



DIRECTORATE GENERAL OF HYDROCARBONS
(Ministry of Petroleum & Natural Gas)
OIDB Bhawan, Plot No. 2, Sector 73, Noida-201301, India.
Phone: 0120-247 2000, Fax- 247 2049.

NOTICE INVITING TENDER (NATIONAL UNDER TWO BID SYTEM)

Directorate General of Hydrocarbons (DGH) invites bids under “Two Bid System” from experienced Bidders for the following Job/Services:

Bid Document No	:	MM-12019/12/2017-DGH/ENQ/095
Description of Work	:	House Keeping Services at DGH office & Transit Accommodation at Noida.
Bid Downloading date	:	15/12/2017 to 05/01/2018
Bid Closing Date & Time	:	05/01/2018 at 1400 hrs.(IST)
Bid Opening Date	:	05/01/2018 at 1500 hrs.(IST)

The detailed tender documents can be viewed / downloaded from DGH’s web site www.dghindia.gov.in or Government of India’s Public Procurement Portal <http://eprocure.gov.in/cppp/>. Addendum/ Corrigendum / Bid Due Date Extensions, if any, to the tender documents shall be uploaded on aforementioned websites only. Hence, bidders shall view the said websites regularly.

HoD (MM)
For Directorate General of Hydrocarbons

**Directorate General of Hydrocarbons
Ministry of Petroleum & Natural Gas
Govt. of India, New Delhi, INDIA**

Phone No : (+91)-120-2472000
Tele Fax : (+91)-120-2472049

OIDB Bhawan, Tower A, Plot
No. 2, _____ Sector – 73,
NOIDA-201301, INDIA

FORWARDING LETTER FOR INVITATION TO BID

To,

Sir/s,

The Directorate General of Hydrocarbons (DGH) invites sealed tenders in duplicate for providing below mentioned services.

The salient features of the tender are:

1	Tender No.	:	MM-12019/12/2017-DGH /ENQ/095
2	Brief Description of the Service	:	House Keeping Services at DGH's office at Noida
3	Type of Bid	:	National Open Tender under 2 Bid System (Techno-commercial Bid & Price Bid)
4	Document Download / Sale End Date	:	15/12/2017 to 05/01/2018
5	Bid Closing Time & Date	:	1400 Hrs (IST) on 05/01/2018
6	Place of Submission	:	Directorate General of Hydrocarbons (DGH), OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301. India.
7	Bid Opening Time, Date & Place	:	Techno-commercial bid : 1500 Hrs. (IST) of the Bid Closing Day at the same address as above. Price bid : Opening time and date shall be intimated to technically qualified bidders.
8	Bid validity	:	120 days from bid closing date.
9	Amount of Bid Bond (original Bid Bond to be enclosed with the Techno-commercial Bid only)	:	Rs.5,00,000 [Rs. 5 Lakhs] Bid Bond in the form of a Bank Guarantee to be valid for 45 days beyond the validity of the bids asked for in the Bid Documents.
10	Amount of Performance Guarantee to be submitted only by the Successful Bidder.	:	10% of the Annual Contract value to be submitted within 21 days of submitting the letter of Intent (LOI). Bidders should ensure that the Performance Bank Guarantee should be valid for a period extending to 6 months

			beyond the expiry of the tenure of the contract.
11	Signing of Contract	:	Contract is to be signed within 30 days of date of issue of LOI.
12	Mobilization & Commencement of work	:	Successful bidder shall be required to mobilize manpower & other resources for commencement of services at the specified site within a maximum of 2 weeks from the date of LOA.
13	Duration of the Contract	:	2 Years from date of commencement
14	Quantum of Liquidated damages for default in mobilisation by the contractor for commencement of contract as per the contract.	:	At the rate of 2 % of the Annual Contract Value per week or part thereof subject to a maximum of 10 % of the contract value for the period extending beyond the stipulated period for commencement.

Other details and terms/conditions are as per the following Annexures.

You are invited to submit your bid against the above tender.

Thanking you,

Yours faithfully

Officer (MM)
For Directorate General of Hydrocarbons

Encl: As above

INDEX		
Instruction to Bidders		Annexure - I
Sl.	Clause	Page No
1	Eligibility and experience of the Bidder	
2	Tender Fee	
3	Transfer of Bidding Document	
4	Cost of Bidding	
5	Content of Bidding Document	
6	Amendment to Bidding Documents	
7	Language and Signing of Bid	
8	Compliance with the requirements of BEC And other conditions	
9	Documents Comprising the Bid	
10	Bid Prices	
11	Bid Currencies	
12	Mode of Payment	
13	Vague and Indefinite Expressions	
14	Period of Validity of Bids	
15	Bid Security	
16	Telex/Telegraphic/Telefax/Xerox/Photocopy Bids	
17	Sealing and Marking of Bids	
18	Deadline for Submission of Bids	
19	Late Bids	
20	Modification and Withdrawal of Bids	
21	Opening of Bids	
22	Evaluation and Comparison of Bids	
23	Unsolicited Post Tender Modifications	
24	Examination of Bids	
25	Specifications	
26	Purchase Preference	
27	Contacting the DGH	
28	Award Criteria	
29	DGH's Right to Accept Any Bid and To Reject Any or All Bids	
30	Notification of Award	
31	Mobilisation period	
32	Signing of Contract	
33	Performance Security	
34	Correspondence	
35	Unsolicited Communications	
	Appendix-1 Bid Submission Proforma	
	Appendix-2 Proforma of Bank Guarantee towards Bid Security	
	Appendix-3 Proforma of Bank Guarantee towards Performance Security	
	Appendix-4 Authorisation Letter for Attending Tender Opening	
	Appendix-5 Undertakings / Declaration	
	Appendix-6 Proforma for Changes/Modifications Sought by Bidders	

1	Bid Evaluation Criteria	
	Appendix-1 : Check List	
Model Contract and General Contract Conditions Annexure – IIIA		
Sl.	Clause	Page No.
1.0	Definitions	
2.0	Scope of Work/Contract	
3.0	Effective Date, Mobilization Time, Commencement & Duration.	
4.0	General Obligations of Contractor	
5.0	General Obligations of DGH	
6.0	Personnel to be employed by the Contractor	
7.0	Warranty & remedy of defects.	
8.0	Notices and Addresses	
9.0	Duties and Power/Authority	
10.0	Contract Document	
11.0	Remuneration and Terms of Payment	
12.0	Claims/Taxes & Duties, Fees and Accounting	
13.0	Performance	
14.0	Performance Bond	
15.0	Discipline	
16.0	Safety and Labour Laws	
17.0	Secrecy	
18.0	Statutory Requirement	
19.0	Insurance	
20.0	Indemnity Agreement	
21.0	Termination	
22.0	Severability	
23.0	Withholding	
24.0	Change in Laws	
25.0	Force Majeure	
26.0	Employment by Firms to Officials of DGH	
27.0	Preference to Local Companies	
28.0	Jurisdiction and Applicable Law	
29.0	Arbitration	
30.0	Continuance of the Contract	
31.0	Interpretation	
32.0	Patent Indemnity	
33.0	Independent Contractor Status	
34.0	Limitations of liability	
Special Conditions of the Contract Annexure – IIIB		
1.0	Delay in mobilization and commencement of work and liquidated damages	
2.0	Labour licences etc	
3.0	Deployment	
4.0	Records and reports	
5.0	Disciplines and safety	
6.0	Management of contract	

7.0	Compliance of laws	
Scope of Work. Annexure – IV		
	Appendix I - Estimated Annual requirement of Chemicals /Consumables	
	Appendix II - List of equipments	
	Appendix III - PARTICULARS OF PF CONTRIBUTION FOR THE MONTH	
Price Format		Annexure – V

INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1.0 ELIGIBILITY AND EXPERIENCE OF THE BIDDER:- (Please refer to “Technical Rejection Criteria at **B.1** of Bid Evaluation Criteria under **Annexure-II**).

2.0 TENDER FEE

Tender Fee is not applicable.

3.0 TRANSFER OF BIDDING DOCUMENT

The Bidding document is not transferable.

4.0 COST OF BIDDING

The bidder shall be solely liable to bear all costs and expenses associated with the preparation and submission of its bid, and DGH will in no case be held responsible or liable for payment of any costs associated with the preparation or submission of the said bids irrespective of the outcome of the bidding process as also in case the entire bidding process or part thereof is nullified/ cancelled due to any reason whatsoever.

B. THE BIDDING DOCUMENT

5.0 CONTENT OF BIDDING DOCUMENTS

5.1 The services required, bidding procedures and contract terms are described in the bidding document. In addition to the Invitation for Bids, the bidding documents include:

ANNEXURE I : Instructions to Bidders with following Appendices.

Appendix 1: Bid submission proforma.

Appendix 2: Bid Bond Bank Guarantee proforma.

Appendix 3: Bank Guarantee for Performance Security

Appendix 4: Proforma of Authorization Letter for Attending Tender Opening.

Appendix 5: Undertaking / Declaration.

Appendix 6 : Proforma for Changes/Modifications Sought by Bidders.

ANNEXURE II: Bid Evaluation Criteria

ANNEXURE IIIA: Model Contract & General Conditions of Contract(GCC)

ANNEXURE IIIB : Special Conditions of the Contract

ANNEXURE IV : Scope of work, Technical Specifications

Appendix-I :Estimated Annual requirement of Chemicals

Appendix-II: Estimated Annual requirement of Consumables

Appendix-III: List of equipments

Appendix-IV :PARTICULARS OF PF/Other CONTRIBUTION FOR THE MONTH

ANNEXURE V : Price Bid Format

5.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents will be at the bidder's risk. Tenders not complying with tender conditions and not conforming to tender specifications will result in the rejection of its bid without seeking any clarifications.

6.0 AMENDMENT OF BID DOCUMENT

6.1 At any time prior to the deadline for submission of bids, DGH may at its own discretion and for any reason whatsoever whether at its own initiative or in response to a clarification requested by a bidder, modify the Bid Documents by the issuance of an Addendum.

6.2 The Addendum will be hoisted on DGH's website and also will be sent in writing or by Fax / email to all prospective Bidders who have purchased Bid Documents directly from DGH. However, all bidders particularly those who have not purchased the Bid documents directly from DGH but downloaded the same from DGH website are advised to visit DGH website periodically to update themselves about modifications to the Bid , if any, in order to submit their offer accordingly.

6.3 In order to allow the bidders reasonable time to take the amendment into account in preparing their bids, the DGH may at its discretion, extend the deadline for the submission of Bids and any such extension will be conveyed to the bidders through DGH's website.

C. PREPARATION OF BIDS

7.0 LANGUAGE AND SIGNING OF BID

7.1 The bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the Bidder and the DGH shall be written in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, the translation shall prevail. However, the said translations should be certified by some official translator.

7.2 Bids shall be submitted in the prescribed bid proforma as per **appendices** of **Annexure-I**. The prescribed proforma at Appendices of **Annexure I**, duly filled in and signed should be returned intact whether quoting for any item or not. When items are not being tendered for, the corresponding space should be defaced by some such words as "Not Quoting".

7.3 In the event of the space on the bid proforma being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, showing the tender number and should be duly signed. In such cases reference to the additional page(s) must be made in the bid.

7.4 The bid proforma referred to above, if not returned or if returned but not duly filled in will be liable to result in rejection of the bid.

7.5 The Bidders are advised in their own interest to ensure that all the points brought out in the check list are complied with in their bid failing which the offer is liable to be rejected.

7.6 The bids can only be submitted in the name of the Bidder in whose name the bid documents were issued by DGH. The bid papers, duly filled in and complete in all respects shall be submitted together with requisite information and Annexures / Appendices. It shall be complete and free from ambiguity, change or interlineations.

7.7 The bidder should indicate at the time of quoting against this tender their full postal and telegraphic/telex /fax addresses and also similar information in respect of their authorized agents in India, if any.

7.8 The Bidder shall sign its bid with the exact name of the firm to whom the contract is to be issued. The bid shall be signed by a duly authorised officer and in the case of a Company, the same shall be sealed with the company seal or otherwise appropriately executed under seal.

7.9 The bidder shall clearly indicate their legal constitution and the person signing the bid shall state his capacity and also source of his ability to bind the Bidder.

7.10 The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder, shall be annexed to the bid. Any bid not supported by adequate proof of the signatory's authority shall be rejected outrightly by DGH.

7.11 The Bidder, in each tender, will have to give a certificate in its offer, that the terms and conditions as laid down in this bidding document are acceptable to it in toto.

7.12 Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

7.13 The original bid should be signed manually by the authorized signatory(ies) of the bidder.

7.14 The complete bid including the prices must be written by the bidders in indelible ink. Bids and/or prices written in pencil will be rejected.

8.0 COMPLIANCE WITH THE REQUIREMENTS OF BID EVALUATION CRITERIA (BEC) AND ALL OTHER TENDER CONDITIONS:

8.1 Advice to bidders for avoiding rejection of their offers:

DGH has to finalize its purchase / contracts within a limited time schedule. Therefore, it may not be feasible for DGH to seek clarifications in respect of incomplete offers. Prospective bidders are advised to ensure that their bids are complete in all respects and conform to DGH's terms, conditions and bid evaluation criteria of the tender. Bids not complying with DGH's requirement may be rejected without seeking any clarification.

9.0 DOCUMENTS COMPRISING THE BID

9.1 Techno-commercial Bid:

9.1.1 The bid prepared by the Bidder shall comprise the following components, duly completed:

- a) Proof of the sale / issue of bid documents or Requisite "Cost of Bid Document" in case of using downloaded Bid documents, as the case may be.
- b) The power of attorney or authorisation, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder.
- c) All **Appendices to Annexures** duly filled in and signed
- d) Price Format. (**Annexure V**) (Without indicating Prices)
- e) Documentary evidence establishing that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted. The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted, shall establish to the DGH's satisfaction :
 - (i) that the Bidder has the financial, technical and production capability necessary to perform the Contract.
 - (ii) that the Bidder meets **all** the criteria prescribed in the Bid Evaluation Criteria (**Annexure-II**).
- f) Documentary evidence that the goods and services to be supplied / rendered by the Bidder are eligible goods & services and conform to the requirements of bidding documents. The documentary evidence of conformity of the services to the bidding documents may be in the form of literature, drawings and data and shall consist of:
 - (i) A detailed description of essential technical and performance characteristics of the services.

- (ii) An item by item commentary on the DGH's technical specifications demonstrating conformity to the provisions of the technical specifications of the bidding document.

g) Bid security.

h) The bidder should submit a declaration to the effect that neither the bidder themselves, nor any of its allied concerns, partners or associates or directors or proprietors involved in any capacity, are currently serving any banning orders issued by DGH debarring them from carrying on business dealings with DGH.

9.2 Price Bid

9.2.1 The Bidder shall complete the appropriate price schedule furnished in the bidding document, indicating the services to be provided.

10.0 BID PRICES

10.1.1 The bidders shall indicate on the appropriate price schedule the net unit prices (wherever applicable) .

10.1.2 Prices quoted by the bidder shall be firm during the bidder's performance of the contract and not subject to variation on any account.

10.1.3 Discount: Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be lowest, DGH shall avail such discount at the time of award of contract.

10.2 Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sales Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail exemptions/ concessional rates of levies like customs duty, excise duty, VAT/sales tax, etc. DGH will not take responsibility towards this. However, DGH may provide necessary assistance, wherever possible, in this regard.

10.2.1 Bidders may take note there would be NO customs duty exemption available for business tendered with DGH.

10.3 Income Tax Liability

The bidder will have to bear all Income Tax liability both corporate and personal tax.

10.4 **GST Liability:**

10.4.1 The bidder will have to bear all GST liability, as applicable except in case of services provided by Goods Transport Agency (GTA) and Services provided by a service provider from outside India not having a fixed establishment or permanent address in India as prescribed under GST Law (amended from time to time)

10.4.2 The Bidder should quote the applicable GST, clearly indicating the rate and the amount of GST included in the bid and the classification of the respective service (as per GST law) under which the GST is payable.

10.4.3 In the contracts involving multiple services or involving supply of certain goods / materials along with the services, the Bidder should give separate break-up for cost of goods and cost of various services, and accordingly quote GST as applicable for the taxable services.

10.4.4 In case the applicability of GST is not quoted explicitly in the offer by the Bidder, the offer will be considered as inclusive of all liabilities of GST. DGH will not entertain any future claim in respect of GST against such offers.

10.4.5 In case, the quoted information related to various taxes and duties subsequently proves wrong, incorrect or misleading:-

a) DGH will have no liability to reimburse the difference in the duty / tax, if the finally assessed amount is on the higher side.

b) DGH will have the right to recover the difference in case the rate of duty / tax finally assessed is on the lower side.

