Nos.	2	Pidilite		
12	Acetone	Ltr.	1 Ltr.	NA		
13	Tissue Paper	Nos.	2 Packet	NA		
14	Paint Brush (1/2" - 2")	Nos.	1 set	NA		
15	Box Files	Nos.	4	NA	50	1.67
16	Register	Nos.	2	Neelgagan/Classmate		
17	A4 paper Rim	Nos.	6	JK Copier / Century		
18	Flat File	Nos.	4	NA		
19	Ball pen	Nos.	5	Reynolds/Flair/Luxur		
20	Highlighter	Nos.	2	Raynolds/Flair/Camlin/Doms		
21	permanent marker	Nos.	2	Raynolds/Flair/Camlin/Doms		
22	White board marker	Nos.	2	Raynolds/Flair/Camlin/Doms		
23	Pencil,E raser and cutter, Glustick	Nos.	4	Apsara/Natraj/Camlin/Doms		

24	Post-it sticker	Nos.	4	3M		
25	Colour flag	Nos.	4	3M		
26	A5 Size note pad	Nos.	4	Oddy/Neelgagan		
*** For Consumable items the penalty for non-compliance will be on pro-rata basis**						

16.2 Penalty shall be levied on a **pro-rata basis** for non-availability. Example:

The penalty against merged items shall be considered on a per-item basis. For example, under the list of Emergency Tools and Tackles (Items No. 56–74), the prescribed penalty is Rs. 750 per month. This penalty shall be applicable to each individual item within the merged list.

Accordingly, if the vendor fails to supply 2 Nos. of Gum Boots, the applicable penalty shall be Rs. 750 per month. If the vendor supplies 1 No. out of the required 2 Nos. of Gum Boots, the applicable penalty shall be Rs. 375 per month, i.e., proportionate to the quantity short supplied.

Further per day per tool penalty calculations will be as below:-

- Required tools: 2
- Total penalty: ₹500/day
- Non-availability of 1 tool → **₹250/day penalty**

16.3 If tools are found non-functional or damaged and not repaired/replaced promptly, penalty shall be levied accordingly.

17.0 ANTIVIRUS IN CONTROL ROOM PCS

- All PCs provided at control rooms shall have IGL-approved antivirus software**.**
- Antivirus shall be regularly updated as per IGL requirements.
- Non-compliance shall attract a penalty of ₹2,000 per instance per month**.**

18.0 INTERNET CONNECTIVITY

- Contractor shall ensure 24×7 high-speed internet connectivity with minimum speed of 300 Mbps at control rooms.
- Any breakdown or delay shall attract a penalty of ₹500 per day**.**

19.0 TABLETS FOR CONTROL ROOMS

- Tablets shall strictly conform to specifications mentioned in Annexures.
- SIM cards with suitable internet connectivity/data plans for the tablets shall be provided by the Contractor. The cost of SIM cards, data plans, and associated connectivity charges shall be borne by the Contractor throughout the contract period.
- Vendor has to provide tablets within 7 days of intimation, any delay will attract penalty of Rs. 2500 per week. If there is delay in rectification issues related to tablet for more than 24 hours then penalty of Rs.500 per day will be imposed per tablet. Tablets should be as per specification if the said tablets were not as per specification then penalty of Rs. 2500 per week will be imposed.
- Tablets must be insured against damage and theft, cost borne by Contractor.
- In case of damage, malfunction, or theft, replacement with identical specifications within 24 hours is mandatory at no extra cost.

Tablet (Android) – Specifications

1. Supported Android Version:
   - Android 14/15 recommended for long-term lifecycle
2. RAM / Storage:
   - 8 GB RAM
   - 128 GB storage
3. Camera:

- ≥8 MP rear camera, autofocus
- ≥8 MP front camera
- Should support barcode scanning

4. Processor:
   - Snapdragon 700/800 series
   - OR MediaTek Dimensity 800+ or above
5. Battery Capacity:
   - 7,000–10,000 mAh depending on field-duty cycles
   - External 10,000–20,000 mAh power bank recommended for full-day field usage
6. Screen Size / Resolution:
   - 10–12 inches
   - FHD or higher (1920×1200) for map-heavy user journeys
7. Durability / Protection:
   - Rugged tablets preferred
   - Or IP67/IP68-rated protective cases with military-grade drop protection
8. Connectivity Requirements:
   - 4G/5G-enabled variants
   - Dual-band Wi-Fi
   - Bluetooth 5.0+
   - Optional NFC
9. GPS Accuracy:
   - High-accuracy dual-band GNSS for precise field routing
10. Recommended Latest Tablet Make:
    - Samsung/ Oneplus

20.0 POWER BACKUP – RENTED CONTROL ROOMS

- Contractor shall provide inverter-based power backup sufficient to run the control room for minimum 24 hours.
- Non-compliance shall attract a penalty of ₹1,000 per instance per month.

21.0 UPS FOR INTERNET CONNECTIVITY

- Separate UPS shall be provided for IGL internet connectivity.
- Non-compliance shall attract ₹1,000 penalty per instance per month.

22.0 UNIFORMS & SAFETY GEAR

- Contractor shall provide annually per manpower:
  - 2 sets of cotton uniforms
  - 1 winter jacket
  - 2 pairs of safety shoes (Bata / Liberty / Karam make)
- Penalty of ₹1,000 per instance for non-compliance.
- SOR reimbursement shall not be processed if uniforms/safety gear are not provided.
- Payment towards Uniform Allowance shall be reimbursed only upon submission of documentary proof of procurement & disbursement, duly supported by acknowledgement signatures of the concerned manpower confirming receipt of the uniform.

23.0 TRANSPORTATION SERVICES (MONTHLY)

- One transportation service per control room per month for shifting materials from Stores to Control Rooms shall be provided without additional cost.

- Non-compliance shall attract ₹2,000 penalties per instance**.**

24.0 MOTORCYCLE USAGE

- Each motorcycle shall run minimum 3,000 km per month.
- Fuel shall be provided accordingly by the Contractor.

25.0 WEEKLY OFF & DUTY HOURS

- Adequate relievers shall be provided to ensure weekly off.
- Working hours of the manpower should be as per Labour laws.
- Penalty: ₹100 per instance for each violation.

26.0 ESI & PF COMPLIANCE

- PF & ESI shall be deposited strictly as per reimbursed wages.
- Any shortfall shall result in withholding double the shortfall amount**,** released only after compliance.

27.0 SALARY PAYMENT COMPLIANCE

- Salary shall be paid strictly as per approved wage structure.
- Any shortfall shall result in withholding double the shortfall amount, which shall be released only after submission of proof of full and correct payment to the manpower.

28.0 WAGE REVISION ARREARS

- Arrears due to wage revision shall be paid within 45 days of PO amendment.
- Delay shall result in withholding double the arrears amount which shall be released only upon submission of documentary proof of full and correct payment to the manpower.

Compliance with New Labour Codes

The Vendor shall be solely responsible for ensuring compliance with all applicable labour laws, including the provisions of the new Labour Codes and the rules framed thereunder, as and when they are brought into force by the appropriate Government. The Vendor shall implement all changes required under such laws, including but not limited to wages, social security, working hours, occupational safety, employee benefits, statutory registrations, and filings, at its own cost and risk.

29.0 POLICE VERIFICATION & MEDICAL FITNESS OF MANPOWER

- Police Verification and Medical Fitness Certificate of newly deployed manpower shall be submitted within 60 days from the commencement of the Work Order. Any delay beyond the stipulated period shall attract a penalty of ₹100/- per person per week, until compliance is achieved.
- Police Verification and Medical Fitness Certificate of new joinees during the tender period shall be ensured within 30 days from the date of joining. Any delay beyond the stipulated period shall attract a penalty of ₹100/- per person per week, until compliance is achieved.
- The vendor shall ensure that all personnel required to work at height are provided with a valid medical fitness certificate issued by a qualified doctor.

30.0 FRAUDULENT / UNETHICAL PRACTICES

- Any proven fraudulent or unethical practice by deployed manpower shall attract a penalty of ₹25,000 per instance.
- Penalty shall be imposed at discretion of Engineer-in-Charge (EIC)**.**

31.0 BANK ACCOUNT OPENING DELAY

- Delay beyond 1 month of joining shall attract ₹1,000 per person per month penalty.
- Repetition for 3 consecutive months shall attract 20% wage penalty**.**

32.0 UNIFORM & ID CARD COMPLIANCE

- Any manpower found without uniform or ID card shall attract ₹200 per day per person penalty.

33.0 DELAY IN MANPOWER MOBILIZATION

- Delay beyond prescribed period shall attract ₹5,000 per day per control room (pro-rata).
- Delay beyond 15 days may lead to contract termination**.**

34.0 STATUTORY PROVISIONS & CPBG PENALTIES

Penalties applicable for delays:

- WC cover: ₹5,000/week after 21 days
- Insurance policies: ₹5,000/week after 21 days
- CPBG submission/extension: ₹5,000/week
- Labour license delay beyond 30 days: ₹5,000/week

35.0 LAISIONING AND HANDLING OF LEGAL DISPUTES

The Contractor shall be solely responsible for handling and resolving all police, legal, statutory, regulatory or judicial matters arising out of or in connection with the acts, omissions, misconduct, negligence or employment of its personnel deployed under the Contract. The Contractor shall bear all costs, expenses, penalties, fines, legal fees and liabilities in connection with such matters. The Contractor shall defend, indemnify and keep indemnified IGL, its Directors, Officers and Employees from and against any claims, actions, proceedings, losses, damages, compensation, penalties, costs and expenses arising out of or relating to such matters. IGL shall have no liability whatsoever in respect of such matters and shall not reimburse the Contractor for any related expenditure.

38.0 After commencement of the work, the Vendor shall submit complete manpower details, including UAN Number, Salary Bank Account Number, and ESIC Number, within 60 days from the date of commencement. Any delay beyond 60 days shall attract a penalty of ₹500 per week. In case of new joinees, the Vendor shall submit the requisite details within 30 days from the date of joining, failing which a penalty of ₹500 per week shall be applicable.

List of PNG Control Rooms in NCT of Delhi, NCR including Gurugram (Existing + Proposed):

All proposed/existing/ Mega/ Main/ Satellite/ Mini control rooms of IGL are divided in eleven Zones/ segments for providing services as follows- (Control room wise details are attached as annexure)

S no.	Zone	CONTROL ROOM	Current Category	Proposed Category at the start of tender
1	East	VIVEK VIHAR	Main	Main
2		DILSHAD GARDEN	Main	Main
3		PATPARGANJ	Main	Main
4		MAYUR VIHAR	Main	Main
5		GEETA COLONY	Main	Main
6		Yamuna vihar	Main	Main
7		Krishna nagar	Mini	Main
8	Noida	NOIDA SEC-53	Main	Main
9		NOIDA SEC-15	Main	Main