10.4.6 The service provider should have a valid registration with the concerned authorities of GST and a copy of such registration certificate should be submitted along with the offer. In case the registration certificate for the quoted category of service is not available at the time of submission of offer, an undertaking should be furnished for submission of copy of requisite GSTIN certificate along with the first invoice under the contract.

10.4.7 GST on contracts for transportation of goods by road in a goods carriage (Applicable for Goods Transport where the contract is for transportation / logistics and not the service/ turnkey contracts where transportation is a part):

In this case, since the liability to pay GST is on DGH as receiver of the service, the Bidder shall not include GST in the quoted prices.

10.4.8 As the above statutory provisions are frequently reviewed by the Government, the bidders are advised to check the latest position in their own interest and DGH will not bear any responsibilities for incorrect assessment of statutory levies by any bidder.

11.0 BID CURRENCIES

11.1 The Bidders are to quote in Indian Currency only.

12.0 MODE OF PAYMENT

In all cases, DGH shall make payments only through Electronic Payment mechanism (viz. NEFT/RTGS /ECS). Bidders should invariably provide the following particulars alongwith their offers:

1. Name & Complete Address of the Supplier / Contractor as per Bank records.
2. Name & Complete Address of the Bank with Branch details.
3. Type of Bank account (Current / Savings/Cash Credit).
4. Bank Account Number (indicate 'Core Bank Account Number', if any).
5. IFSC / NEFT Code (11 digit code) / MICR code, as applicable, alongwith a cancelled cheque leaf.
6. Permanent Account Number (PAN) under Income Tax Act;
7. E-mail address of the vendor / authorized official (for receiving the updates on status of payments)."
8. Confirmation as to whether the bidder belong to the category of Micro, Small and Medium Enterprises as defined in the "Micro, Small and Medium Enterprises Development Act, 2006 (MSMEDA)". If yes, specify the category of Micro, Small or Medium Enterprises and whether the enterprise is in manufacturing or service industry, alongwith valid documentary evidence.
9. Any other details as required by the remitting bank.
10. Valid GST Registration Certificate
11. GST No. of the vendor.

For receiving payment through NEFT / RTGS, the bank/branch in which the bidder is having account and intends to have the payment should be either an NEFT enabled bank or SBI branch with core banking facility.

13.0 VAGUE AND INDEFINITE EXPRESSIONS

13.1 Bids qualified by vague and indefinite expressions such as "Subject to availability" etc. will not be considered.

14.0 PERIOD OF VALIDITY OF BIDS

14.1 The Bid shall be valid for acceptance for the period as indicated in the "Invitation for Bid" (hereinafter referred to as validity period) and shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed thereof.

14.2 In exceptional circumstances, prior to expiry of the original bid validity period, the DGH may request the bidder for a specified extension in the period of validity. The requests and the responses shall be made in writing. The Bidder will undertake not to vary/modify the bid during the validity period or any extension agreed thereof. Bidder agreeing to the request for extension of

validity of offer shall be required to extend the validity of Bid Security correspondingly.

15.0 BID SECURITY

15.1 The Bid Security is required to protect the DGH against the risk of Bidder's conduct which would warrant the security's forfeiture in pursuance to clause **15.7**.

15.2 Exemption from Bid Security: MSEs eligible as per Ministry of MSME's guidelines, and Government Departments will be exempted from Bid Security, provided the bidder submits necessary evidence for eligibility, along with the bid.

15.3 The Bidders not covered under Para **15.2** above must enclose with their offer (in case of two bid systems, with techno-commercial bid) bid security. The amount for bid security has been indicated in the "Invitation For Bid".

15.4 The Bid Security shall be acceptable in any of the following forms:

(i) An account payee Demand Draft in favour of Directorate General of Hydrocarbons valid for **90 days** from its date of issue.

(ii) A Bank Guarantee as per **Appendix 3**. Bank Guarantee issued from any of the Nationalised / scheduled Bank in India on non-judicial stamp paper of requisite value, as per Indian Stamp Act, purchased in the name of the Banker valid for 45 days beyond the validity of the bids asked for in the tender.

15.5 DGH shall not be liable to pay any bank charges, commission or interest on the amount of Bid Security.

15.6 Subject to provisions in para **15.2** above, offers without Bid Security will be ignored.

15.7 The Bid Security shall be forfeited:

a) If Bid is withdrawn during the validity period or any extension thereof duly agreed by the Bidder.

b) If Bid is varied or modified in a manner not acceptable to DGH during the validity period or any extension of the validity duly agreed by the Bidder.

c) If a Bidder, having been notified of the acceptance of its bid, fails to furnish Security Deposit/Performance Bank Guarantee (Performance Security) within 21 days of notification of such acceptance.

15.8 The Bid Security of unsuccessful Bidders will be returned on finalization of the bid. The Bid Security of successful bidder will be returned on receipt of Security Deposit/Performance Bond (Performance Security).

16.0 TELEX / TELEFAX / e-MAIL / XEROX / PHOTOCOPY BIDS AND THE BIDS CONTAINING SCANNED SIGNATURE:

16.1 Telex / Telefax / e-mail / Xerox / Photocopy bids and bids with scanned signature will not be considered.

Original bids should be signed manually failing which they shall be rejected.

D. SUBMISSION AND OPENING OF BIDS

17.0 SEALING AND MARKING OF BIDS.

17.1 Offers are to be submitted in triple sealed covers. The first inner sealed cover will contain Techno-Commercial bids having all details but with price column blanked out. **However a tick mark (✓) shall be provided against each item of the price bid format to indicate that there is a quote against this item in the Priced Commercial bid** This cover will clearly be super scribed with "Techno-Commercial bid" along with tender number and item description. The second sealed inner cover will contain only the priceschedule duly filled in and signed and will be clearly super scribed with "Price Bid" along with tender number. These two covers shall be put into outer cover and sealed. The outer cover should duly bear the tender number and date of closing/opening prominently underlined, along with the address of this office.

17.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney / board resolution / agency agreement etc. accompanying the bid. The person or persons signing the bid documents shall initial all pages of the bid, except for un-amended printed literature.

17.3 The right to ignore any offer which fails to comply with the above instructions is reserved. Only one bid should be included in one cover.

17.4 Price bids, which remain unopened with DGH, will be **returned to the concerned bidders within 5 (five) working days of receipt of Performance Guarantee Bond(s) from the successful bidder(s).**

17.5 Any change in quotation after opening of the tender WILL NOT BE CONSIDERED.

17.6 DGH will not be responsible for the loss of tender form or for the delay in postal transit.

18.0 DEADLINE FOR SUBMISSION OF BIDS

18.1 The Bid must be received by the DGH at the address specified in Invitation for Bids not later than **1400 Hrs** (IST) on the notified date of closing of the tender. Offers sent by hand delivery should be put in the Tender Box at the specified office not later than **1400 Hrs.** (IST) on the specified date. All out-station tenders, if sent by post, should be sent under registered cover.

19.0 LATE BIDS

19.1 Bidders are advised in their own interest to ensure that bid reaches the specified office well before the closing date and time of the bid.

19.2 Any bid received after dead line for submission of bid, will be rejected and returned unopened.

20.0 MODIFICATION AND WITHDRAWAL OF BIDS

20.1 No bid may be modified after the dead line for submission of bids.

21.0 OPENING OF BIDS

21.1 The bid will be opened at **1500 Hrs.** (IST) on the date of opening indicated in "Invitation for Bid". The Bidder or his authorized representative may be present at the time of opening of bid on the specified date, but a letter in the form annexed at **Appendix- 6** hereto must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

21.2 In case of unscheduled holiday on the closing/opening day of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid, the time notified remaining the same.

E. EVALUATION OF BIDS

22.0 EVALUATION AND COMPARISON OF BIDS

22.1 Evaluation and comparison of bids will be done as per provisions of Bid Evaluation Criteria at **Annexure-II**.

23.0 UNSOLICITED POST TENDER MODIFICATIONS

23.1 Unsolicited post-tender modification will lead to straight away rejection of the offer.

24.0 EXAMINATION OF BID

24.1 The DGH will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

24.2 **DGH will determine the conformity of each bid to the bidding documents. Bids falling under the purview of "Rejection Criteria" of the bid Evaluation Criteria of the bidding document will be rejected.**

25.0 SPECIFICATIONS

25.1 The Bidder must note that its Bid will be rejected in case the tender stipulations are not complied with strictly or the services offered do not conform to the required specifications indicated therein. The lowest Bid will be determined from among those Bids which are in full conformity with the required specifications.

26.0 PURCHASE PREFERENCE

26.1 DGH reserves its right to allow to the Indian Small Scale Sector purchase preference facility as admissible under the existing policy.

27.0 CONTACTING DGH

No bidder shall contact the DGH on any matter relating to its bid, from the time of the opening to the time the contract is awarded.

F. AWARD OF CONTRACT

28.0 AWARD CRITERIA.

DGH will award the contract to the successful bidder whose bid has been determined to be **in full conformity to the bid** documents and has been determined as the lowest evaluated bid.

29.0 DGH'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.

29.1 DGH reserves the right to reject, accept or prefer 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 obligation to inform the affected Bidder or Bidders of the ground for DGH's action. The DGH also reserves to itself the right to accept any bid in part or split the order between two or more bidders.

30.0 NOTIFICATION OF AWARD (NOA)

30.1 Prior to the expiration of the period of bid validity, DGH will notify the successful bidder in writing that its bid has been accepted.

30.2 The notification of award will constitute the formation of the contract.

30.3 Upon the successful bidder's furnishing performance security, pursuant to clause **33.0**, the contract shall be signed between the parties as per clause **32.0**

31.0 MOBILISATION PERIOD

Successful bidder shall be required to mobilise complete equipment along with crew (only crew in case of Operation and Maintenance Contracts) for commencement of services at the specified site within the time period stipulated in the Forwarding Letter of this tender document.

32.0 SIGNING OF CONTRACT

32.1 The successful bidder is required to sign a **formal detailed** contract with DGH within a maximum period of **30** days of date of Fax order / LOI / NOA. Until the contract is signed, the Fax order/ LOI /NOA shall remain binding amongst the two parties. In case of delay in signing the contract on the part of DGH, contractor shall be paid 80% of the applicable rates falling due as per the contractual obligations on adhoc basis, till formal signing of the contract, after which the balance of due payments shall be released / adjusted against regular bills. However no payment will be made and mobilization will not be deemed completed, when the delay is on the part of the contractor to sign the contract, as per draft contract at **Annexure-III A to AnnexureV** along with respective appendices thereto, of the tender.

33.0 PERFORMANCE SECURITY

33.1 Within 21 (Twenty-one) days from the date of issue of LOA / NOA by DGH, the successful Bidder shall furnish the Performance Security in accordance with the conditions of the contract in the form provided at **Appendix 3 of Annexure-I** and must be in the form of Bank Guarantee from any Nationalised / scheduled Bank in India on non-judicial stamp paper of requisite value, as per Indian Stamp Act, purchased in the name of the Banker.

33.2 The performance security specified **above must be valid for 3(three) months (covering the warranty period) plus 3 months** to lodge claim, if any, beyond the contract period. The Performance Security will be discharged by DGH not later than 30 days following its expiry. In the event of any extension of the Contract period, Bank Guarantee should be extended by Contractor by the period equivalent to the extended period.

33.3 The performance security shall be payable to DGH as compensation for any loss resulting from Contractor's failure to fulfil its obligations under the Contract.

33.4 The Performance Security will not accrue any interest during its period of validity or extended validity.

33.5 Failure of the successful Bidder to comply with the requirements of clause **33.0** above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security as per clause **15.7(c)**.

34.0 CORRESPONDENCE

34.1 All correspondence from Bidders/ contractor shall be made to the office of the HoD (MM), Directorate General of Hydrocarbons, OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida- 201 301, India.

34.2 All correspondence shall bear reference to DGH's bid document number.

35.0 UNSOLICITED COMMUNICATIONS

35.1 In case any bidder makes any unsolicited communication in any manner, after techno- commercial bid has been opened, the bid submitted by the particular bidder shall be summarily rejected, irrespective of the circumstances for such unsolicited communication.

35.2 Further, if the tender has to be closed because of such rejection, and the job has to be re-tendered, then the particular bidder shall not be allowed to bid in the re-tender.

35.3 The above provision will not prevent any bidder from making representation in connection with processing of tender directly and only to DG, DGH. However, if such representation is found by DG, DGH to be unsubstantiated and / or frivolous and if the tender has to be closed because of the delays / disruptions caused by such representations and the job has to be re-tendered, then such bidder will not be allowed to participate in the re-invited tender.

35.4 In case, any bidder while making such representations DG, DGH also involves other officials of DGH and / or solicits / invokes external intervention other than as may be permitted under the law and if the tender has to be closed because of the delays / disruptions caused by such interventions and has to be re-tendered, then the particular bidder will not be allowed to participate in the re-invited tender.

Appendix-1 to Annexure - I

BID SUBMISSION PERFORMA

Tender No.....

Bidder's Telegraphic Address :

Telephone No:

_____FAX No:

Directorate General of Hydrocarbons.

OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.

Dear Sirs,

1. I/We hereby offer to supply the services detailed in schedule hereto or such portion thereof as you specify in the Acceptance of Tender at the price given in the said schedule and agree to hold this offer valid for the validity period indicated in the Forwarding Letter of this tender document.

2. I/We have understood and complied with the "Instructions to Bidders" at **Annexure - I**, "Bid Evaluation Criteria" at **Annexure-II** and accepted the "General Terms and Conditions" at **Annexure-IIIA** & "Special Conditions of Contract" at **Annexure-IIIB** for providing services and have thoroughly examined and complied with the Scope of Work, Specifications etc at **Annexure-IV**, hereto and am/are fully aware of the nature of the service required and my/our offer is to provide services strictly in accordance with the requirements.

3. I /We undertake to deployat least minimum manpower,and equipments as given in the scope of work. (Ref Annex-IV).

4. I/We undertake to pay fair wages to our workmen which in no case will be less than the minimum wages applicable in the central sphere.

5.I/We undertake to deposit all statutory contributions with the EPFO/ESI authorities, where deemed necessary, as per PF / ESI norms. We also, undertake to make all other statutory benefitsas per prevailing government laws / rules / guidelines.

Yours faithfully,

Signature of the Bidder

Name_____

Seal of the Company

Dated

Signature of witness

Address

Note : This form should be returned along with offer duly signed.

**Proforma of Bank Guarantee towards Bid Security
BID BOND**

Ref. No.....

Bank Guarantee No.....

Dated

To,

Directorate General of Hydrocarbons

OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.

Dear Sirs,

1. Whereas Directorate General of Hydrocarbons, having its office at OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India. (hereinafter called 'DGH' which expression unless repugnant to the context or meaning thereof shall mean and include all its successors, administrators, executors and assignees) has floated a Tender No. _____ and M/s _____ having Head/Registered office at _____ (hereinafter called the 'Bidder' which expression unless repugnant to the context or meaning thereof shall mean and include all its successors, administrators, executors and permitted assignees) have submitted a bid Reference No..... and Bidder having agreed to furnish as a condition precedent for participation in the said tender an unconditional and irrevocable Bank Guarantee of Indian Rupees (in figures)_____ (Indian Rupees (in words)_____ only) for the due performance of Bidder's obligations as contained in the terms of the Notice Inviting Tender (NIT) and other terms and conditions contained in the Bidding documents supplied by DGH which amount is liable to be forfeited on the happening of any contingencies mentioned in said documents.

2. We (name of the bank)_____ registered under the laws of_____ having its head/registered office at _____ (hereinafter referred to as "the Bank" which expression, unless repugnant to the context or meaning thereof, shall mean and include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on the first demand by DGH, the amount of Indian Rs. (in figures) _____ (Indian Rupees (in words) _____ only) in aggregate at any time without any demur and recourse, and without DGH having to substantiate the demand. Any such demand made by DGH shall be conclusive and binding on the Bank irrespective of any dispute or difference raised by the Bidder.

3. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

4. The Bank also agree that this guarantee shall be irrevocable and governed and construed in accordance with Indian Laws and subject to exclusive jurisdiction of Indian Courts of the place from where the Bank Guarantee has been issued..

5. This guarantee shall be irrevocable and shall remain in force up to _____ which **includes fortyfive days** after the period of bid validity and any demand in respect thereof should reach the Bank not later than the aforesaid date.

6. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian Rs (in figures) _____ (Indian Rupees (in words) _____ only) and our guarantee shall remain in force until (indicate the date of expiry of bank guarantee) _____.

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of DGH under this Guarantee will cease. However, if such a claim has been received by us by the said date, all the rights of DGH under this Guarantee shall be valid and shall not cease until we have satisfied that claim. In witness whereof, the Bank, through its authorized officer, has set its hand and stamp on this day of at

WITNESS NO. 1

(Signature)
Full name and official
and
address (in legible letters)

(Signature)
Full name, designation

official address (in legible
letters) with Bank stamp.