10		NOIDA SEC-82	Main	Main
11		NOIDA SEC-122	Main	Mega
12		Noida 135	Satellite	Main
13		**noida sec -75**	**New control room after 1st year**	**Satellite**
14	Gr Noida	KP-5	Main	Mega
15		KASNA	Main	Main
16		Beta 2	Satellite	Satellite
17		Gaur city	Satellite	satellite
18		Jewar	New control room at the start of tender in place of NTPC	Mini
19	GZB-1	VAISHALI	Main	Mega
20		RAJENDER NAGAR	Main	Main
21		Loni	Satellite	Satellite
22		INDIRAPURAM	Main	Main
23		SURYANAGAR	Satellite	Mini
24	GZb-2	CROSSING REPUBLIC	Main	Main
25		ASHOK NAGAR	Main	Satellite
26		GOVINDPURAM	Main	Main
27		LOHIA NAGAR	Main	Main
28		MURAD NAGAR	Mini	Mini
29		MODI NAGAR	Satellite	Mini
30		HAPUR	Main	Main
31	North	BAWANA	Main	Satellite
32		Burari	Satellite	Main
33		Kanjhawala	Mini	Mini
34		PITAMPURA	Main	Main
35		ROHINI SEC 10	Main	Main
36		ROHINI SEC 19	Main	Main
37		ROHINI SEC 22	Main	Main
38		**Narela**	**New control room after 1st year**	**Satellite**
39	West	Dwarka Sector 09	Main	Mega
40		DWARKA SEC-23	Main	Main
41		Janakpuri D Block	Main	Main
42		Loknayak Puram	Mini	Satellite
43		Dwarka More	Main	Main
44		Uttam Nagar	Main	Main
45		Janakpuri Distt. Centre	Main	Main
46		**Najafgarh**	**New control room after 1st year**	**Satellite**
47	South	KALKA JI	Main	Main
48		NELSON MANDELA	Main	Main
49		CHATTARPUR	Main	Mega

50		PUSHP VIHAR	Main	Mega
51		R. K. Puram Sector 03	Main	Main
52		**Badarpur**	**New control room after 1st year**	**Satellite**
53	Central 1	KAKA NAGAR	Main	Satellite
54		UDYAN MARG	Main	Mini
55		CGO	Main	Main
56		OKHLA MORE	Main	Main
57		SAN MARTIN	Main	Satellite
58	Central 2	PUNJABI BAGH	Main	Main
59		Delhi Cantt.	Mini	Satellite
60		Paschim Vihar	Main	Main
61		DERAWAL NAGAR	Main	Main
62		Anand Parvat	Main	Main
63	Gurugram	Gurugram	Main	Main
64		Manesar	Main	Main

In addition to the above, If there are any requirements for new PNG O&M Control Rooms in NCT of Delhi/ UP (Noida, Greater Noida, Ghaziabad, Hapur) and Gurugram in near future and the similar services shall be provided by the contractor on same terms and conditions for these control rooms also.

IGL reserves the right to shift/change or relocate control rooms, change of control room category and also number of control rooms can be increased or decreased depending on the requirement. Also, the location of control rooms is to be solely decided by IGL (whether to be opened at IGL premises or contractor’s premises)

Opening of New control rooms (physical CR) under Contractor scope:

If a new control room is opened by Contractor, following list of items (minimum requirement) should be available all time in the control room. Payment for the establishing control room will be done as per applicable SOR.

Contractor has to arrange space for control rooms and storage areas as per locations and specifications mentioned in the SOR, equipped with all items specified in the relevant annexure and SORs. The location of the rented space must be situated on a road with a width of 12 meters or above to ensure smooth and simultaneous movement of at least three 4-wheeler vehicles. Additionally, the location must provide dedicated space for loading and unloading materials, allow easy passage for heavy vehicles, and include a parking facility for a minimum of two (2) 4-wheelers and five (5) 2-wheelers within the rented space at no extra cost payable by IGL.

STANDARD INFRASTRUCTURE FOR RENTED CONTROL ROOMS						
Opening of New C/R Under Contractor's Scope						
One Time Set-up	**Units**	**Product Brands**	**Required Qty. MEGA C/R**	**Required Qty. MAIN C/R**	**Required Qty. Satellite C/R**	**Required Qty. Mini C/R**
Control room area (Approx.)	sq. feet	NA	600-800 (Carpet Area)			

Control room with storage area (Approx.)	sq. feet	NA	3000-3500 (Carpet Area)			
Sitting arrangement for Staff (Like Desk/table/cubicle etc.)	Nos.	Durian furnitures/Godrej Interio/Featherlite	For 04 Persons	For 04 Persons	For 03 Persons	For 03 Persons
Executive Table	Nos.	Durian furnitures/Godrej Interio/Featherlite	2	2	2	2
Godrej Almirah	Nos.	Godrej	5	5	5	5
Office Chair	Nos.	Durian furnitures/Godrej Interio/Featherlite	5	5	4	3
Executive Chair	Nos.	Durian furnitures/Godrej Interio/Featherlite	1	1	1	1
Cabinet/Rack for document Storage Minimum size: 8 ft × 4 ft	Nos.	Durian furnitures/Godrej Interio/Featherlite	5	5	5	5
Small drawer/rack	Nos.	Durian furnitures/Godrej Interio/Featherlite	2	2	1	1
Air Conditioner 1.5 ton	Nos.	Daikin/Hitachi/Bluestar/ Mitsubishi	2	2	2	1
Other furnishing/interior work	Nos.	Durian furnitures/Godrej Interio/Featherlite	1	1	1	1
New Desktop (Minimum Req.- Windows-11, i5, 16 GB RAM, 500 GB SSD Storage, 3 GHz) with Paid antivirus License	Nos.	DELL/HP/Lenovo	3	3	2	2
New Laptop (Minimum Req.- Windows-11, i5, 16 GB RAM, 500 GB SSD Storage, 3 GHz) with Paid antivirus License	Nos.	DELL/HP/Samsung	1	1	1	1
UPS (Min. 800 VA)	Nos.	Microtek/Luminous	4	4	3	2
(Printer & scanner) or Printer cum Scanner	Nos.	HP/RICOH/Canon/EPSON	1	1	1	1
Telephone-1	Nos.	Beetel/Panasonic	1	1	1	1
Internet Connectivity	Nos.	Airtel/Reliance Jio/ACT fiber	1	1	1	1
One Time Brokerage	Nos.	NA	1	1	1	1
One Time Security	Nos.	NA	1	1	1	1
Ceiling fan/ Wall Mounted fan	Nos.	Reputed Brand	3	3	3	3
Exhaust Fan	Nos.	Reputed Brand	2	2	2	2
Misc.	Nos.	**NA**	1	1	1	1