Attorney as per Power of
Attorney No.....
Dated

WITNESS NO. 2

(Signature)
Full name and official
address (in legible letters)

Notes:

12. The expiry date as mentioned in clause **5 & 6** should be arrived at by adding 30 days to the date of expiry of the bid validity unless otherwise specified in the bidding documents.

Proforma of Bank Guarantee towards Performance Security.

PERFORMANCE GUARANTEE

Ref. No. Bank Guarantee No. Dated.

To,
Directorate General of Hydrocarbons,
OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.

Dear Sirs,

1.1 In consideration of Directorate General of Hydrocarbons, having its Office at OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India, (hereinafter referred to as 'DGH', which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) having entered into a CONTRACT No. _____ dated _____ (hereinafter called 'the CONTRACT' which expression shall include all the amendments thereto) with M/s _____ having its registered/head office at _____ (hereinafter referred to as the 'CONTRACTOR') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and DGH having agreed that the CONTRACTOR shall furnish to DGH a performance guarantee for Indian Rupees for the faithful performance of the entire CONTRACT.

1.2 We (name of the bank) _____ registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian Rs (in figures) _____ (Indian Rupees (in words) _____) without any demur, reservation, contest or protest and/or without any reference to the CONTRACTOR. Any such demand made by DGH on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by DGH in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the CONTRACTOR and shall remain valid, binding and operative against the bank.

1.3 The Bank also agrees that DGH at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the CONTRACTOR and notwithstanding any security or other guarantee that DGH may have in relation to the CONTRACTOR's liabilities.

1.4 The Bank further agrees that DGH shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said CONTRACT or to extend time of performance by the said CONTRACTOR(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in DGH against the said CONTRACTOR(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said CONTRACTOR(s) or for any forbearance, act or omission on the part of DGH or any indulgence by DGH to the said CONTRACTOR(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

1.5 The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of DGH under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till DGH discharges this guarantee in writing, whichever is earlier.

1.6 This Guarantee shall not be discharged by any change in our constitution, in the constitution of DGH or that of the CONTRACTOR.

1.7 The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

1.8 The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the Bank Guarantee has been issued.

1.9 Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. (in figures) _____ (Indian Rupees (in words) _____) and our guarantee shall remain in force until _____.(indicate the date of expiry of bank guarantee).

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of DGH under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of DGH under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorised officer has set its hand and stamp on thisday of20__ at

WITNESS NO. 1

(Signature)
Full name and official
address (in legible letters)
with Bank stamp

(Signature)
Full name, designation and
address (in legible letters)

Attorney as per power of
Attorney No.....
Dated

WITNESS NO. 2

(Signature)
Full name and official
address (in legible letters)

Appendix-4 to Annexure - I

AUTHORISATION LETTER FOR ATTENDING TENDER OPENING

NO.

Date.....

To,

The
Directorate General of Hydrocarbons.
OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.

Subject :**Tender No.**----- **due on**-----
-

Sir,

Mr..... has been authorised to be present at the time of opening of above tender due on..... at, on my/our behalf.

Yours faithfully

Signature of Bidder

Copy to: Mr.for information and for production before the HoD (MM) at the time of opening of bids.

Undertakings / Declaration

1. GST Tax Registration (*strike off whichever is not applicable*)

We have submitted a copy of valid GST registration certificate

OR

We undertake to submit copy of requisite Goods and Service tax registration certificate along with the first invoice under the contract.

2. We declare that neither we, the bidders, nor any of our allied concerns, partners or associates or directors or proprietors involved in any capacity with this tender, are currently serving any banning orders issued by DGH debarring them from carrying on business dealings with DGH.

Bidder

Signature of the

.....

Name.....

Seal of the Company

.....

Appendix-6 to Annexure - I

**PROFORMA FOR CHANGES/ MODIFICATIONS SOUGHT BY BIDDERS
TO THE BIDDING CONDITIONS**

DGH expects the bidders to fully accept the terms and conditions of the bidding documents. However, changes/ modifications to the terms and conditions of bidding documents, if any proposed, can be communicated in the following proforma, in case pre-bid is not held. This can be used even in cases where pre-bid is held, to inform about the proposals in advance to the pre-bid date.

Clause No. of Bidding Document	Full compliance / not agreed	Changes/ modifications proposed by the Bidders	REMARKS
--------------------------------------	---------------------------------------	---	---------

Signature of the Bidder

.....

Name.....

Seal of the Company

.....

Note:- Bids maintaining or taking exceptions/deviations shall be rejected straightaway

BID EVALUATION CRITERIA

Bid Rejection Criteria

A. VITAL CRITERIA FOR ACCEPTANCE OF BIDS

Bidders are advised not to take any exception/deviations to the bid document. Exceptions/ deviations, if any, should be brought out during the Pre-bid conference. In case Pre-bid conference is not held, the exceptions/ deviations along with suggested changes are to be communicated to DGH within 2 days of end date for sale / download of tender documents. DGH, after processing such suggestions may, through an addendum to the bid document, communicate to the bidders the changes in its bid document, if any. Still, if exceptions /deviations are maintained in the bid, such conditional/ non-conforming bids shall not be considered and shall be out rightly rejected.

B. REJECTION CRITERIA

B.1 Technical rejection criteria

The following vital technical conditions should be strictly complied with, failing which the bid will be rejected:

1.0 Bid should be complete covering all the scope of job/ supply and should conform to the technical specifications indicated in the bid documents, duly supported with technical catalogues/ literatures wherever required. Incomplete and non-conforming bids will be rejected outright.

2.0 Eligibility and experience of the bidder:-

2.1 The bidder must confirm he is registered/licensed under all relevant statutory Acts including but not limited to:

- (i) EPF & Misc Provisions Act 1952
- (ii) Employees State Insurance Act, 1948
- (iii) Contract Labour (Regulation & Abolition) Act, 1970

A copy of the Provident Fund registration certificate, EPF code and ESI registration, Contract Labour License (for any contract executed during last 7 years , ending last day of the month previous to the one in which bids are invited) etc. must be enclosed with the techno-commercial (un-priced) bid.

2.2 The bidder should have experience of providing similar services to PSUs / Central Govt./ State Govt. Organizations or in any reputed private

organization during the last 7 (seven) years , ending last day of the month previous to the one in which bids are invited , of value either of the following:

One Similar Service provided costing not less than Rs. 75 Lakh (Rupees Seventy Five Lakhs only) per annum.

OR

Two Similar services provided each costing not less than Rs. 40 Lakh (Rupees Forty Lakhs only) per annum.

OR

Three Similar services provided each costing not less than Rs. 30 Lakh (Rupees Thirty Lakhs only) per annum.

SIMILAR WORK/SERVICE: Similar work/service means providing House Keeping Services. The vendor must provide certificates/documents pertaining to housekeeping services. In case , the vendor provides contract/order documents pertaining to Facility Management services , the housekeeping component of the contract/order will be used for checking eligibility. It is the responsibility of the bidder to provide relevant documents that firmly establish his/her eligibility as per the conditions of this tender document.

2.2 b) Bidder must have provided at least one similar service , within the last seven years (ending last day of the month previous to the one in which bids are invited), for office / Institutional / Hotel building having 1 Lac sq. ft. or more area for a period 1 year. (Attach Completion proof)

2.2 c) Financial Turnover

Average Annual Financial turnover during the preceding three financial years should be at least Rs. 75 Lakh (Rupees Seventy five lakh only). The vendor has to submit the required documentary proof for the same including the audited statements and certified turnover statements for three years by a CA.

Bidders must furnish documentary evidence of ALL the above mentioned experience criterion by way of providing Completion Certificate showing Gross value of the job/ service, description of job/service and duration of the contract along with the bid otherwise their bid will be rejected.

2.2 d) The bidder must be ISO 9001 : 2008 or ISO 9001: 2015 certified as on the date of bid opening. Necessary certificate has to be provided. The successful vendor must ensure that the minimum ISO requirement required in the tender document remains valid from the date of bid opening till the currency of the contract.

2.3 The bidder must have an office in Delhi / NCR. (Self Certificate to be enclosed with techno-commercial bid)

B2. Commercial rejection criteria

The following vital commercial conditions should be strictly complied with failing which the bid will be rejected:

1.0 Proof of the sale/issue of bid document , if applicable

1.1 The forwarding letter, in original, as a proof of issue of the tender document.

1.2 Bidders downloading the bid document from the website should ensure to submit “Tender Fee” (**if applicable**) along with the Technical Bid in the form of a Bank Draft / Cashier’s Cheque / Banker’s Cheque.

2.0 Bid should be submitted (in Two Bid system) in two separate envelopes. The Techno Commercial bid shall contain all details but with the price column of the price bid format blanked out. **However a tick mark (✓) shall be provided against each item of the price bid format to indicate that there is a quote against this item in the Priced Commercial bid. The Priced bid shall contain only the prices duly filled in as per the price bid format.**

Offers with techno commercial bid containing prices shall be rejected outright.

3.0 Acceptance of terms & conditions:

The bidder must confirm unconditional acceptance of General Conditions of Contract at **Annexure III A**, Special Conditions of Contract at **Annexure IIIB** and Instruction to Bidders at **Annexure I**.

4.0 Offers of following kinds will be rejected:

- a) Offers made without Bid Security/Bid Bond/Bank Guarantee along with the offer (Refer **clause 15** of Instruction to Bidders at **Annexure I**).
- b) Telex / Fax / e-Mail / Xerox / Photo copy offers and bids with scanned signature. Original bids which are not signed manually.
- c) Offers which do not confirm unconditional validity of the bid as asked for in the Forwarding letter.
- e) Offers where prices are not firm during the entire duration of the contract and/or with any qualifications.
- f) Offers which do not conform to DGH’s price bid format.
- g) Offers which do not confirm to the mobilization period indicated in the bid.
- h) Offers which do not confirm to the contract period indicated in the bid.

4.1 The offers of the bidders indicating/disclosing prices in techno-commercial (un-priced bid) or at any stage before opening of price-bid shall be straightaway rejected.

5.0 Bidder shall bear, within the quoted rates, the Personnel Tax as applicable in respect of their personnel and their sub-contractor’s personnel, arising out of this contract. Bidder shall also bear, within the quoted rates, the Corporate Tax, as applicable, on the income arising out of this contract.

C. Price Evaluation Criteria

2.4 If there is any discrepancy between the unit price and the total price, the unit price will prevail and the total price shall be corrected. Similarly, if there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.

1.1 **Evaluation of bids:** - The price comparison of bids will be done on the basis of total contract cost including taxes & duties (Row 4D of Table 4 in Price Schedule) as per the Price Format.

1.2 Bidders should quote the Charges/rates, giving complete break up of all the quoted services which are taxable under **Service Tax rules 1994/GST Act/Rules (as amended from time to time)** and clearly indicating the applicable rate of service tax/GST Rules/Act (along with rates of all related levies viz. Surcharges, Cess, etc.,) nature / category of service as per service tax rules (under which the respective service is covered) and the amount of service tax included in his bid. Details of abatements / deductions available, if any, should also be indicated specifically.

In case the applicability of GST is not quoted explicitly in the offer, the offer will be considered as inclusive of all liabilities of GST.

In the contracts involving multiple services or involving supply of certain goods / materials along with the services, the Bidder should give separate break-up for cost of goods and cost of various services, and accordingly quote GST as applicable for the taxable services. In case the Bidder does not give break-up of the quoted prices, separately indicating the components of taxable services and material to be supplied (if any), the GST will be loaded on entire quoted / contract value for evaluation.

D. General:

1. The BEC over-rides all other similar clauses operating anywhere in the Bid Documents.
2. The bidder/contractor is prohibited to offer any service / benefit of any manner to any employee of DGH and that the contractor may suffer summary termination of contract / disqualification in case of violation.
3. On site inspection will be carried out by DGH's officers / representative / Third Parties at the discretion of the DGH.

Appendix 1 to Annexure -II**CHECK LIST**

(must be submitted duly ticked, along with the Techno-commercial Bid)
Please Tick (✓) compliance (Yes/No) for the following:

Sl	Particulars	Yes	No
1	Whether “Cost of Bid Documents” submitted along with Techno-Commercial Bid		
2	Whether “Bid Security” submitted along with Techno-Commercial Bid		
3	In case of Exemption from “Cost of Bid Documents” and Bid Security, necessary certificates attached along with Techno-Commercial Bid		
4	Whether copy of the Provident Fund registration certificate, EPF code enclosed with the techno-commercial Bid, as per Annexure-II.		
5	Whether copy of the ESI registration enclosed with the techno-commercial Bid, as per Annexure-II.		
6	Whether copy of the Contract Labour License (for any contract executed during last 7 years, ending last day of the month previous to the one in which bids are invited) enclosed with the techno-commercial Bid, as per Annexure-II.		
7	Whether documentary evidence of work experience by way of completion certificates showing gross value of the job / service, description of job / service and duration of the contract , Required ISO Certification documents are enclosed with the techno-commercial Bid, as per Annexure-II.		
8	Copy of valid registration certificate under GST Rules or an undertaking for submission of copy of requisite GST registration certificate alongwith the first invoice under the contract.		
9	Whether Appendix-I to Annexure –I (Bid Submission Proforma) duly filled in & signed enclosed with techno-commercial bid.		
10	Whether Appendix-5 to Annexure -I (Undertakings / Declaration) duly filled in & signed enclosed with techno-commercial bid.		
11	Whether it is ensured that prices are not disclosed in the Techno-Commercial Bid Envelope.		
12	Whether you have considered all aspects of “payment of wages” at Clause No. 6 of Annexure-IV, while quoting your rates.		
13	Whether you have taken any exception/deviations to the document.?		
14	If “YES” to Sl. 13 above, whether the same is indicated in separate Sl and submitted along with techno-commercial bid.		

Name_____

Signature of the Bidder

Seal of the Company

ANNEXURE - IIIA

MODEL CONTRACT AND GENERAL CONTRACT CONDITIONS

(To be signed with the successful bidder)

This CONTRACT is made and entered into on thisday of ...Two thousand and by and between Directorate General of Hydrocarbons having its office at OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India (hereinafter referred to as DGH which expression unless repugnant to the context or meaning hereof shall include its successors, administrators, executors and assignees) on the one part and M/s, a company registered under the companies Act with its Registered office at referred to as the “CONTRACTOR” (which expression unless repugnant to the context or meaning hereof shall include its successors, administrators, executors and permitted assignees) on the other part.

Whereas DGH is desirous of (description of services) for carrying out DGH's operations conforming to specifications as set forth in the Scope of Work at **Annexure-IV** of this agreement.

And Whereas the CONTRACTOR represents that it has the necessary experience for carrying out DGH's operations as referred to herein and has submitted a bid for providing the required services against DGH's Tender No..... all in accordance with the terms and conditions set forth herein and any other reasonable requirements of the DGH from time to time.

And Whereas DGH's has accepted the bid of the CONTRACTOR and has placed Fax order / Letter of Intent /Notification Of Award vide its letter dated.... On the CONTRACTOR.

Now it is hereby agreed to by and between the parties as under:

1.0 DEFINITIONS:

Unless inconsistent with or otherwise indicated by the context, the following terms stipulated in this CONTRACT shall have the meaning as defined hereunder.

1.1 CONTRACT

Shall mean a written CONTRACT signed between DGH and the CONTRACTOR (the successful bidder) including subsequent amendments to the CONTRACT in writing thereto.

1.2 DGH:

DGH or Directorate General of Hydrocarbons., India means an organization including its successors, under the Ministry of Petroleum & Natural Gas, Government of India.

1.3 SITE

Shall mean the place in which the services are to be carried out or places approved by the DGH for the purposes of the CONTRACT together with any other places designated in the CONTRACT as forming part of the site.

1.4 DGH'S SITE REPRESENTATIVE

Shall mean the person or the persons appointed by DGH from time to time to act on its behalf at the site for overall co-ordination, supervision and project management at site.

1.5 CONTRACTOR:

Shall mean any person/ persons/ firm/ company etc. whose bid has been accepted by DGH and to whom work has been awarded under this contract and shall include its authorized representatives, successors and permitted assignees.

1.6 SUB-CONTRACT:

Shall mean order/ contract placed by the CONTRACTOR for any portion of the CONTRACT or work sublet with necessary written consent of DGH on third party. Such sub-letting shall not relieve the CONTRACTOR from any of its obligation, duty or responsibility under the CONTRACT.

1.7 SUB-CONTRACTOR:

Shall mean any person or persons or firm or their legal representatives, successors, assignees to whom part of CONTRACT has been sublet by the CONTRACTOR after necessary written consent of DGH.