Running Expenditure/Month	Units		Required Qty. MEGA C/R	Required Qty. MAIN C/R	Required Qty. Satellite C/R	Required Qty. Mini C/R
Stationary	Nos.		1	1	1	1
Printer Cartridges	Nos.		2	2	2	2
Maintenance Charges	Nos.		1	1	1	1
Water connection bill	Nos.		1	1	1	1
Telephone Expenditure	Nos.		1	1	1	1
Misc.	Nos.		1	1	1	1

Vendor has to provide all mentioned material and any Non-compliance shall attract a penalty of ₹500 per item per day until compliance is achieved.

Note : All Items should be brand New and only from the Brands/ make mentioned above

Technical Specifications of Squeezers:-

PARTICULAR TECHNICAL SPECIFICATION			
Sr. No.	**Points**	**PTS for 20-63mm (Manual Squeezer)**	**PTS for 63-180mm (Hydraulic Squeezer)**
1	**Min Pipe Diameter (outside)**	20mm	63mm
2	**Max Pipe Diameter (outside)**	63mm	180mm
3	**Weight**	Max. 5kg	Max. 40kg
4	**SDR**	SDR11 only	SDR11 only
5	**USE**	The mechanical device shall be designed such that it can be used quickly to easily stop the flow for repair and extension works. The compact unit must be fitted with squeeze off 'stops' to ensure the pipe is being squeezed to optimum compression of pipe wall to prevent pipe damage.	The mechanical device consisting of Hydraulic system shall be designed such that it can be used quickly to easily stop the flow for repair and extension works. The compact unit must be fitted with squeeze off 'stops' to ensure the pipe is being squeezed to optimum compression of pipe wall to prevent pipe damage. It includes various components includes like Hydraulic Jack, return springs, pressure release valve, Jack Handle etc. It must also have safety features such as "Lock-off" bars to prevent sudden release of Hydraulic Jack.
6	**Materials**	Mild Steel EN3A/ Chrome Plated Tube/ Mild Steel EN3B (070M20) / EN8 (080M40)	Mild Steel EN3A/ Chrome Plated Tube/ Mild Steel EN3B (070M20) / EN8 (080M40)

7	**Finish**	Zinc Plated (Steel)/Powder Coated Finish Silver (Paint)	Zinc Plated (Steel) /Powder Coated Finish Silver (Paint)
8	**Dimensions (HxWxD)**	Max. 300mm x 300mm x 60mm	Max. 1100mm x 400mm x 240mm
9	**Hydraulic Test Certificate**	NA	Required

SECTION VI

SCHEDULE OF RATES

Note: Following is the format of the SOR for reference only. On the e-tendering portal, the bidders are supposed to download the excel format and quote in the predefined sheet and then upload that same excel file (as downloaded and filled) on the e-tendering portal, without any change in the format/formula.

Priced SOR are attached as below:

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.: **IGL/ET2/CP/CP18971**

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

(On letterhead of Statutory Auditor / CE)

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(months) 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:

1. The financial year would be the same as one normally followed by the bidder for its Annual Report.
2. 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.
3. For the purpose of this Tender document
   (i) Annual Turnover shall be “Sale value/ Operating Income”
   (ii) Working capital shall be “Current Assets less Current Liabilities” and
   (iii) Net Worth shall be “Paid up share capital and Free reserves & Surplus”

(SIGNATURE OF BIDDER WITH SEAL)

FORM 6
DECLARATION

(On Bidder's letter head)

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

We confirm that we have not initiated any court proceedings, arbitration proceedings or started any other litigation process with IGL and pending for settlement.

We also confirm that neither we nor any of our directors or proprietors involved in any capacity, or any of ours subsidiary, affiliate, sister concern or any other agency over which we have substantial control are currently serving any banning / holiday orders issued by IGL / GAIL / BPCL due to any reason.

SEAL AND SIGNATURE OF BIDDER

FORM 7
DECLARATION OF TENDER DOCUMENT PURCAHSED / DOWNLOADED

(On Bidder's letter head)

No. Date:

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

Sub: Bid Document for ____

Sir,

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

Yours faithfully,

Seal and Signature
Name & Designation
For and on behalf of

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

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

To, Date:

Subject: Certificate regarding ………………………………….

Dear Sir,

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

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

1.
2.
3.

Thanking You,

Place: (Signature)
Date: Name of Authorized Signatory

Membership No.
Encl.: As above

FORM 9
PRO FORMA FOR LETTER OF AUTHORITY

(On Bidder's letter head)

No. Date:

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

Sub: Bidding Document for ____

Sir,

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

1. Name & Designation _________________ Signature _____________

2. Name & Designation _________________ Signature _____________

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

Yours faithfully,

Seal and Signature
Name & Designation
For and on behalf of

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

SEAL AND SIGNATURE OF BIDDER

FORM 10
DETAILS OF LITIGATION

(On Bidder's letter head)