1.8 CONTRACTOR'S REPRESENTATIVE

Shall mean such person/or persons duly appointed representative at the site and base as the CONTRACTOR may designate in writing to the DGH as having authority to act for the CONTRACTOR in matters affecting the work and to provide the requisite services.

1.9 CONTRACT PRICE

Shall mean the sum accepted or the sum calculated in accordance with the rates accepted by DGH and amendments thereof, and shall include all fees, registration and other charges paid to statutory authorities without any liability on DGH for any of these charges. The prices will remain firm during currency of the CONTRACT unless specifically agreed to in writing by DGH.

1.10 DAY

Shall mean a calendar day of twenty-four (24) consecutive hours beginning at 0000 hours with reference to local time at the site.

1.11 EQUIPMENT/MATERIALS/GOODS:

Shall mean and include any equipment, machinery, instruments, stores, goods which CONTRACTOR is required to provide to the DGH for/under the CONTRACT and amendments thereto.

1.12 WORKS / OPERATIONS:

Shall mean all work to be performed by the CONTRACTOR as specified in the Scope of Work under this CONTRACT.

1.13 GUARANTEE:

Shall mean the period and other conditions governing the warranty/guarantee of the works as provided in the CONTRACT.

1.14 MOBILISATION:

Shall mean rendering the necessary equipment fully manned and equipped as per requirements of the CONTRACT and ready to begin work at designated site. The date and time of DGH's acceptance will be treated as the date and time of mobilisation.

1.15 DEMOBILISATION:

Shall mean the removal of all things forming part of the mobilization from the site designated by DGH. The date and time of DGH's acceptance shall be treated as the date and time of demobilization.

1.16 DRAWINGS:

Shall mean and include all Engineering sketches, general arrangements/layout drawings, sectional plans, all elevations, etc. related to the CONTRACT together with modification and revision thereto.

1.17 SPECIFICATIONS:

Shall mean and include detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the CONTRACT.

1.18 INSPECTORS:

Shall mean any person or outside Agency nominated by DGH to inspect equipment, materials and services, if any, in the CONTRACT stage wise as well as final as per the terms of the CONTRACT.

1.19 TESTS:

Shall mean such process or processes to be carried out by the CONTRACTOR as are prescribed in the CONTRACT considered necessary by DGH or their representative in CONTRACT to ascertain quality, workmanship, performance and efficiency of equipment or services thereof.

1.20 FACILITY:

Shall mean all property of the DGH owned or hired by DGH.

1.21 THIRD PARTY

Shall mean any group, person or persons who may be engaged in activity associated with the work specified but who shall remain at an arm's length from the work and who shall not have a direct responsibility or authority under the terms of this CONTRACT.

1.22 APPROVAL:

Shall mean and include the written consent duly signed by DGH or their representative in respect of all documents, drawings or other particulars in relation to the CONTRACT

1.23 SINGULAR/ PLURAL WORDS:

Save where the context otherwise requires, words imparting singular number shall include the plural and vice versa and words imparting neutral gender shall include masculine or feminine gender and vice versa.

1.24 GROSS NEGLIGENCE

Shall mean any act or failure to act (whether sole, joint or concurrent) by a person or entity which was intended to cause, or which was in reckless disregard of or wanton indifference to, avoidable and harmful consequences such person or entity knew, or should have known, would result from such act or failure to act. Notwithstanding the foregoing, Gross negligence shall not include any action taken in good faith for the safeguard of life or property,

1.25 WILLFUL MISCONDUCT

Shall mean intentional disregard of good and prudent standards of performance or proper conduct under the CONTRACT with knowledge that it is likely to result in any injury to any person or persons or loss or damage of property.

2.0 SCOPE OF WORK/CONTRACT:

Scope of the CONTRACT shall be as defined in the CONTRACT, specifications at **Annexure-IV** .

3.0 EFFECTIVE DATE, MOBILISATION TIME, DATE OF COMMENCEMENT OF THE CONTRACT AND DURATION OF CONTRACT:

3.1 EFFECTIVE DATE OF CONTRACT : The contract shall become effective as of the date, DGH notifies the successful bidder, in writing through Letter of Awards (LOA) that it has been awarded the contract. This date of issue of LOA shall be treated as the Effective Date of Contract.

3.2 MOBILISATION TIME : The mobilization of equipment, personnel, should be completed by Contractor within the stipulated period under the contract. Mobilization shall be deemed to be completed when Contractor's equipment and manpower are placed at the designated location in readiness to commence work as envisaged under the Contract duly certified by the DGH's authorized representative.

3.3 DATE OF COMMENCEMENT OF CONTRACT: The date on which the mobilization is completed in all respects is treated as **date of commencement of Contract**.

3.4 DURATION OF CONTRACT: The contract shall be for the period as indicated in the **Scope of Work**.

4.0 GENERAL OBLIGATIONS OF CONTRACTOR: Contractor shall, in accordance with and subject to the terms and conditions of this Contract:

4.1 Perform the work described in the Scope of Work / Terms of Reference (**Annexure IV**) in most competent manner both technically & systematically and also in economic and cost effective manner.

4.2 Except as otherwise provided in the Terms of Reference and the special Conditions of the contract provide all manpower as required to perform the work.

4.3 Perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for the successful and timely completion of the work.

4.4 Contractor shall be deemed to have satisfied himself before submitting his bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided, cover all its obligations under the contract.

4.5 Contractor shall give or provide all necessary supervision during the performance of the services and as long thereafter within the warranty period as DGH may consider necessary for the proper fulfilling of Contractor's obligations under the contract.

5.0 GENERAL OBLIGATIONS OF DGH: DGH shall, in accordance with and subject to the terms and conditions of this contract:

5.1 Pay Contractor in accordance with terms and conditions of the contract.

5.2 Allow Contractor and his personnel access, subject to normal security and safety procedures, to all areas as required for orderly performance of the work.

5.3 Perform all other obligations required of DGH by the terms of the contract.

6.0 PERSONNEL TO BE DEPLOYED BY CONTRACTOR

6.1 Contractor warrants that they will provide competent, qualified and sufficiently experienced personnel to perform the work correctly and efficiently and shall ensure that such personnel observe applicable DGH and statutory safety requirement. Upon DGH's written request, Contractor, entirely at their own expense, shall remove immediately, from assignment to the work, any personnel of the Contractor determined by the DGH to be unsuitable and shall promptly replace such personnel with personnel acceptable to the DGH without affecting DGH's work. The replacement key personnel must have the requisite qualification and experience as per Scope of Work / Terms of Reference(**Annexure -IV**) and shall submit their credentials along with their recent photographs to DGH for approval of DGH.

6.2 The Contractor shall be solely responsible throughout the period of this contract for providing all requirements of their personnel including but not limited to their transportation to & fro Noida/field site, en-route/local boarding, lodging, medical attention etc. DGH shall have no liability or responsibility in this regard.

6.3 Contractor's key personnel shall be fluent in English/Hindi language (both writing and speaking).

7.0 WARRANTY AND REMEDY OF DEFECTS

7.1 Contractor warrants that they shall perform the work in a first class, workmanlike, and professional manner and in accordance with the highest degree of quality, efficiency and current state of the art technology/oil field practices and in conformity with all specifications, standards and drawings set forth or referred to in the Scope of Work /Terms of Reference and with instructions and guidance which DGH may, from time to time, furnish to the Contractor.

7.2 Should DGH discover at any time during the tenure of the Contract or within 3(three) months after completion of the operations that the Work does not conform to the foregoing warranty, Contractor shall after receipt of notice from DGH, promptly perform any and

7.3 all corrective work required to make the services conform to the Warranty. Such corrective Work shall be performed entirely at Contractor's own expenses. If such corrective Work is not performed within a reasonable time, DGH, at its option may have such remedial Work performed by others and charge the cost

thereof to Contractor which the Contractor must pay promptly. In case Contractor fails to perform remedial work, or pay promptly in respect thereof, the performance security shall be forfeited.

8.0 NOTICES AND ADDRESSES:

For the purposes of this CONTRACT, the addresses of the parties will be as follows and all correspondence and notices in relations to the present CONTRACT sent to the parties at the addresses mentioned below shall be deemed to be sufficient service of notice on the parties. All such notices as will as reports, invoices and other relevant material shall be addressed to the parties as per the address given below:

8.1 Directorate general of Hydrocarbons

(a) For CONTRACT related communication:

H O D (MM)
Directorate General of Hydrocarbons,
OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.
Fax : +91 120 2472049

For reports and payments:

(b) **HoD(Admn& HR)**
Directorate General of Hydrocarbons,
OIDB Bhawan, Tower A, Plot No. 2, Sector – 73, Noida -201 301, India.
Fax : +91 120 2472049

8.2 CONTRACTOR'S REGISTERED OFFICE AND ADDRESS

.....
.....
.....
Fax:.....

9.0 DUTIES AND POWER /AUTHORITY :

- 9.1 The duties and authorities of the DGH's site representative are to act on behalf of the DGH for:
- i. Overall supervision, co-ordination and Project Management at site
 - ii. Proper utilization of equipment and services.
 - iii. Monitoring of performance and progress
 - iv. Commenting/ countersigning on reports made by the CONTRACTOR's representative at site in respect of works, receipts, consumption etc. after satisfying himself with the facts of the respective cases.
 - v. He shall have the authority, but not obligation at all times and any time to inspect/test/examine/ verify any equipment machinery, instruments, tools, materials, personnel, receipts of purchase of consumables , procedures , receipts of purchase of items/consumables

by the contractor, and reports etc. directly or indirectly pertaining to the execution of the work. However this shall not construe to imply an acceptance by the inspector. Hence, the overall responsibility of quality of work shall rest solely with the CONTRACTOR.

- vi. Each and every document emerging from site in support of any claim by the contractor has to have the countersignature/ comments of the DGH's representative/engineer without which no claim will be entertained by the DGH.

9.2 CONTRACTOR's representative:

- i. The CONTRACTOR's representative shall have all the powers requisite for the performance of the works.
- ii. He shall liaise with DGH's representative for the proper co-ordination and timely completion of the works and on any matter pertaining to the works.
- iii. He will extend full co-operation to DGH's representative/inspector in the manner required by them for supervision/inspection/observation of equipment, material, procedures, performance, reports and records pertaining to works.
- iv. To have complete charge of CONTRACTOR's personnel engaged in the performance of the work and to ensure compliance of rules and regulations and safety practice.

10.0 CONTRACT DOCUMENT :

10.1 Governing language:

The governing language for the CONTRACT shall be English. All CONTRACT documents and all correspondence and communication to be given and all other documentation to be prepared and supplied under the CONTRACT shall be written in English and the CONTRACT shall be construed and interpreted in accordance with English language.

10.2 Entire Agreement :

The CONTRACT constitutes the entire agreement between the DGH and the CONTRACTOR with respect to the subject matter of the CONTRACT and supersedes all communication, negotiations and agreement (whether written or oral) of the parties with respect thereto made prior to the date of this agreement. The right of either party to require strict performances will not be affected by any previous waiver or course of dealing. Neither this Agreement nor any modification will be binding on a party unless signed by an authorised representative of CONTRACTOR and DGH.

10.3 Modification in CONTRACT:

All modifications leading to changes in the CONTRACT with respect to technical and/or commercial aspects, including terms of delivery, shall be considered valid only when accepted in writing by DGH by issuing amendment

to the CONTRACT. DGH shall not be bound by any printed conditions, provisions in the CONTRACTOR's BID, forms of acknowledgement of CONTRACT, invoice, packing list and other documents which purport to impose any condition at variance with or supplement to CONTRACT.

10.4 Assignment:

The CONTRACTOR shall not, save with the previous consent in writing of the DGH, sublet/SUB-CONTRACT, transfer or assign the CONTRACT or any part thereof in any manner whatsoever. However, such consent shall not relieve the CONTRACTOR from any obligation, duty or responsibility under the CONTRACT and CONTRACTOR shall be fully responsible for the services hereunder and for the execution and performance of the CONTRACT.

10.5 Waivers and amendments :

Waivers: - It is fully understood and agreed that none of the terms and conditions of this CONTRACT shall be deemed waived by either party unless such waiver is executed in writing only by the duly authorised agents or representative of both the parties. The failure of either party to execute any right shall not act as a waiver of such right by such party.

Amendments: - It is agreed that CONTRACTOR shall carry out work in accordance with the completion program to be furnished by the DGH which may be amended from time to time by reasonable modifications as DGH deems fit.

11.0 REMUNERATION AND TERMS OF PAYMENT

The payment shall be released monthly at the end of each month after certification of invoices by the authorized representative of DGH.

11.1 DGH shall pay to CONTRACTOR for the services, to be provided by the CONTRACTOR as per the Scope of Work (**Annexure-IV**), as per the price Schedule at Annexure-**V**. The rates payable, shall be firm during the entire CONTRACT period.

11.2 All Bills along with relevant supporting documents shall be submitted in triplicate addressed to the **HoD (Admin)**

11.3 Invoices with original supporting documents duly countersigned by the DGH's representative/ engineer wherever applicable will be submitted as per the payment schedule (Refer Special Conditions of Contract) by the CONTRACTOR to DGH and payment shall be made within 21 (twenty one) calendar days from the date of receipt of invoice at the above office.

The original invoice should also accompany the following documents/details:

- 1) Alongwith first invoice:

Following documents / details should be invariably furnished along with the first invoice:

a) Copy of valid registration certificate under the GST Act / Rules

Copy of valid labour license under CLRA Act 1970

The detail of manpower deployed comprising following information

1. Name in Full

2. Father Name

3 Date of Birth

4. Present Address

5. Permanent Address

6. Photo Passport Size

7. Valid ID Proof

8. PF Details/UIN Number

b) Particulars required for making payments through 'Electronic Payment Mechanism', in accordance with the clause on 'MODE OF PAYMENT' appearing in Annexure-I (i.e. 'Instructions to bidders') of bid document.

c) Mobile No. d) e-mail ID.

2) Periodical payment:

a) Invoice (i.e. Tax invoice as per relevant GST rules, in original and duplicate, clearly indicating GST registration number, Service Classification, Rate and amount of GST shown separately).

b) Insurance policies and proof of payment of premium (As applicable).

c) Details of statutory payments like EPF and ESI etc., (As applicable).

d) Undertaking by the contractor regarding compliance of all statutes.

e) Certificate by the contractor stating that labour have been paid not less than minimum wages. (As applicable)

f) Copy of Time sheet / Log Sheet / DPRs with summary showing non-operating period, operating period, breakdown of equipment, non-deployment / short deployment etc (if any) and reasons thereof (As applicable).

g) Attendance Sheet (How many person on board) / Manpower deployment sheet [showing non deployment / short deployment etc (if any) and reasons thereof] (As applicable).

h) Any other document specifically mentioned in the Contract, or supporting documents in respect of other claims (if any), permissible under the Contract.

i) Details / statement showing cost of services, service tax etc.

11.4 DGH's right to question the amounts claimed

Payment of any invoice shall not prejudice the right of the DGH to question the allow ability under this Agreement of any amounts claimed therein, provided DGH, within one year beyond the expiry of each CONTRACT year, delivers to CONTRACTOR, written notice identifying any item or items which it questions and specifying the reasons therefore. Should DGH so notify CONTRACTOR, such adjustment shall be made as the parties shall agree. These provisions shall be reciprocal for similar rights to the CONTRACTOR.

The CONTRACTOR shall provide on demand a complete and correct set of records pertaining to all costs for which it claims reimbursement from DGH and as to any payment provided for hereunder, which is to be made on the basis of CONTRACTOR's costs.

11.4.1 Details of statutory payments like EPF and ESI etc.

Wherever applicable, the Contractor shall have itself registered under Employees' Provident Fund and Miscellaneous Provisions Act, 1952 and Employees' State Insurance Act, 1948 and follow the relevant statutory provisions including Rules made there-under concerning contractual workers. The contractor shall be required to submit the following documents/details to the DGH:

(i) Duly filled in "Proforma for Particulars of wages & PF contribution for the month of month 201*", as per **Appendix-III** to Annexure-IV, alongwith the monthly bills and copies of challan for payment of EPF and ESI etc.

DGH shall maintain these records and verify the deposit of statutory contribution made by the contractors with the EPFO/ESI authorities, where deemed necessary. However, before making payment of the last bill/invoice of the Contractor, the appropriate authority (i.e. Payment Making Authority etc.) in the DGH, shall verify from the EPF/ESI authorities the details/status of the payment made by the Contractor. In case the information furnished by the Contractor is found to be incorrect the DGH shall take appropriate action against the Contractor.

Note: Conditions for applicability of above provisions

Above clause w.r.f. submission of details on EPF and ESI payments shall not be applicable in following types of contracts:

(a) In those Contracts wherein the services/jobs has been performed exclusively in the premises of the contractor. Certificate to the effect is to be submitted by the Contractor that services/jobs to be executed under the contract have been performed exclusively in his premises.