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

SEAL AND SIGNATURE OF BIDDER

TECHNO-COMMERCIAL INFORMATION

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

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

Complete Bidder Organization Name		
Sr. no.	**Requirement**	**Bidder's Response**
General Information		
1	Bid Reference no.	
2	Complete Bidder Organization Name	
3	Date of Registration	
4	Company Address(es) in India	
5	No. of years in business	
6	Type of Firm (Proprietary / Partnership / Private Ltd. / Public Ltd.)	
7	Details of Directors / Proprietors / Partners	
8	Phone no. of contact person	
9	Email ID of contact person	
10	GST registration number	
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 has submitted the EMD / Bid Security declaration as per tender format.	
3	Bidder accepts to quote the prices as per SOR enclosed with this tender document	
4	Prices quoted by the bidder shall remain firm, fixed and valid for entire contractual period	
5	Prices quoted by the bidder shall be inclusive of all taxes, duties, levies, fees, insurance, etc.	
6	Bidder understands and accepts the complete scope of work as defined in the tender document	
7	Bidder accepts the contractual validity period as per tender	
8	Bidder accepts the terms of payment as per tender	
9	Bidder accepts to submit the Performance Bank Guarantee(s) as per tender provisions	
10	Bidder accepts the Price Reduction Schedule and other penalties as mentioned in the tender document	
11	Bidder accepts the General / Special / Technical Terms & Conditions of the tender	
12	Bidder accepts all statutory compliances against tender	
13	Bidder has read and accepts the tender document in toto	
14	Any deviation from the tender document sought by the bidder is listed separately in Form-2 only	
15	All the bidders must ensure adequacy and sufficiency of their document while submitting bid in all respects. Bid shall include all documents confirming to the tender terms and conditions, BEC and the tender specifications in toto failing which their bids are liable to be rejected.	

NOTE: Bidder have to upload the unpriced SOR provided on the e-tender portal marked “Quoted/ Unquoted” for each item.

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. 7.1 NOTE: (a) under Section-I (IFB) of Tender, copy of relevant certificate, copy of work order, completion certificate.
Financial BEC		
2	As per clause no. 7.2 under Section-I (IFB) of Tender	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. Bank Letter for Line of Credit as per Annexure-2 of tender in case of inadequate working capital.

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	Form-5, certificate for financial capability of the bidder
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 Financial BEC	As per the table provided above and/or any other document as per relevant BEC clause, i.e. audited financials for last 3 years, etc.
13.	Documents against Technical BEC	As per the table provided above and/or any other document as per relevant BEC clause

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)

Tender No:
Subject:

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

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

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

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

Place:
Date:

Signature of Authorized Signatory
Name:
Seal of Bidder:

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

(To be provided on Bank's letter head)

Date:

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

Dear Sir,

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

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

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

Yours truly

For …………………………… (Name & address of Bank)

(Authorized signatory)

Name of the signatory:

Designation:

Stamp

ANNEXURE - III
BID BOND PROFORMA / PROFORMA FOR EMD

Bank Guarantee No.:
Date:

To
M/S INDRAPRASTHA GAS LIMITED,
NEW DELHI

TENDER NO. ___________________ FOR ____

WHEREAS ___________________________________ (HEREINAFTER CALLED 'The Bidder' has submitted his Bid dated ________________ for supply of ________________________ (Herein after called 'The Bid') KNOW ALL MEN by these presents that WE ________________________________ (hereinafter called 'The Bank') are bound unto INDRAPRASTHA GAS LIMITED, IGL Bhawan, 4, Community Centre, Sector – IX, R. K. Puram, New Delhi 110 022 (herein after called 'IGL') in the sum of _____________________________________ for which payment well and truly made to IGL, the BANK binds itself its successor and assigns by these presents. Sealed with the Common Seal of the said BANK this ___________ day of _________ 2023.

THE CONDITIONS of this obligation are:

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

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

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

(Signature of the BANK)

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

Bank Guarantee No………………………
Date…………………………………………

CONTRACT PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref:

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

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

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

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

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

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

Bank Guarantee No………………………
Date…………………………………………

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

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

Dated this the ________ day of_________2023______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/CP18971_Segment-1 (West Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	1096	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1096	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	290	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	290	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	1222	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1222	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	2255	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	2255	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	4863	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 =(23 CR*12 months)		276	Monthly Per Control Room					Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(276 CR*12 months*120 bottles per month)		22080	Per Bottle					Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(23 CR*12 months*2 bikes /CR/month)		552	Nos.					Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(23 CR*12 months* 4 tablets/CR)	1104	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Loknayakpuram PNG Control Room (to be opened on Main Nangloi-Najafgarh Road, Near Najafgarh Sabji Mandi or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Uttam Nagar PNG Control Room (to be opened in Mohan Garden or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for janakpuri Districk Centre PNG Control Room (to be opened in Janakpuri or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
11	Monthly Rent + Electricity for Dwarka More PNG Control Room with West zone storage area (to be opened in area near Dwarka more or adjacent Areas)= (Monthly bill*36 months)	16800	Sq. Feet				Not Quoted	Not Quoted
12	Monthly Rent + Electricity for Najafgarh PNG Control Room (to be opened in area near Mitron Village to Jafarpur Kalan or adjacent Areas) =(Monthly bill*24 months)	108000	Sq. Feet				Not Quoted	Not Quoted
13	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 = (4 CR*36 months+1*24 months)	168	Monthly per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.

Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.

a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.

b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".

2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.

3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.

4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971_Segment 2 (North Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

					Name of Bidder					
					Bid Currency	INR				
Item No.	**Type of Manpower / Item Description**	**Component**	**Qty.**	**UoM**	**Unit Rate excl. taxes (INR) as per salary structure**	**HSN/SAC Code**	**Profit Margin per service over and above the Unit Rate Specified in Column F**	**GST Rate**	**Unit rate incl. Profit Margin and GST**	**Total amount incl. Profit Margin and GST**
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	1046	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1046	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	290	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	290	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	1184	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1184	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	2142	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	2142	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	4662	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 =(23 CR*12 months)		276	Monthly Per Control Room					Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(276 CR*12 months*80 bottles per month)		22080	Per Bottle					Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(23 CR*12 months*2 bikes /CR/month)		552	Nos.					Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(23 CR*12 months* 4 tablets/CR)	1104	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Burari PNG Control Room (to be opened in Kaushik Nagar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity Kanjhawala PNG Control Room with Zonal storage Area (to be opened in Kanjhawala or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Narela PNG Control Room (to be opened in Narela Area, near GTK Road or adjacent Areas) =(Monthly bill*24 months)	16800	Sq. Feet				Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 = (2 CR*36 months+1*24 months)	96	Monthly per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.

Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.

a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.

b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".

2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.

3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.

4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971_Segment-3 (East Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	1058	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1058	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	265	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	265	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	1084	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1084	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	2142	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	2142	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	4549	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				

Item No.	PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE	Qty.	UoM	HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (21 CR*12 months)	252	Monthly Per Control Room				Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(21 CR*12 months*120 bottles per month)	20160	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(21 CR*12 months*2 bikes/month)	504	Nos.				Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(21 CR*12 months*4 tablets per month)	1008	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Geeta Colony PNG Control Room (with East zone storage area to be opened in Geeta Colony Block-08 or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Yamuna Vihar PNG Control Room (to be opened in Yamuna Vihar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Krishna Nagar PNG Control Room (to be opened in Lakshmi Nagar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. feet				Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 =(3 CR*36 months)	108	Monthly Per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.

Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.

a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.

b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".

2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.

3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.

4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, Segment - 4 (Ghaziabad-2)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES FOR (GHAZIABAD)							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	731	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	731	Man-Month	15,172.93		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	227	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	227	Man-Month	12,178.70		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	844	Man-Month	22,972.88				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	844	Man-Month	11,526.69		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1525	Man-Month	20,897.31				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1525	Man-Month	10,904.99		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	3327	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
MANPOWER BASED SERVICES FOR (HAPUR)							INR	%	INR	INR
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	151	Man-Month	23,199.16				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	151	Man-Month	8,056.82		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	38	Man-Month	23,199.16				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	38	Man-Month	4,290.44		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	151	Man-Month	20,744.33				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	151	Man-Month	2,339.37		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	302	Man-Month	18,865.51				Not Quoted	Not Quoted

iv	PROVIDING SERVICES FOR HELPER	Fixed/Reimbursement & other component	302	Man-Month	1,180.97		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	642	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (21 CR*12 months)		252	Monthly Per Control Room					Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(21 CR*12 months*120 bottles per month)		20160	Per Bottle					Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(21 CR*12 months*2 bikes/month)		504	Nos.					Not Quoted	Not Quoted
4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site		2	Nos.					Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger		2	upto 20 kms (Nos.)					Not Quoted	Not Quoted
6			30	Per Km(for more than 20 kms)					Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(21 CR*12 months*4 tablets per month)		1008	Nos.					Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Modinagar PNG Control Room (to be opened in Modinagar or adjacent Areas) =(Monthly bill*36 months)		25200	Sq. feet					Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Hapur PNG Control Room (to be opened in Hapur or adjacent Areas) =(Monthly bill*36 months)		25200	Sq. feet					Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Ashok Nagar PNG Control Room with Gaziabad-2 zone storage area (to be opened in Ashok Nagar or adjacent Areas)= (Monthly bill*36 months)		108000	Sq. feet					Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-04 =(3 CR*36 months)		108	Monthly Per Control Room					Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)						**Enter Bidder Name**				
GRAND TOTAL (PART A+B) INCL. GST (Rs.)						**Enter Bidder Name**				

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, Segment - 5 (Noida)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	832	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	832	Man-Month	15,172.93		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	214	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	214	Man-Month	12,178.70		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	920	Man-Month	22,972.88				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	920	Man-Month	11,526.69		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1726	Man-Month	20,897.31				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1726	Man-Month	10,904.99		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	3692	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				

PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE		Qty.	UoM	HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 =(17 CR*12 months)	204	Monthly Per Control Room				Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(17 CR*12 months*120 bottles per month)	16320	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(17 CR*12 months*2 bikes/month)	408	Nos.				Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(17 CR*12 months*4 tablets per month)	816	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Noida sec-15 PNG Control Room (to be opened in noida sec-02 or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Noida sec-135 PNG Control Room with Noida zone storage area (to be opened in noida sec-142 or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Noida Sec-75 PNG Control Room (to be opened in Noida Sec-75 or adjacent Areas) =(Monthly bill*24 months)	16800	Sq. feet				Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 =(2*36 months+1*24 months)	96	Monthly Per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, Segment - 6 (South Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

					Name of Bidder					
					Bid Currency	INR				
Item No.	**Type of Manpower / Item Description**	**Component**	**Qty.**	**UoM**	**Unit Rate excl. taxes (INR) as per salary structure**	**HSN/SAC Code**	**Profit Margin per service over and above the Unit Rate Specified in Column F**	**GST Rate**	**Unit rate incl. Profit Margin and GST**	**Total amount incl. Profit Margin and GST**
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	832	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	832	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	214	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	214	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	932	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	932	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1739	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1739	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	3717	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				

PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE		**Qty.**	**UoM**	HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 =(23 CR*12 months)	204	Monthly Per Control Room				Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(204 CR*12 months*120 bottles per month)	16320	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(17 CR*12 months*2 bikes /CR/month)	408	Nos.				Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(17 CR*12 months* 4 tablets/CR)	816	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Chattarpur PNG Control Room (with South zone storage area to be opened in Chattarpur Pahadi Area or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for R K Puram PNG Control Room (to be opened in Gautam Nagar or adjacent Areas)	25200	Sq. Feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Badarpur PNG Control Room (to be opened in badarpur or adjacent Areas) =(Monthly bill*24 months)	16800	Sq. Feet				Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 =(2*36 months+1*24 months)	96	Monthly Per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.

Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.

a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.

b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".

2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.

3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.