OR

(b) In those contracts also wherein contractor has employed only their full time regular employees for execution of the contract. Certificate to the effect is to be submitted by the contractor that for execution of the contract, no contractual labour has been employed and only full time regular employees of the contractor have been employed.

OR

(c) Fulfillment of conditions at (i) on EPF and (ii) on ESI mentioned below:

(i) Information sought in above clause pertaining to only EPF shall not be required to be submitted in those contracts wherein the contractor has employed only those of his employees whose pay exceeds Rs. 15000/- per month. Certificate to the effect is to be submitted by the contractor that for execution of the contract, the monthly wages of all employees who have been employed, exceeds to Rs. 15000/- per month. Any change as per the relevant statutes will be applicable

(ii) Information sought in above clause pertaining to only ESI shall not be required to be submitted in those contracts wherein the contractor has employed only those of his employees whose pay exceeds Rs. 15000/- per month as in terms of the current provisions of the ESI Act, 1948 an employee whose monthly pay exceeds Rs. 15000/- is outside the purview of the ESI Act. Certificate to the effect is to be submitted by the contractor that for execution of the contract, the monthly wages of all employees who have been employed, exceeds to Rs. 15000/- per month.

In case a contractor falling under the provisions of the Note mentioned above does not submit the required details on EPF and ESI payments, then in that case, the Contractor shall be required to indemnify DGH for any liabilities arising out of declarations made by him in future on violation or provisions of the EPF Act 1952 and ESI Act 1948.

11.1 DGH's right to question the amounts claimed

Payment of any invoice shall not prejudice the right of the DGH to question the allowability under this Contract of any amounts claimed therein, provided DGH, within one year beyond the expiry of each CONTRACT year, delivers to CONTRACTOR, written notice identifying any item or items which it questions and specifying the reasons therefore. Should DGH so notify CONTRACTOR, such adjustment shall be made as the parties shall agree. These provisions shall be reciprocal for similar rights to the CONTRACTOR.

The CONTRACTOR shall provide on demand a complete and correct set of records pertaining to all costs for which it claims reimbursement from DGH and as to any payment provided for hereunder, which is to be made on the basis of CONTRACTOR's costs.

12.0 CLAIMS, TAXES & DUTIES, FEES AND ACCOUNTING

12.1 A Claims

CONTRACTOR agrees to pay all claims, taxes and fees for equipment, labour, materials, services and supplies to be furnished by it hereunder and agrees to allow no lien or charge resulting from such claims to be fixed upon any property of DGH. DGH may, at its option, pay and discharge any liens or overdue charges for CONTRACTOR's equipment, labour, materials, services and supplies under this CONTRACT and may thereupon deduct the amount or amounts so paid from any sum due, or thereafter become due, to CONTRACTOR hereunder.

12.2 B. Notice of claims

CONTRACTOR or DGH, as the case may be, shall promptly give the other, notice in writing of any claim made or proceeding commenced for which that party is entitled to indemnification under the CONTRACT. Each party shall confer with the other concerning the defense of any such claims or proceeding, shall permit the other to be represented by counsel in defense thereof, and shall not effect settlement of or compromise any such claim or proceeding without the other's written consent.

12.3 Taxes

CONTRACTOR, unless specified otherwise in the CONTRACT, shall bear all tax liabilities, duties, Govt. levies etc. including Service tax, Customs Duty, Corporate and Personnel Taxes levied or imposed on the CONTRACTOR on account of payments received by it from the DGH for the work done under this CONTRACT. It shall be the responsibility of the CONTRACTOR to submit to the concerned Indian authorities, the returns and all other concerned documents required for this purpose and to comply in all respects with the requirements of the laws in this regard, in time.

12.4 Customs duty: - The CONTRACTOR shall bear all Customs Duty for import of equipments/spares/consumables and any other material required as per CONTRACT. DGH will not have any liability in this regard.

12.5 Personnel taxes

The CONTRACTOR shall bear all personnel taxes levied or imposed on its personnel, SUB-CONTRACTOR's personnel, vendors, consultants etc. on account of payment received under this CONTRACT. Tax shall be deducted at source as per Indian Tax Laws.

12.6 Corporate taxes

The CONTRACTOR shall bear all Corporate taxes, levied or imposed on the CONTRACTOR on account of payments received by it from the DGH for the work done under this CONTRACT.

12.7 If it is so required by the applicable laws in force at the time of payment, DGH shall withhold from the amount due to the CONTRACTOR and pay to the Indian Tax authorities any tax levied or assessed on account of the CONTRACTOR's operations pursuant to this CONTRACT.

12.8 For the lapse, if any on the part of the CONTRACTOR and consequential penal action taken by the Tax department, the DGH shall not take any responsibility whether financial or otherwise.

13.0 PERFORMANCE

The CONTRACTOR shall undertake to perform all services under this CONTRACT with all-reasonable skill, diligence and care in accordance with sound industry practice to the satisfaction of the DGH and accept full

responsibility for the satisfactory quality of such services as performed by them. Any defect, deficiencies noticed in the CONTRACTOR's service will be promptly remedied by the CONTRACTOR within 7 days upon the receipt of written notice from the DGH to improve their performance failing which the DGH may terminate the CONTRACT by giving the CONTRACTOR **14 (fourteen)** days written notice.

14.0 PERFORMANCE BOND

14.1 The Contractor has furnished to DGH a Bank Guarantee No. _____ dated _____ issued by _____ for _____ (being 10 % of estimated Contract Price for 1st year) valid till _____ towards performance under this CONTRACT. In the event of any extension of the Contract period, Bank Guarantee should be extended by the period equivalent to the extended period of the contract. The bank guarantee will be discharged by DGH not later than 30 days following its expiry.

14.2 In the event CONTRACTOR fails to honour any of the commitments entered into under this agreement and /or in respect of any amount due from the CONTRACTOR to the DGH, the DGH shall have unconditional option under the guarantee to invoke the above bank guarantee and claim the amount from the bank. The bank shall be obliged to pay the amount to the DGH on demand.

15.0 DISCIPLINE

CONTRACTOR shall carry out operations hereunder with due diligence and in a safe and workman like manner according to good international oilfield practice. CONTRACTOR shall maintain strict discipline and good CONTRACT among its employees and its SUB-CONTRACTOR's employees and shall abide by and conform to all rules and regulations promulgated by the DGH governing the operations. Should DGH feel that the conduct of any of CONTRACTOR/SUB-CONTRACTOR's employees is detrimental to DGH's interest, the DGH shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR's expense unconditionally. The CONTRACTOR will be allowed a maximum of 7(seven) working days to replace the person by competent qualified person at CONTRACTOR's cost.

16.0 SAFETY AND LABOUR LAWS

CONTRACTOR shall comply with the provision of all laws including Labour Laws, rules, regulations and notifications issued thereunder from time to time. All safety and labour laws enforced by statutory agencies and by DGH shall be applicable in the performance of this CONTRACT and CONTRACTOR shall abide by these laws.

CONTRACTOR shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. DGH's employee also shall comply with safety procedures/policy.

The CONTRACTOR shall report as soon as possible any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

17.1 Verification of character and antecedents of Contractual Manpower

In all contracts involving deployment of Contractor's manpower within DGH's premises like plants, offices, installations, rigs, stock yards etc., the Contractor shall submit the following documents to DGH prior to start of work:

- (i) Undertaking from the Contractor that the character and antecedents of the person(s) proposed to be deployed by them is/are impeccable.
- (ii) Undertaking from the Contractor that they have scrutinized the previous working of the person(s) proposed to be deployed by them and there is nothing adverse as regards his/her character and antecedent.
- (iii) Along with the above mentioned undertakings, the Contractor will provide certified photocopies of Police verification certificates in respect of persons proposed to be deployed by them, for inspection by the authorized representative of DGH. The Contractor has to obtain Police verification report (signed by an officer equivalent to DSP rank of higher) from the area where the person(s) to be deployed has/have been residing since the last five years. In case the person concerned has not resided at a place for five years at a stretch, Police verification reports should be obtained from that area where the person(s) has/ have stayed earlier during the last five years.

17.0 **SECRECY**

CONTRACTOR shall during the tenure of the CONTRACT and at anytime thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorised in writing by DGH, divulge or grant access to any information about the work or its results and shall prevent anyone becoming acquainted with either through CONTRACTOR or its personnel or authorised SUB-Contractors or agents. CONTRACTOR shall not avail of the information obtained in the course of work hereunder in any manner, whatsoever, nor shall CONTRACTOR divulge any information about the location of the work area of part thereof. CONTRACTOR shall not also destroy any report, note and technical data relating to the work and not required by the DGH. The obligation is continuing one and shall survive after the completion/ termination of this agreement.

18.0 **STATUTORY REQUIREMENTS**

During the tenure of this CONTRACT nothing shall be done by the CONTRACTOR in contravention of any law, act and/or rules/regulations, thereunder or any amendment thereof.

19.0 INSURANCE

A) CONTRACTOR shall, at his own expense, arrange appropriate insurance to cover all risks assumed by the CONTRACTOR under this CONTRACT in respect of its personnel deputed under this CONTRACT as well as CONTRACTOR's equipment, tools and any other belongings of the CONTRACTOR or their personnel during the entire period of their engagement in connection with this CONTRACT. DGH will have no liability on this account.

B) Waiver of subrogation: All insurance policies of the CONTRACTOR with respect to the operations conducted hereunder, shall be endorsed by the underwriter in accordance with the following policy wording:-

“ The insurers hereby waive their rights of subrogation against any individual, DGH, affiliates or assignees for whom or with whom the assured may be operating to the extent of the Contractual indemnities undertaken by the CONTRACTOR”.

C) Certificate of Insurance: Before commencing performance of the CONTRACT, CONTRACTOR shall upon request furnish DGH with certificates of insurance indicating (1) kinds and amounts of insurance as required herein (2) insurance corporation or companies carrying the aforesaid coverage (3) effective and expiry dates of policies (4) that DGH shall be given thirty (30) days written advance notice of any material change in the policy (5) waiver of subrogation endorsement has been attached to all policies and (6) the territorial limits of all policies. If any of the above policy expire or/ are cancelled during the term of this CONTRACT and CONTRACTOR fails for any reason to renew such policies, then DGH may replace same and charge the cost thereof to CONTRACTOR. Should there be lapse in any insurance required to be carried out by CONTRACTOR hereunder for any reason, losses resulting therefrom shall be to the sole account of the CONTRACTOR. Such insurance shall be effected within Insurance Company incorporated and registered in India or jointly with a Company of International repute and an Insurance Company incorporated and registered in India.

D) Deductible:- That portion of any loss not covered by insurance provided for in this article solely by reason of deductible provision in such insurance policies shall be to the account of the CONTRACTOR.

E) CONTRACTOR shall require all of its SUB-Contractors to provide such of the foregoing insurance cover as the CONTRACTOR is obligated to provide under this CONTRACT.

20.0 INDEMNITY AGREEMENT

20.1 INDEMNITY BY CONTRACTOR

Unless otherwise specified elsewhere in this CONTRACT, CONTRACTOR shall indemnify and keep indemnified DGH, its CONTRACTORS (other than the CONTRACTOR) and/or sub-CONTRACTORS and its/their employees from all

actions, proceedings, suits, claims, demands, liabilities, damages, losses, costs, charges, expenses (including without limitation, wreck or debris, removal costs, where wreck or debris removal is ordered by a competent authority) judgments and fines arising out of or in the course of or caused by the execution of work under the CONTRACT or other obligations hereunder directly or indirectly associated herewith and or arising from :

a) personal injury, illness or death of :

(i) any of CONTRACTOR's or subCONTRACTOR's personnel (even if caused by or contributed to by the negligence or fault of DGH); and

(ii) subject to clause **20.2 (a) (i)** any other person to the extent the injury, illness or death is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel or subCONTRACTORS or subCONTRACTOR's personnel and

b) loss or damage to :

(i) any property owned, hired or supplied by CONTRACTOR or CONTRACTOR's personnel or subCONTRACTORS or subCONTRACTOR's personnel including Constructional Plant (even if caused by, or contributed to by, the negligence or fault of DGH); or

(ii) subject to clause **20.2 (b) (i)** any other property to the extent the loss or damage is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel or subCONTRACTORS or subCONTRACTOR's personnel.

20.2 Indemnity by DGH

Unless otherwise specified elsewhere in this CONTRACT, DGH shall indemnify and keep indemnified CONTRACTOR (which expression in this clause includes, unless the context otherwise requires. SubCONTRACTORS of any tier and their employees) from all actions, proceedings, suits, claims, demands, liabilities, damages, losses, costs, charges, expenses and fines arising from :

a) personal injury, illness or death of

(i) any employee of the DGH (even if caused by or contributed to by the negligence or fault of CONTRACTOR);

(ii) subject to clause **20.1 (a) (i)** any other person to the extent that the injury, illness or death is caused by the negligence or fault of DGH ; and

b) any loss or damage to :

(i) any property owned, hired or supplied by DGH (even if caused by or contributed to by the negligence or fault of CONTRACTOR); except to the extent that such property is in the care or custody of CONTRACTOR in connection with the work under the CONTRACT.

(ii) Subject to clause **20.1 (b) (i)** any loss or damage to any other property to the extent the loss or damage is caused by the negligence or fault of DGH.

21.0 TERMINATION

21.1 Termination on expiry of the CONTRACT

This Agreement shall be deemed to have been automatically terminated on the expiry of the CONTRACT period unless the DGH has exercised its option to extend this CONTRACT in accordance with the provisions, if any, of this CONTRACT.

21.2 Termination on account of force majeure

Either party shall have the right to terminate this CONTRACT on account of Force Majeure, as set forth in **clause 25**.

21.3 Termination on account of insolvency

In the event the CONTRACTOR or its collaborator at any time during the term of this Agreement becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the DGH shall, by a notice in Writing have the right to terminate this CONTRACT and all the CONTRACTOR's rights and privileges hereunder, shall stand terminated forthwith.

21.4 Termination for unsatisfactory performance

If the DGH considers that the performance of the CONTRACTOR is unsatisfactory or, not up to the expected standard, the DGH shall notify the CONTRACTOR in writing and specify in detail the cause of such dissatisfaction. The DGH shall have the option to terminate this Agreement by giving **14 days** notice in writing to the CONTRACTOR, if, CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by the DGH.

21.5 Termination for delay in mobilisation

Successful bidder shall be required to mobilise complete equipment along with crew and collection of data for commencement of services at the specified site within the time period stipulated in the Forwarding Letter of this Bid Document. If the CONTRACTOR (successful bidder) fails to mobilise as above, DGH shall have, without prejudice to any other clause of the CONTRACT, the right to terminate the contract.

21.6 If at any time during the term of the Contract, breakdown of Contractor's equipment results in Contractor being unable to perform their obligations hereunder for a period of 15 successive days, DGH at its option may terminate this Contract in its entirety without any further right or obligation on the part

of the DGH except for the payment of money then due. No notice shall be served by the DGH under the condition stated above.

21.7 Notwithstanding any provisions herein to the contrary, the Contract may be terminated at any time by the DGH on giving 30 (thirty) days written notice to the Contractor due to any other reason not covered under the above **clause from 21.1 to 21.6** and in the event of such termination the DGH shall not be liable to pay any cost or damage to the Contractor except for payment for services as per the Contract upto the date of termination.

21.8 In the event of termination of contract, DGH will issue Notice of termination of the contract with date or event after which the contract will be terminated. The contract shall then stand terminated and the Contractor shall demobilise their personnel & materials.

21.9 Consequences of termination

21.9.1 Upon termination of the Contract, Contractor shall return to DGH all of DGH's items, which are at the time in Contractor's possession.

21.9.2 In all cases of termination herein set forth, the obligation of the DGH to pay shall be limited to the period up to the date of termination. Notwithstanding the termination of this Agreement, the parties shall continue to be bound by the provisions of this Agreement that reasonably require some action or forbearance after such termination.

21.9.3 In case of termination of Contract herein set forth, except under **21.1, 21.2 and 21.7**, following actions shall be taken against the Contractor ;

(i) DGH shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the contractor, then they shall be put on holiday [i.e. neither any tender enquiry will be issued to such a Contractor by DGH against any type of tender nor their offer will be considered by DGH against any ongoing tender(s) where contract between DGH and that particular Contractor (as a bidder) has not been concluded] for a period of two years from the date the order for putting the contractor on holiday is issued. However, the action taken by DGH for putting that contractor on holiday shall not have any effect on other contract(s), if any with that contractor which shall continue till expiry of their term(s).

(ii) Pending completion of the enquiry process for putting the Contractor on holiday, DGH shall neither issue any tender enquiry to the defaulting Contractor nor shall consider their offer in any ongoing tender.