4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, (Segment -7, Central-2 Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

					Name of Bidder					
					Bid Currency	INR				
Item No.	**Type of Manpower / Item Description**	**Component**	**Qty.**	**UoM**	**Unit Rate excl. taxes (INR) as per salary structure**	**HSN/SAC Code**	**Profit Margin per service over and above the Unit Rate Specified in Column F**	**GST Rate**	**Unit rate incl. Profit Margin and GST**	**Total amount incl. Profit Margin and GST**
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	718	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	718	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	189	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	189	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	781	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	781	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1462	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1462	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	3150	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)										**Enter Bidder Name**
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (15 CR*12 months)		180	Monthly Per Control Room					Not Quoted	Not Quoted

2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) (15 CR*12 months*120 bottles per month)	14400	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room (15 CR*12 months*2 bikes/month)	360	Nos.				Not Quoted	Not Quoted
4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) (15 CR*12 months*4 tablets per month)	720	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Delhi Cantt. PNG Control Room with Cental-2 zone storage area (to be opened in D1 Block Janakpuri or adjacent Areas = (Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Derawal PNG Control Room with central-1 zone storage area (to be opened in Derawal Nagar Area or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
10	Providing & Maintaining infrastructure to rented Control Room as per Annexure-4 =(2*36 months)	72	Monthly Per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)				**Enter Bidder Name**				
GRAND TOTAL (PART A+B) INCL. GST (Rs.)				**Enter Bidder Name**				

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971 Segment -8 (Ghaziabad -1)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	655	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	655	Man-Month	15,172.93		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	189	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	189	Man-Month	12,178.70		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	769	Man-Month	22,972.88				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	769	Man-Month	11,526.69		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1373	Man-Month	20,897.31				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1373	Man-Month	10,904.99		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	2986	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				

PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE		**Qty.**	**UoM**	HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (15 CR*12 months)	180	Monthly Per Control Room				Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(15 CR*12 months*120 bottles per month)	14400	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(15 CR*12 months*2 bikes/month)	360	Nos.				Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(15 CR*12 months*4 tablets per month)	720	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Rajender Nagar PNG Control Room with Gaziabad-1 zonal storgae area (to be opened in Rajender Nagar or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Loni PNG Control Room (to be opened in Ankur Vihar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Indirapuram PNG Control Room (to be opened in Indirapuram or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
11	Monthly Rent + Electricity for Surya Nagar PNG Control Room (to be opened in Surya Nagar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
12	Providing & Maintaining infrastructure to rented Control Room as per Annexure-04 =(4 CR*36 months)	144	Monthly per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, segment 9 (Gtr Noida)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder

Bid Currency INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	630	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	630	Man-Month	15,172.93		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	189	Man-Month	25,456.52				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	189	Man-Month	12,178.70		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	781	Man-Month	22,972.88				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	781	Man-Month	11,526.69		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1361	Man-Month	20,897.31				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1361	Man-Month	10,904.99		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	2961	NO	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 =(15 CR*12 months)		180	Monthly Per Control Room					Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(15 CR*12 months*120 bottles per month)		14400	Per Bottle					Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(15 CR*12 months*2 bikes/month)		360	Nos.					Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) (15 CR*12 months*4 tablets per month)	720	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Jewar PNG Control Room (to be opened in Jewar or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Beta-2 PNG Control Room with Gr. Noida zone storage area (to be opened in Beta-2 or adjacent Areas) =(Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
10	Monthly Rent + Electricity for Gaur City PNG Control Room (to be opened in Gaur City or adjacent Areas) =(Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
11	Providing & Maintaining infrastructure to rented Control Room as per Annexure-04 =(3 CR*36 months)	108	Monthly per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)				**Enter Bidder Name**				
GRAND TOTAL (PART A+B) INCL. GST (Rs.)				**Enter Bidder Name**				

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, (Segment -10, Central-1 Delhi)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

					Name of Bidder					
					Bid Currency	INR				
Item No.	**Type of Manpower / Item Description**	**Component**	**Qty.**	**UoM**	**Unit Rate excl. taxes (INR) as per salary structure**	**HSN/SAC Code**	**Profit Margin per service over and above the Unit Rate Specified in Column F**	**GST Rate**	**Unit rate incl. Profit Margin and GST**	**Total amount incl. Profit Margin and GST**
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	605	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	605	Man-Month	6,129.27		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	189	Man-Month	34,501.15				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	189	Man-Month	3,133.88		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	718	Man-Month	32,090.77				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	718	Man-Month	2,407.34		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	1247	Man-Month	27,636.01				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	1247	Man-Month	4,165.67		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	2759	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)										**Enter Bidder Name**
PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE			**Qty.**	**UoM**		HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (15 CR*12 months)		180	Monthly Per Control Room					Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) (180 CR*12 months*120 bottles per month)		14,400	Per Bottle					Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room (15 CR*12 months*2 bikes/month)		360	Nos.					Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) (15 CR*12 months*4 tablets per month)	720	Nos.				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.

INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18971, Segment - 11 (Gurugram)
Rate Contract for Managing and Auxiliary Services at PNG Control rooM

SCHEDULE OF RATES (SOR)