22.0 SEVERABILITY

Should any provision of this agreement be found to be invalid, illegal or otherwise not enforceable by any court of law, such finding shall not affect the remaining provisions hereto and they shall remain binding on the parties hereto.

23.0 WITHHOLDING

23.1 DGH may at its absolute discretion withhold or nullify its obligations to pay the whole or any part of the amount due to the Contractor on account of subsequently discovered evidence of loss/ damages caused to the DGH by the contractor on account of:

23.1.1 Non-completion of contracted work to the absolute satisfaction of the DGH or its duly appointed representative/agent.

23.1.2 Contractor's un-cleared debt arising out of execution of the Contract.

23.1.3 Defective work not remedied by the Contractor.

23.1.4 Unsettled claims by any of the sub-contractor/s appointed by the Contractor or by any other third party claiming through the contractor or on the basis of any reasonable evidence indicating probable filing of such claims against the Contractor.

23.1.5 Any failure by the Contractor to fully reimburse the DGH in terms of the indemnification provisions of the Contract. Where, during the process of the work, the Contractor allows any indebtedness to accrue for which DGH may be held to be primarily or contingently liable or ultimately responsible for its discharge and where the Contractor fails to pay and discharge such indebtedness, within five days of being called upon to do so, then DGH may during the period for which indebtedness shall remain unpaid, be entitled to with-hold a sum equal to the amount of such unpaid indebtedness. When all the above grounds for withholding payments are removed, the payments shall thereafter be made for amounts so withheld.

23.1.6 Withholding will also be effected on account of the following :-

- (i) Garnishee order issued by a Court of Law in India.
- (ii) Income tax deductible at source according to Law prevalent from time to time in the country.
- (iii) Any obligation of Contractor which by any Law prevalent from time to time to be discharged by DGH in the event of Contractor's failure to adhere to such Laws.
- (iv) Any payment due from Contractor in respect of any unauthorized imports.

24.0 CHANGE IN LAW

24.1 In the event of introduction of any new legislation or any change or amendment or enforcement of any Act or Law, rules or regulations of Government of India or State Government(s) or Public Body which becomes effective after the date of submission of Price Bid or revised price bid, if any, for this CONTRACT and which results in increased cost of the works under the CONTRACT through increased liability of taxes, (other than personnel and

Corporate taxes), duties, the CONTRACTOR shall be indemnified for any such increased cost by the DGH subject to the production of documentary proof to the satisfaction of the DGH to the extent which directly is attributable to such introduction of new legislation or change or amendment as mentioned above and adjudication by the competent authority & the courts wherever levy of such taxes / duties are disputed by DGH.

24.2 Similarly, in the event of introduction of new legislation or any change or amendment or enforcement of any Act or Law, rules or regulations of Government of India or State Government(s) or Public Body which becomes effective after the date of submission of Price Bid or revised price bid, if any, for this CONTRACT and which results in any decrease in the cost of the works through reduced liability of taxes, (other than personnel and Corporate taxes) duties, the CONTRACTOR shall pass on the benefits of such reduced cost, taxes or duties to the DGH, to the extent which is directly attributable to such introduction of new legislation or change or amendment as mentioned above.

24.3 All duties, taxes (except where otherwise expressly provided in the Contract) as may be levied / imposed in consequences of execution of the Works/Services or in relation thereto or in connection therewith as per the Acts, Laws, Rules, Regulations in force on the date of submission of Price Bid or revised price bid, if any, for this CONTRACT shall be to CONTRACTOR's account. Any increase / decrease in such duties, taxes after the date of submission of price bid or revised price bid, if any, but within the contractual completion / mobilization date as stipulated in the CONTRACT will be to the account of DGH.

24.4 Any increase in the duties and taxes after the contractual completion / mobilization date during the extended period will be to the contractor's account, where delay in completion / mobilization period is attributable to the CONTRACTOR. However, any decrease of duties and taxes after the contractual completion / mobilization date will be to DGH's account.

24.5 The Contract Price and other prices given in the Price Format are based on the applicable tariff as indicated by the CONTRACTOR in the Price Format. In case this information subsequently proves to be wrong, incorrect or misleading, DGH will have no liability to reimburse/pay to the CONTRACTOR the excess duties, taxes, fees, if any finally levied / imposed by the concerned authorities. However, in such an event, DGH will have the right to recover the difference in case the rate of duty/tax finally assessed is on the lower side.

24.6 Notwithstanding the provision contained in clause **24.1 to 24.4** above, the DGH shall notbear any liability in respect of :

- (i) Personal taxes on the personnel deployed by CONTRACTOR, his sub-contractor / sub-sub contractors and Agents etc.
- (ii) Corporate taxes and Fringe benefit tax in respect of contractor and all of their sub-contractors, agents etc.

(iii) Other taxes & duties including Customs Duty, Excise Duty and Service Tax in addition to new taxes etc. in respect of sub-contractors, vendors, agents etc of the CONTRACTOR.

25.0 FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

For the purpose of this contract, the term Force Majeure means any cause or event, other than the unavailability of funds, whether similar to or different from those enumerated herein, lying beyond the reasonable control of, and unanticipated or unforeseeable by, and not brought about at the instance of, the Party claiming to be affected by such event, or which, if anticipated or foreseeable, could not be avoided or provided for, and which has caused the non performance or delay in performance. Without limitation to the generality of the foregoing, the term Force Majeure shall include natural phenomenon or calamities, earth quakes, typhoons, fires, wars declared or undeclared, hostilities, invasions, blockades, riots, strikes, insurrection and civil disturbances but shall not include unavailability of funds.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 72 hours of the beginning and the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, DGH shall have the option of canceling this CONTRACT in whole or part at its discretion without any liability at its part.

The Party asserting the claim of Force Majeure shall have the burden of proving that the circumstances constitute valid grounds of Force Majeure and that such party has exercised reasonable diligence and efforts to remedy the cause of any alleged Force Majeure.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

26.0 EMPLOYMENT BY FIRMS TO OFFICIALS OF DGH

Firms/companies who have or had business relations with DGH are advised not to employ serving DGH employees without prior permission. It is also advised not to employ ex-personnel of DGH within the initial two years period after their retirement/resignation/severance from the service without specific permission of DGH. The DGH may decide not to deal with such firm(s) who fail to comply with the above advice.

27.0 PREFERENCE TO LOCAL COMPANIES

CONTRACTOR agrees to give priority and preference to locally owned companies, when hiring Sub CONTRACTOR, SUBJECT TO price, quality and delivery being equivalent.

28.0 JURISDICTION AND APPLICABLE LAW

This Agreement including all matters connected with this Agreement, shall be governed by the laws of India (both substantive and procedural) for the time being in force and shall be subject to exclusive jurisdiction of the Courts at Delhi. (the place where the CONTRACT is signed in India).

29.0 SETTLEMENT OF DISPUTES AND ARBITRATION

29.1 Except as otherwise provided elsewhere in the contract, if any dispute or difference arises between the parties hereto or the respective representatives or assignees at any time in connection with operation, interpretation or out of CONTRACT or breach thereof shall be decided in accordance with Indian Arbitration and Conciliation Act, 1996 by an Arbitral Tribunal consisting of three arbitrators. Each party shall appoint one arbitrator and the Arbitrators so appointed shall appoint third arbitrator, who shall act as the presiding arbitrator.

29.2 In case a party fails to appoint an arbitrator within 30 days from the receipt of request to do so by the other party or the two arbitrators so appointed fail to agree on the appointment of the third arbitrator within 30 days of the appointment of second Arbitrator, the Chief Justice of Supreme Court/High Court as the case may be or any other person or institution designated by him within whose jurisdiction the subject CONTRACT has been made, shall appoint the arbitrator/presiding arbitrator upon request of any of the parties.

29.3 If any of the arbitrators so appointed dies, resigns, incapacitated or withdraws for any reasons from the proceedings, it shall be lawful for the concerned party/arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both the parties agree for the same and otherwise he shall proceed de-novo.

29.4 It is agreed between the parties that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.

29.5 It is also agreed between the parties that neither party to the arbitration shall be entitled to the interest on the amount of award.

29.6 The Arbitral tribunal shall give a reasoned award and the same shall be final, conclusive and binding on the parties.

29.7 The venue of the arbitration shall be New Delhi, India and shall be conducted in English language. The Courts in Delhi will have the jurisdiction to deal with such arbitration award if required.

29.8 The fees of the arbitrators shall be borne by the respective parties nominating them and the fee of the presiding arbitrator, cost and other expenses incidental to the arbitration proceedings shall be borne equally by the parties. Subject to aforesaid, the provisions of Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.

30.0 CONTINUANCE OF THE CONTRACT

Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this CONTRACT.

31.0 INTERPRETATION

The titles and headings of the sections in this CONTRACT are inserted for convenient reference only and shall not be construed and limiting or extending the meaning of any provisions of this CONTRACT.

32.0 PATENT INDEMNITY

32.1 The CONTRACTOR shall, subject to the DGH's compliance with Sub-Clause below, indemnify and hold harmless the DGH and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the DGH may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:

- a) the installation of the Items by the CONTRACTOR or the use of the Items in the country where the Site is located; and
- b) the sale in any country of the products produced by the Items.

Such indemnity shall not cover any use of the Items or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Items or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the CONTRACTOR, pursuant to the Contract.

32.2 If any proceedings are brought or any claim is made against the DGH arising out of the matters referred to in GCC above Sub-Clause, the DGH shall promptly give the CONTRACTOR a notice thereof, and the CONTRACTOR may

at its own expense and in the DGH's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

32.3 If the CONTRACTOR fails to notify the DGH within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the DGH shall be free to conduct the same on its own behalf.

32.4 The DGH shall, at the CONTRACTOR's request, afford all available assistance to the CONTRACTOR in conducting such proceedings or claim, and shall be reimbursed by the CONTRACTOR for all reasonable expenses incurred in so doing.

32.5 The DGH shall indemnify and hold harmless the CONTRACTOR and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the CONTRACTOR may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the DGH.

33.0 INDEPENDENT CONTRACTOR STATUS:

The CONTRACTOR shall act as an independent contractor performing the CONTRACT. The Contract does not create any agency, partnership, joint ventures or joint relationship between the parties.

Subject to all compliance with the CONTRACT, the CONTRACTOR shall be solely responsible for the manner in which works are performed. All employees, representatives or sub-CONTRACTORS engaged by the CONTRACTOR in performing the CONTRACT shall be under the complete control of the CONTRACTOR and shall not be deemed to be employees of the DGH and nothing contained in the CONTRACT or in any sub-CONTRACT awarded by the CONTRACTOR shall be construed to create any contractual relationship between any such employees or representative or Sub-CONTRACTOR and the DGH. CONTRACTOR shall be responsible for the acts, defaults or negligence of the CONTRACTOR, his agencies, servant or workmen.

34.0 LIMITATION OF LIABILITY

Notwithstanding any other provisions, except only in cases of willful misconduct and / or criminal acts,

a) Neither the Contractor nor DGH shall be liable to the other, whether in Contract, tort, or otherwise, for any consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided however that this exclusion shall not apply to any obligation of the Contractor to pay Liquidated Damages to the DGH and

b) Notwithstanding any other provisions incorporated elsewhere in the contract, the aggregate liability of the Contractor in respect of this contract, whether under the Contract, in tort or otherwise, shall not exceed Contract Price, provided however that this limitation shall not apply to the cost of repairing or replacing defective equipment by the Contractor, or to any obligation of the Contractor to indemnify the DGH with respect to Intellectual Property Rights.

c) DGH shall indemnify and keep indemnified Contractor harmless from and against any and all claims, costs, losses and liabilities in excess of the aggregate liability amount in terms of clause (b) above.

In witness whereof, the parties hereto have executed this Agreement as of the day and year first above written.

Signed, Sealed and Delivered,

For and on behalf of

Directorate General of Hydrocarbons(DGH) M/s. _____

For and on behalf of Contractor

Name:

Name:

Status:

Status:

In presence of

In presence of

1.

1.

2.

2.

SPECIAL CONDITIONS OF THE CONTRACT.

1.0 DELAY IN MOBILISATION AND COMMENCEMENT OF WORK AND LIQUIDATED DAMAGES

- a) CONTRACTOR (successful bidder) shall mobilize and deploy the required manpower and complete equipment at DGH's Noida office so as to commence the services within the maximum period specified the LOA / Scope of work.
- b) If the CONTRACTOR fails to mobilize and deploy the required manpower / equipment and / or fails to commence the operations within the period specified in sub clause (a) , DGH shall have, without prejudice to any other provisions in the contract including sub clause (c) below, the right to terminate the contract.
- c) If the contractor is unable to mobilize / deploy, and commence the job within the period specified in sub clause (a) above, it may request DGH for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, DGH may at its discretion, extend the period of mobilization and shall recover from the contractor, as an ascertained and agreed Liquidated Damages, a sum equivalent to 2 % of annual contract value, for each week of delay or part thereof, subject to a maximum of 10 %.
- d) The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/damage which will be suffered by DGH on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach.

2.0 LABOUR LICENCES ETC

The bidder / contractor whose tender is accepted shall have to obtain labour licence from appropriate authority, as applicable for employment of unskilled / skilled manpower for contract services. The contractor shall comply with all labour laws / statutory regulations applicable or which might become applicable to the Government with regards to performance of the work including but not limited to the minimum wages act, contract labour act, payment of bonus act, etc from time to time and take such steps as may be deemed necessary in this regards. In addition, contractor shall provide insurance cover to all his personnel.

3.0 DEPLOYMENT

All personnel/employees/workmen employed by the Service Provider shall be adults with good health and sound mind. The personnel/employees/workmen of the Service Provider shall be liable to security search by the Security Staff/Agencies deployed by DGH. The Service Provider shall appoint fully

qualified competent and skillful workers in their services, supervisors and employees/workmen at their own cost to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the DGH.

The Service Provider as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement. The employees/workmen employed by the Service Provider shall always be under the direct and exclusive control and supervision of the Service Provider and the Service Provider shall be free to transfer its employees / workmen in accordance with their needs, provided always that adequate and necessary number of employees / workmen are deployed by the Service Provider for fulfillment of their contractual obligations under this agreement.

It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.

4.0 RECORDS AND REPORTS

The Service Provider shall maintain all statutory registers, records, pay sheets etc. and shall be responsible for producing all records for inspection under different statutes by the concerned authorities. The Service Provider shall also comply with all labour laws as enacted by State Governments / Government of India. The Service Provider shall at all times maintain and when required, submit their records, registers of books connected with the execution of the contract for checking to a duly authorized officer of the DGH for inspection so as to determine whether or not the contractor is complying with the terms and conditions of this agreement provisions of the laws that may be applicable.

a) All Records as per contract Labour (Regulation & Abolition) Act, 1970.

5.0 DISCIPLINES AND SAFETY

The Service Provider shall ensure that the employees/workmen employed by them shall at all times be polite and courteous to all Officers, employees/workmen of the DGH and shall maintain high standard of discipline decency and decorum. Any personnel deployed by the Service Provider, refuses work or creates indiscipline would have to be immediately replaced.

DGH reserves the right, to ask the Service Provider to terminate the services of any of the Service Provider's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct.

Service Provider shall maintain at all times strict discipline and good order among its employees. Service Provider shall observe all Rules and Regulations of Government Agencies having jurisdiction and all the DGH's safety Rules and

Regulations as may be prescribed and made known to the Service Provider by the DGH from time to time. The Service Provider shall also provide and comply with all the DGH's Safety.

DGH will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Service Provider.

6.0 MANAGEMENT OF CONTRACT

The contract shall be monitored by HoD (Admn), DGH or his authorized representative. DGH's authorized representative will oversee the day-to-day performance of the Service Provider with reference to the scope of work. He will monitor the performance, qualitatively and quantitatively and will:

- a) Go through the complaints, if any, daily verify and certify the monthly running bills of the Service Provider as per the terms and conditions set in the contract.
- b) Suggest penalties for unsatisfactory services by the Service Provider or impose liquidated damage for the loss damage / shortage of DGH material due to nonperformance or negligence of Service Provider or any of his employees.

7.0 COMPLIANCE OF LAWS

The Service Provider shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules and regulations, and notifications whether from Central or state or local bodies at his cost and risk in respect of staff employed by him and will maintain records as per statutory requirements. If due to any reason whatsoever DGH is made liable for any liabilities, it shall be payable by the Service Provider to DGH and also such liabilities shall be recoverable by DGH from dues payable to the Service Provider and from security deposit of the Service Provider with DGH or by invoking the contract performance bank guarantee.

The Service Provider shall pay and meet all expenses, arising out of or as a consequence of various provisions in the aforesaid Acts and statutes.

The Service Provider shall issue annual statement of PF accounts to the workmen under intimation to DGH. A copy of the annual Statement of PF Accounts needs to be submitted to the DGH within the stipulated time limit as purported in the Act.

The Service Provider shall be solely responsible as regards salary / wages, leave with wages, and service conditions and terms extended by the Service Provider to their employees/workmen and shall in that connection maintain requisite records and comply with all laws, enactment, rules and regulations and orders applicable to the Service Provider and its employees/workmen in general and in particular, laws, enactment rules and regulations and order dealing with employment of Contract Labour, payment of wages/Compensation Contributions under the ESIC Act, 1948 and Safety regulations. Regulations

relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.

The Service Provider shall be responsible for settlement of any claims / dues incase, of any of the Service Provider's employee dies or sustain injury or damage or loss either to his person or his property in accordance with the provisions of law. The Service Provider shall have to take necessary and relevant insurance coverage for all their employees / workmen in this regard.

The Service Provider shall be responsible for payment of overtime to his workmen incase the workmen works more than the prescribed hours as laid down under the relevant Central / State Rules.

It will be obligatory on the part of the Service Provider to disburse monthly wages to his workmen in presence of authorized representative of DGH and obtain signatures on the attendance roll/wage disbursement register.

The Service Provider must provide one-day rest or weekly "off" to his workers who put in continuous six(6) days work in a week with full wages.

The payment against only clear (undisputed) bills/invoices submitted by the Service Provider will be made by DGH. The bills/invoices along with required documents should be submitted on monthly basis by the Service Provider.

Tax liability if any, will be recovered as per rule from the Service Provider's claim/bill. The Service Provider shall bear all professions and corporate taxes / levies, levied under the contract. The DGH will deduct income tax at source as per Income Tax Act and Rules from the payment due to the Service Provider and will pay to the Income-tax authorities directly. TDS Certificate will be issued to the Service Provider.

All the prices will remain firm during the entire contract period. No escalations during the tenure of the contract will be entertained.

SCOPE OF WORK

1. PREMISES

DGH office at OIDB at Bhawan, Tower A, Plot No 2 Sector 73, Noida as well as DGH Transit Accommodation B-174, Sec 71, Noida having the area of about 95000sqft (approx.) and 2900 sqft respectively.

2. AREAS

The area of the layout consists of the following sections:

- a. Rooms (both Office and Transit Accommodation)
- b. Clusters
- c. Passage (both Office and Transit Accommodation)
- d. Wash rooms (both Office and Transit Accommodation)
- e. Conference rooms
- f. Lift area of each floor
- g. Staircase (both Office and Transit Accommodation)
- h. Corridors (both Office and Transit Accommodation)
- i. Pantries

3. WORKING HOURS

DGH office timings are from 0900 hrs to 1800 hrs Monday to Friday, the services are required for six days in week as under:

For cleaning of total area of approx. 95000 sq. ft. it is presumed approximately 30 housekeeping personnel out of which 29 Cleaners and 01 Supervisor, which should comprise of male and female cleaners on respective floors and 01 (one) male cleaner to be placed in DGH transit accommodation.

MONDAY TO FRIDAY	ENGAGEMENT REQUIRED
21 Cleaners (Unskilled) and 01 Supervisor	0700 hrs to 1500 hrs
8 unskilled manpower	1000 hrs to 1800hrs

*All the female cleaner to be placed in the first shift.

SATURDAY	ENGAGEMENT REQUIRED
29 Unskilled Manpower and 01 Supervisor	0900 hrs to 1700 hrs

4. UNIFORM TO CLEANERS & SUPERVISOR

Cleaning & Housekeeping staff shall wear neat & smart Uniform (Shirt, Pant, shoes etc.) with Firm's logo. Supervisors & housekeeping & cleaning staff shall be provided with Name badges & Photo identity cards (free of cost).

The uniform will comprise the following:

- (Two) sets of uniform must be provided to the cleaners & supervisor employed by the contractor.
- The uniform must have 02(two) sets of cotton shirts & Pants/ Salwar suit along with 01 (one) sweater for winter and 01 (one) pair of shoes.

5. SCOPE AND NATURE OF HOUSEKEEPING & MAINTENANCE SERVICES

The Contractor is required to supply necessary housekeeping chemicals, consumable items, equipment, tools etc. of approved make including supplying adequate number of personnel as mentioned and all consumables materials of approved quality to the entire satisfaction of DGH. In addition inspection of the workforce by supervisor for uniform cleanliness and attendance. The vendor has to compulsorily provide the tentative qty. (may be increased or decreased as per the requirement of DGH of which DGH shall have the sole discretion] of the chemicals/consumables/equipments listed in appendix I and II of this annexure.

The following are to be performed under Housekeeping services for DGH Office.

1. Daily Cleaning
2. Weekly Cleaning
3. Monthly Cleaning

A. DGH OFFICE SCOPE OF WORK

1. Daily Cleaning

The following services to be provided on a daily basis consisting cleaning of the aforesaid Office premises which must be completed daily latest by 0900 hrs. Thorough check of work force by supervisor for uniform, appearance, cleanliness and attendance on daily basis.

a) Sweep Clean

Sweep Clean all floor areas including:

- Damp Moping of Tiles, Vitrified floors, sidewalls and podium entrance areas
- Floors shall be free of dirt, mud, sand, footprints, liquid spills, unwanted material and other debris.
- Chairs, trash receptacles and easily movable items shall be moved to clean underneath with special attention
- During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform

appearance with no streaks, smears, swirl marks, detergent residue or any evidence of remaining dirt or standing water.

- After sweeping all vitrified floors, areas would be machine scrub cleaned Sweep Clean of debris from walkways and hose clean them during appropriate climatic and water use conditions.
- Special attention will be paid to the cleaning of water Dispensers, water filters & pantries. All furniture in the office area, wall panels, partitions in common/office area will be cleaned every day.
- Air Fresheners at all the floors, washroom, reception area, conference halls.

b) Vacuuming

- Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed the area shall be free of all litter, lint, loose soil and debris.
- Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in the original position with special attention.

c) Washroom cleaning: (To be carried out on hourly basis)

- Thorough cleaning and sanitization of toilets, bathrooms. Wash basins and shower facilities using suitable non-abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges.
- Cleaning of mirrors, glass doors, glass windows etc.
- Replacement of paper towels, toilet paper, and soap dispenser in all bathrooms shall be performed.
- Supply of liquid soap in all soap dispensers, sanitary cubes, air purifiers, tissue papers, naphthalene balls, etc. in the bathrooms and toilets.
- There will be no stains on the pots and wash basins and stink
- Perfumed disinfectant spray will be sprayed daily in all the rooms, cabins and sitting area for staff
 - Harpic/flush clean to be put in the flush tanks

d) Trash removal

- Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located
- All waste from waste paper baskets will be collected and deposited at designated site and disposed. Arrangement for disposal of waste/garbage shall be responsibility of the housekeeping contractor
- Dry & Wet garbage would be segregated and dumped into designated area within the premises
- Periodic cleaning of internal sewerage lines and keeping sewerage lines functional.

e) Glass Surface Cleaning

- All glass at entrance doors of the premises would be cleaned using damp and dry method.
- Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned
- Removal of grease marks or fingerprints glass counters and partitions, this cleaning is done using approved all-purpose cleaner and lint free cloth of paper towels.

f) Cleaning of instruments and wall fittings

- Cleaning of doormats, telephone instruments (including their disinfecting) photos, murals, sculptures, PCs and their accessories, boards and panels, glass/board partitions and windows, address boards, notice boards, mail boxes and light fixtures.
- Cleaning of all accessible glasses.

f) Damp & Dry Cleaning

- Wipe clean all table tops of workstations, cubicles and other furniture and fixtures
- All pantries will be cleaned with wet & dry vacuum cleaners using disinfectants and detergents by 09.00 a.m. daily.

2. Weekly Cleaning

Following specific services shall be provided on weekly basis

a) Deep Cleaning

- Surrounding Common Areas, lights, fans and other electrical fittings etc under the supervision of the electrician.
 - Cleaning and polishing of all metal surfaces like name boards, knobs, handles, panels, planters, etc.
 - Scrubbing of floors and washroom tiles with cleaning agent and scrubbing machine for cleaning of stains.
 - Upholstery, sofa & chair cleaning which should be done through dry cleaning without damaging the colour& fiber of the fabrics.
- Cleaning of Air conditions grills.
- Vacuuming and spot cleaning of all carpet areas.
- Removal of cobwebs & stains from Ceilings, Walls, Partitions etc.
- Toilets and Washroom

b) Window Glass Cleaning

- Interior & Exterior glass will be cleaned on both sides throughout the office premises.
- Exterior cleaning of the glasses where accessible.
- Dusting windows – silts and Roller blinds.

c) Sanitizing

- Office Desk paper bins would be cleaned and sanitized.
- All washroom dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from Pantry and cafeteria area would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.
- Polishing of brass wares.
- Any other things that require attention and weekly cleaning

d) Cleaning of Blinds

- Specialized cleaning of Roller blinds at all locations with approved quality of consumables.

3. Monthly Cleaning Services

a) Curtain Wall Cleaning

- Windows, curtain walls, etc.
- Curtain walls cleaning process shall depend upon accessibility to exterior and interior and SAFETY ACCESSORIES provided by the Facilities/ Housekeeping Company

b) Sweep Cleaning

- Sweeping and cleaning of the floor surface area are covered by the furniture etc with vacuum cleaners by shifting and keeping back the same in their original places after cleaning.

c) Dusting & Wiping

- Dusting & Wiping light fixtures when completed the light fixtures shall be free from dirt, grime, dust and marks.
- Cleaning and dusting of racks by removing files and papers.

d) Polishing

- Applying metal polished to accessories or door handles, hand railings, lift walls, etc where applicable.

e) Scrubbing

- Scrubbing of all floors areas with scrubbing machines.

B. SCOPE OF WORK FOR TRANSIT ACCOMODATION

- a) Daily cleaning and sweeping of all rooms, corridors, passage, kitchen and staircase.
- b) Trash removal emptying all waste baskets, ashtrays(if applicable) from rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located.
- c) Dusting of Fixtures.

6. ESTIMATED ANNUAL REQUIREMENT

Manpower, Chemicals & Other Consumables and Equipments are as under. Intending bidders may use this information to work out their quote for:

- (a) **Manpower deployment of Cleaning Personnel:** 29 cleaner and 01 supervisor. In the case of increase/ decrease in area, manpower deployment will be increased/decreased proportionally.
- (b) **Estimated annual requirements of Chemicals:** The chemicals to be provided by the contractor is given in Appendix I of Annexure-IV. All the cleaning agents used shall be biodegradable and environmental friendly so that it does not cause any harm to the employees, workers and object for which it is used. Further the list is only indicative and not exhaustive.
- (c) **Estimated annual requirements of Consumables and Equipments:** The consumables to be provided by the contractor are given in Appendix I ,II of Annexure-IV.

Note: The vendor must provide adequate amount/quantity of chemicals/consumables (as per indicative quantity attached at Appendix I & II of Annex-IV.

7. FREQUENCY OF SERVICES

The contractor shall carry out the above services at least at the frequency as detailed below. The frequency may increase depending on need to ensure that the Office complex is well maintained all the time. The

contractor will carry out work at suitable timing to ensure that officials at work not disturbed.

HOUSEKEEPING SERVICES FREQUENCY		
A	Sweep Clean	Once a day
B	Vacuuming	Once a day
C	Washroom Cleaning	Once in an hour
D	Trash removal	Once a day
E	Glass Surface Cleaning	Once a day
F	Cleaning of instruments and wall fittings	Whenever required
G	Spot Carpet Cleaning	Once a day
H	Damp & Dry Cleaning	Weekly
I	Deep Cleaning	Weekly
J	Sanitizing	Weekly
K	Curtain Wall Cleaning	Monthly
L	Dusting & Wiping	Monthly
M	Special Cleaning	As and when required and as determined by DGH/ HoD Administration
N	Pantry	All working days including Saturdays
O	Carpet Cleaning	Quarterly (Preferebly on Saturdays)

The contractor needs to display the daily assignment sheet of the attendant in each and every washroom room

8. PAYMENT OF WAGES

- a. The contractor shall be solely responsible in regard to salary/ wages and all other dues, which may be due and payable to his employees as per various labour laws as amended from time to time and for service condition in respect of workers employed by him. The wages paid by the contractor to his employees shall be fair and in no case be less than the wages prescribed by the Central government under Minimum Wages Act, 1948 for the scheduled industry.
- b. In addition, the contractor shall provide all statutory benefits such as PF, ESI, Bonus etc as may be applicable from time to time under provisions of relevant labour laws to his employees engaged under the contract.
- c. Notwithstanding anything contained in clause 6.0 (a) & (b) in the event of introduction of any new legislation or amendment in any Act or Law, Rules or Regulations or Order of Government of India or State Government(s) or Statutory Authority which become effective after the date of submission of Price bid or revised price bid, if any, for this Contract and which results in increased cost of the works under the CONTRACT through increased liability of payment of minimum wages,

PF,ESI & Bonus , documentary proof shall be provided to the satisfaction of the DGH to the extent which directly is attributable to such introduction of new legislation or amendment or order as mentioned above under the clause.

- d. In case DGH receives any representation or demand for payment of any amount to any of the Contractor's employees at any time towards wages and other dues/facilities from any source including any Governmental agency, due to failure of the contractor to pay the same, amount from the amounts due to the contractor and pay the same to the claimant. The decision of the DGH in this regard shall be final and binding on the contractor.

9. COMPLIANCE TO SAFETY REGULATIONS:

- i) The Contractor at his cost, shall ensure that all employees/contract labour deployed/engaged by him are provided required personal protection equipment/safety kit/and wear/use the same while on work. The Contractor shall also insure his employees/contract labour against injuries/accidents that may arise during performance of the job undertaken by the Contractor.
- ii) The employees of the Contractor shall be liable to search by the security staff of DGH. The contractor's employees shall strictly observe the rules and regulations of the DGH relating to security, safety etc.

10. REDUCTION IN PAYMENT DUE TO DEFICIENCY IN SERVICES:

DGH authorized representative may reduce the monthly payment due to deficiency in services envisaged in the contract. The decision of DGH authorized representative will be final and binding, as regards to the determination of fact of "deficiency in services" and the consequences thereof under this clause. The reduction in charges as under shall be in addition to deduction for non-performance of the indented service.

Sl. No.	Item	Reduction for deficiency in performance per day. (Rs.)
1	The staff not working with proper and clean uniforms per day per Staff Person	500/-
2	Housekeeping service not satisfactory	1000/-
3	Non-compliance of any other contractual conditions	1000/-

11. RETURN OF DGH MATERIAL, EQUIPMENTS IN POSSESSION OF THE CONTRACTOR:

At the time of termination/expiry of the contract, the contractor shall handover DGH's properties provided to the contractor in its original condition and shall be liable to compensate for any loss or damage caused to DGH's property excepting those caused due to normal wear & tear. In case contractor fails to compensate loss or damage, the cost thereof as fixed/assessed by the competent Purchase Authority or its Authorized representative, shall be recovered from the Security Deposit/Bank Guarantee/Bills of the contractor.

12. PAYMENT TERMS:

- a. The DGH shall make the payment to the contractor on monthly basis for providing satisfactory services from the commencement date. The contractor shall obtain certificate of satisfactory performance from the DGH's designated/authorized Administrator of the premises.
- b. No advance payment shall be made to the contractor/licensee. Payment for the above services shall be made as per scope of work and agreed schedule of rates. The rate payable shall be firm during the entire period of contract.
- c. The contractor shall submit the following documents along with the 1st Bill:
 1. Copy of Valid Labour Licence under CLRA Act 1970.
 2. Copies of Appointment/deployment letters/Employment Cards of all the Cleaners and Supervisor.
 3. The contractor will submit the duly notarized copy of the Group Insurance Policy/workmen compensation policy indicating the list of his employees for whom he has taken the insurance cover.
 4. The contractor shall furnish the GST Number.
 5. If the documents, mentioned in clauses above, are not submitted prior to start of the work, such documents should be attached with the first invoice along with other documents. The invoices shall not be passed for payment by the Principal Employer and the Associated Finance till receipt of both the group of documents.
- d. The contractor shall submit the following documents along with every monthly bills:
 - i. Monthly attendance sheet as per Muster Roll
 - ii. Having paid the due wages, monthly wage sheet with due signature of the cleaners in presence of representative of DGH along with copy of bank statement if the payment has been done through online payment services

- iii. Having deposited the contributions of PF and ESI (if applicable) with the concerned authorities for the month along with the list of his contractual workers and amount of PF/ESI paid against each individual. The proforma “PFD”, as per Appendix- to Annexure..... duly filled in is also being attached]
- iv. Copy of PF-ECR stamped by the designated Bank along with a print of the digitally signed PDF data sheet of the ECR.
- v. Receipt of EPF payment, Challan with Copy of PF-ECR stamped by the designated Bank along with a print of the digitally signed PDF data sheet of the ECR.
- vi. Monthly Challan of ESI Contribution of all staffs deployed in DGH.
- vii. Detail of the Machines, Chemicals and Consumables used every month which includes brand, quantity and rate

	Monthly Payment will comprise of :		
	1	Minimum Wages	
	2	Employer Contribution towards PF/ESI etc.	
	3	Bonus Component	
	4	Uniform Charges	
	5	Quoted Service charges (minimum 5%) on Manpower Component (from 1 to 4)	
	6	Payment towards Materials, equipment/machine. Consumables and Chemicals	
	7	Service charges on quality and quantity of material, consumables and chemicals , if any	
	8	Machine Rent	
	9	Service charges on Machine Rent , if any	

e. Release of the final bill and security deposit:

The contractor shall submit the documentary proof of following for settlement of final bill and release of security deposit.