Name of Bidder	
Bid Currency	INR

Item No.	Type of Manpower / Item Description	Component	Qty.	UoM	Unit Rate excl. taxes (INR) as per salary structure	HSN/SAC Code	Profit Margin per service over and above the Unit Rate Specified in Column F	GST Rate	Unit rate incl. Profit Margin and GST	Total amount incl. Profit Margin and GST
PART-A : MANPOWER BASED SERVICES							INR	%	INR	INR
1	**Management & Services of PNG Control Room** Contractor is to provide Management & Services of PNG Control Room for Operation,maintainence,repair and monitoring of CGD network consisting of underground PE main pipelines, service pipeline and GI/Cu installation:Operation & maintainence of PE pipeline network; Modification/Dismanteling/Repair/Testing of GI/Copper; Operation, Maintainence&Monitoring of District Regulating Stations(DRS)|Field Regulating Station (FRS)|Metering and Regulating Stations(MRS)/Wall mounted MRS, Valve Chambers, Gas flow meters, Odorizing Units etc. Recording Meter readings and small industrial/Commercial consumers as per defined schedule and domestic meter readings and Regulator re-setting as when required. Operations & Maintainence of GI/Copper installations including attending & resolving all customer complaints etc. Emergency services which include gas pipe line damage,GI leakage, Fire, No gas supply, Emergency handling, liasoning with statutory authorities,conversion of burners including welding of GI/MS pipes by certified welders only.Cleaning & Painting of FRS/MRS/DRS/valve chambers/Route Markers/Plate Markers etc. Transportation of free issued materials from IGL stores to IGL's Control Rooms and vise versa as & when required;Surveillance of existing pipeline network using gas detectors provided by IGL;testing of existing pipeline network.									
i	PROVIDING SERVICES FOR SHIFT TECHNICIAN	Statutory Component (Profit Margin to be quoted)	302	Man-Month	28,967.73				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	302	Man-Month	11,661.01		0.00 (Fixed)		Not Quoted	Not Quoted
ii	PROVIDING SERVICES FOR DATA ENTRY OPERATOR (DEO)	Statutory Component (Profit Margin to be quoted)	76	Man-Month	28,967.73				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	76	Man-Month	8,667.60		0.00 (Fixed)		Not Quoted	Not Quoted
iii	PROVIDING SERVICES FOR PLUMBER	Statutory Component (Profit Margin to be quoted)	302	Man-Month	27,698.31				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	302	Man-Month	6,801.18		0.00 (Fixed)		Not Quoted	Not Quoted
iv	PROVIDING SERVICES FOR HELPER	Statutory Component (Profit Margin to be quoted)	605	Man-Month	23,194.92				Not Quoted	Not Quoted
		Fixed/Reimbursement & other component	605	Man-Month	8,605.75		0.00 (Fixed)		Not Quoted	Not Quoted
v	Uniform Allowances	Fixed	1285	Man-Month	480.76		0.00 (Fixed)		Not Quoted	Not Quoted
Total incl. GST for Part-A (Rs.)						**Enter Bidder Name**				

Item No.	PART-B : TOOLS AND INFRASTRUCTURE, MONTH RENT & CONTROL ROOM MAINTENANCE	Qty.	UoM	HSN/SAC Code	Unit rate excl. GST (INR)	GST Rate (%)	Unit rate incl. GST (INR)	Total amount incl. GST (INR)
1	Providing and maintaining HeavyTools/Tackles monthly as per annexure-01,02 & 03 (6 CR*12 months)	72	Monthly Per Control Room				Not Quoted	Not Quoted
2	Providing 20L Water bottles to deputed manpower at c/room Qty (Brands: Bislery, Aqua-fina, Kinley) =(6 CR*12 months*120 bottles per month)	5760	Per Bottle				Not Quoted	Not Quoted
3	Providing New Bikes Per control room including fuel cost per month per c/room =(6 CR*12 months*2 bikes/month)	144	Nos.				Not Quoted	Not Quoted

4	Hiring of DG Set upto 25 kVA including Fuel and transportation to IGL Store/ IGL Site	2	Nos.				Not Quoted	Not Quoted
5	Transportation of DCU unit from IGL Store, IGL Site, IGL Control Room or Vice-versa (Transportation of DCU , wt. Approx. 2000Kg, including loading (at Ground level to upto at 4.5 m height) from site / store and unloading (at Ground level to upto at 4.5 m height) at site / store, and/or as per directions of IGL Site in charge, in a vehicle equivalent to TATA 407 or Bigger	2	upto 20 kms (Nos.)				Not Quoted	Not Quoted
6		30	Per Km(for more than 20 kms)				Not Quoted	Not Quoted
7	Providing tablets in each control room with specifications as per attachment (04 nos per Control Room) =(6 CR*12 months*4 tablets per month)	288	Nos.				Not Quoted	Not Quoted
8	Monthly Rent + Electricity for Gurugram PNG Control Room with Gurugram zone storage area (to be opened in Sec-72 or Sec-34 or Sec-48 gurugram or adjacent Areas)= (Monthly bill*36 months)	108000	Sq. Feet				Not Quoted	Not Quoted
9	Monthly Rent + Electricity for Manesar PNG Control Room (to be opened in IMT Manesar or adjacent Areas)= (Monthly bill*36 months)	25200	Sq. Feet				Not Quoted	Not Quoted
10	Providing & Maintaining infrastructure to rented Control Room as per Annexure-04 =(2*36 months)	72	Monthly per Control Room				Not Quoted	Not Quoted
Total incl. GST for Part-B (Rs.)								**Enter Bidder Name**
GRAND TOTAL (PART A+B) INCL. GST (Rs.)								**Enter Bidder Name**

Notes for Part-A:

1). Bidder has to quote the same profit margin in absolute INR above the estimated/offered rate. It is to be noted that this profit margin will be treated as constant throughout the tenure of the tender and will not be changed on the basis of Minimum Basic Wage revision, if any done by IGL.
Profit margin per shift quoted should be equal to or more than "0 Zero" i.e. (= >0 from offered IGL rate) e.g.
a) If bidder want to quote Rs. 25, Rs. 50, Rs. 100... profir margin per shift over & above prevalling minimum wages than bidder has to quote 25,50,100... respectively.
b) If bidder does not want to quote any profit margin over the prevalling minimum wages then has to quote "0".
2). Profit margin cannot be quotes less than “0 (zero)”. If the bidder quote less than “0” profit margin then the bid will not be considered for evaluation, and will be rejected.
3). The fixed/reimbursement & other component and the uniform allowance componenet shall remain fixed and are not to be quoted by the vendor.
4). Admin charges shall be fixed throughout the contract period.