- i. Having paid due wages to all his employees engaged on the job for the whole period of contract
- ii. Having deposited the contributions of PF with the concerned authorities for the whole period of contract and issued individual PF statements for the preceding financial year-end.
- iii. Having deposited the contributions of ESI with the concerned authorities for the whole period of contract (Form 5 duly filled in and acknowledged by the office of concerned ESIC is submitted.
- iv. Copy of the letter of advance intimation issued to the employees engaged under the contract regarding termination of their services on account of expiry of the contract.
- v. Certificate from the DGH Administrator that the contractor has paid all dues to the workers as per contractual obligation.

- vi. Indemnity Bond on non-judicial stamp paper of appropriate value, indemnifying DGH against any dues that may accrue to his employees.

13. CONTRACT PERIOD

The contract shall be for 2 (two) years .DGH reserves the right to rescind the contract agreement at any time by giving one month notice if the services of the contractor are not found to be satisfactory.

14. GENERAL TERMS & CONDITIONS

1. The bidder / contractor whose tender is accepted shall have to obtain labour licence from appropriate authority, as applicable for employment of unskilled / skilled manpower for contract services. The contractor shall comply with all labour laws / statutory regulations applicable or which might become applicable to the Government with regards to performance of the work including but not limited to the minimum wages act, contract labour act, payment of bonus act, etc from time to time and take such steps as may be deemed necessary in this regards. In addition, contractor shall provide insurance cover to all his personnel.
 2. Insurance cover for workers employed
 3. Photocopies of ESI cards valid for ESI dispensaries in respect of workers employed.
- 15.** DGH reserves the right , during the currency of contract, to review quantity and quality of consumables and rental equipments. DGH also reserves the right to ensure desired level of performance beyond the defined level in tender documents/contract documents by seeking better quality of inputs in these two categories.
- 16.** DGH also reserves the right to check the details of payment made by the vendor to the deployed personnel to ensure that the stipulated amount is being paid to the personnel.
- 17.** The successful vendor must ensure that the minimum ISO requirement as required in the tender document remains valid from the date of bid opening till the currency of the contract.

LIST OF CONSUMABLES**Chemical Consumables**

S\N	Description	Unit	Brand or Equivalent Quality	Monthly Qty	Annual Qty.
1	Naphthalene Balls	200 gms	Trishul/ Gandha	10 pkt	120
2	Toilet Freshner	75 gms	Harpic/Odo nil	90 pkt	1080
3	Sanitary Cube	400 gm	Metropol	6 pkt	72
4	Hand Wash	5 ltr	Fem/Dabur	10 can	120
5	Insects repellent	400ml	Hit	6	72
6	Toilet Roll	1 roll	Mist/Perseo	400	4800
7	Garbage Bag Big Size(30x 50)	pkt	Ezee	3	36
8	Garbage Bag Small Size (19x21)	pkt	Ezee	12	144
9	M-Fold Napkin	pkt	good quality	700	8400
10	Taski R1 (Cleaning and Sanitising of Bathroom / Toilet surfaces)	Can of 5 Ltr	Diversey	3	36
11	Taski R-2 (all purpose cleaner)	Can of 5 Ltr	Diversey	3	36
12	Taski R-3 (Glass Cleaner)	Can of 5 Ltr	Diversey	4	48
13	Taski R-4 Chemical (Furniture Cleaning)	Can of 5 Ltr	Diversey	2	24
14	Taski R-5 Chemical (Room Freshener)	Can of 5 Ltr	Diversey	2	24
15	Taski R-6 (Toilet bowl cleaner)	Can of 5 Ltr	Diversey	5	60
16	Taski R-9 Chemical (Removal of hard stains from Bathroom Walls and Fittings)	Can of 5 Ltr	Diversey	2	24
17	Sumo Inox D-7.1 (Stainless Steel Polish)	Can of 5 Ltr	Diversey	1	12
18	Colin Spray	bottle of 500ml	Colin	12	144
19	Room Freshner	bottle of 300ml	Godrej	3	36
20	Hand Liquid Soap	bottle of 200ml	Dettol	12	144
21	Bleaching Powder	1kg packet	Good	5	60

			quality		
22	Urinal Screen	Pieces	NACS	100	1200
23	Taski R-11 (Carpet Cleaning)	litres	Diversey	8	96

Minor Equipment cum Consumables

S/ N	Particulars	Monthly Requirement (Qty.)
1	Squeegees/Glass Cleaning Wiper	2
2	Window Cleaning Applicator (wet)	2
3	Step ladder aluminium 12'	
4	Floor Dry Mop	3
5	Floor Wiper	2
6	Sponge Pads	6
7	Spin Floor Mop (wet)	2
8	Dust Pan	2
9	Dust Brush (Small)	1
10	Nylon Broom Stick	2
11	Feather Duster	2
12	Dusting Cloth	
	Yellow	21
	White	19
13	Floor Mopping Cloth (Big)	19
13	Single Mope Ringer Trolley	1
14	Small bucket	1
15	Cobweb Brush	1
17	Toilet Brush	2
18	Hand Brush	2
19	Hand Gloves	5
20	Ceramic Aroma Set	10
21	Automatic Room freshner Dispenser with spray bottle	28

Appendix- II to Annexure- IV

LIST OF MAJOR EQUIPMENTS/ITEMS

List of equipment's with accessories, materials, apparatus & equipment's to be provided and used for housekeeping services by the Contractor according to their uses:

Table 1

Sl No.	Equipment Description	<u>Annual Requirement</u>
1	Dry & Wet Vacuum cleaner	2 nos.
2	Automatic scrubbing machine (Single Disc)	2 nos.
3	Carpet Cleaner	2 nos.

Appendix- III to Annexure- IV
Proforma – “PFD”

SUB: PARTICULARS OF PF CONTRIBUTION FOR THE MONTH OF....

(1) Name of the Firm/ Agency/ Contractor _____
Nature of Contract :

(2) Postal address of the Contractor _____ (3) Phone No. of the Contractor _____ (4) Fax No. of the Contractor _____ (5) Address of PF office from where EPF Code No. has been allotted: _____ (6) EPF Code No. allotted by PF office _____ (7) Address of ESIC office from where ESI Code No. has been allotted: _____ (8) ESI Code No. allotted by ESIC Office (9) Period of Contract : From _____ to _____ (a) Extension period of contract, if any From _____ to _____ (b) Place where contract workmen are working (10) Labour Licence No. _____ dtd. _____ (11) Validity period of Labour Licence From _____ To _____ (12) Details of Deposition of contribution towards EPF (a) EPF Challan No. _____ Amount _____	Category	No. of Workers	Prevailing Min. wages
	Unskilled		
	Semi-skilled		
	Skilled		
	Highly skilled		
	Total		

<p>Date _____</p> <p>(13) Details of Deposition of contribution towards ESI</p> <p>(a) ESI Challan No. _____ Amount _____ Date _____</p> <p>(14) Details of contract labour engaged by the contractor</p>	
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CERTIFIED THAT

Sl. No.	Full Name of the Contractual Workmen	Sub EPF Code No. of the Contractual Workman	No. of days present during the month	Amount paid		Total Amount paid	Employees PF Contribution @ 12%	Employers PF Contribution @ 3.67%	Employers EPS Contribution @ 8.33 %	Total Contribution deposited (Col No.8 + Col. 9 + Col. 10)	Employees ESI contribution @ 1.75 %	Employers ESI contribution @ 4.75 %	Total Contribution deposited (Col No. 12 + Col no. 13)
				Mini Wage	Plus any other pay								
1	2	3	4	5	6	7	8	9	10	11	12	13	14

- a) I have paid the notified minimum wages to my contractual workers as per the agreement.
- b) The above information is correct to the best of my knowledge.
- c) In case any discrepancies or irregularities is /are noticed in this agreement, then DGH is free to inform the PF/ESIC Authorities.
- d) Within one month on completion/expiry of the contract, I shall fill up the prescribed Forms for withdrawal or transfer of PF/Pension Account in favour of my contractual workmen under control and intimate to Principal Employer.
- e) Before the completion of contract, I shall serve one month notice to all my contractual workers, informing that their services will be terminated.
- f) Within one month on completion/expiry of the contract, I shall pay all the dues/ terminal dues such as leave with wages, bonus (if applicable), Gratuity (if applicable), to all my contractual workmen, failing which my Bank Guarantee/ Security Deposit may be withheld by DGH.

Date:
Place:

Signature & Seal of the Contractor

PRICE SCHEDULE

Bidders are requested to read the following instructions before quoting for the deliverables:-

INSTRUCTIONS:-

1. There are total six (6) tables in the price bid format given here namely Table 1, Table 2A , Table 2B, Table 2C, Table 3 and Table 4.
2. Minimum wages and other stipulated payments have been mentioned in the Table 1. The vendor has to indicate the service charge (in percentage and the minimum permissible quotable service charge is **05.00%**) and quote the service charge amount against 1.F and 1.G respectively.
3. The vendor has to quote (rate and monthly amount) for items mentioned in tables 2A and 2B. The monthly total of these items i.e.(2.A.24 +2.B.22), has to be quoted in 2.C.1. The service charge (in percentage and the minimum permissible quotable service charge is **00.00%**) is also to be quoted alongwith.
4. The vendor has to quote the MONTHLY machine rent in Table 3 along with the service charge (in percentage , minimum 0%).
5. The aggregate of all the components should be quoted in Table 4.
6. Refer item NO. AGAINST 2.B.3 in Table 2B. The annual requirement is 1 so the monthly requirement has been shown as 1/12. Quote accordingly.
7. The vendor should quote reasonable and sustainable prices for the components. Bids from the bidders quoting unsustainable prices are liable to be rejected.
8. Refer to the row 1.F (table 1) , 2.C.2 (table 2C) and row 3.B (table 3) : The bidder has to quote the service charge in percentage (minimum 05.00% for 1.F and 00.00% for 2.C.2 and 3.B). Illustration : Eg. If the vendor wishes to quote 6% for all the aforementioned three rows , then it should be quoted as 06.00. Similarly if the bidder wishes to quote 9.81 % , then it should be quoted as 09.81. Against Table 2.C.2 and Table 3.B or one of them , if the bidder wishes to quote 0%, it should be quoted as 00.00%. The quote should be rounded off to two digits after the decimal. **The bidder can quote separate service charges (in percentage) against the aforementioned three rows i.e. row 1.F (table 1) , 2.C.2 (table 2C) and row 3.B (table 3)**
9. Tax has to be quoted in Table 4 only.

Price Bid Format

TABLE 1

1	Manpower	Type	No . of Per so nn el	Monthly Rate	Monthly Total (Monthly Rate XNo. Of Personnel)						
1.A	Minimum wages per month(as per Prevailing CLC order)	Skilled	1	16172 (622 per day x 26 Days)	16172 (16172 x 1)						
		Unskilled	29	13936 (Rs 536 per day x 26)	404144						
1.B	PF/ESI @ 17.91% 12%+0.5%+0.65%+0.01% (EPF + EDLI of Contribution and Administration) + 4.75% (ESI)	Skilled	1	2896	2896						
		Unskilled	29	2495.93	72382						
1.C	Bonus Component per month per person with minimum of Rs 7000.00 as bonus per year		30	583.33 (per person per month)	17500						
1.D	Uniform Charges per month per person @ 5% of Minimum Wages	Skilled	1	809	809						
		Unskilled	29	696.8	20207						
1.E	Total per Month				534110						
1.F	Monthly Minimum Service Charge on actual Manpower deployment (Quote percentage which must be greater than or equal to 05.00%) [If the vendor doesn't quote any % , it will be treated as 05.00%]				<table border="1"><tr><td></td><td></td><td></td><td>.</td><td></td><td></td></tr></table>				.		
			.								
1.G	Monthly Minimum Service Charge in Rupees [1.E X 1.F/100]										
1.H	Monthly Payment [1.E + 1.G]										
1.I	Annual Manpower Cost = 1.H X 12										

TABLE 2A

2. A	Material, Chemicals and Consumables per month (Chemical Consumables)					
S\N	Description	Unit	Brand or Equivalent Quality	Month	Rate	TOTAL
2.A.1	Naphthalene Balls	200 gms	Trishul/ Gandha	10 pkt		
2.A.2	Toilet Freshner	75 gms	Harpic/Odo nil	90 pkt		
2.A.3	Sanitary Cube	400 gm	Metropol	6 pkt		
2.A.4	Hand Wash	5 ltr	Fem/Dabur	10 can		
2.A.5	Insects repellent	400ml	Hit	6		
2.A.6	Toilet Roll	1 roll	Mist/Perseo	400		
2.A.7	Garbage Bag Big Size(30x 50)	pkt	Ezee	3		
2.A.8	Garbage Bag Small Size (19x21)	pkt	Ezee	12		
2.A.9	M-Fold Napkin	pkt	good quality	700		
2.A.10	Taski R1 (Cleaning and Sanitising of Bathroom / Toilet surfaces)	Can of 5 Ltr	Diversey	3		
2.A.11	Taski R-2 (all purpose cleaner)	Can of 5 Ltr	Diversey	3		
2.A.12	Taski R-3 (Glass Cleaner)	Can of 5 Ltr	Diversey	4		
2.A.13	Taski R-4 Chemical (Furniture Cleaning)	Can of 5 Ltr	Diversey	2		
2.A.14	Taski R-5 Chemical (Room Freshener)	Can of 5 Ltr	Diversey	2		
2.A.15	Taski R-6 (Toilet bowl cleaner)	Can of 5 Ltr	Diversey	5		
2.A.16	Taski R-9 Chemical (Removal of hard stains from Bathroom Walls and Fittings)	Can of 5 Ltr	Diversey	2		
2.A.17	Sumo Inox D-7.1 (Stainless Steel Polish)	Can of 5 Ltr	Diversey	1		
2.A.18	Colin Spray	bottle of 500 ml	Colin	12		
2.A.19	Room Freshener	bottle of 300 ml	Godrej	3		
2.A.20	Hand Liquid Soap	bottle of 200 ml	Dettol	12		

2.A.21	Bleaching Powder	1kg packet	Good quality	5		
2.A.22	Urinal Screen	Pieces	NACS	100		
2.A.23	Taski R-11 (Carpet Cleaning)	Litres	Diversey	8		
2.A.24	Total					

TABLE 2B

2. B	Material, Chemicals and Consumables per month (Minor Equipment cum Consumables)				
S/N	Particulars	Monthly Requirement	Rate	Total	
2.B.1	Squeegees/Glass Cleaning Wiper	2			
2.B.2	Window Cleaning Applicator (wet)	2			
2.B.3	Step ladder aluminum 12'	1/12 (Annual Requirement is 1)			
2.B.4	Floor Dry Mop	3			
2.B.5	Floor Wiper	2			
2.B.6	Sponge Pads	6			
2.B.7	Spin Floor Mop (wet)	2			
2.B.8	Dust Pan	2			
2.B.9	Dust Brush (Small)	1			
2.B.10	Nylon Broom Stick	2			
2.B.11	Feather Duster	2			
2.B.12	Dusting Cloth				
	Yellow	21			
	White	19			
2.B.13	Floor Mopping Cloth (Big)	19			
2.B.14	Single Mope Ringer Trolley	1			
2.B.15	Small bucket	1			
2.B.16	Cobweb Brush	1			
2.B.17	Toilet Brush	2			
2.B.18	Hand Brush	2			
2.B.19	Hand Gloves	5			
2.B.20	Ceramic Aroma Set	10			
2.B.21	Automatic Room freshner Dispenser with spray bottle	28			
2.B.22	TOTAL				

TABLE 2C

2.C.1	Monthly Charges (2.A.24 + 2.B.22)						
2.C.2	Monthly Minimum Service Charge on actual materials, Chemicals and Consumables delivered ((Quote percentage which must be greater than or equal to 00.00%) [If the vendor doesn't quote any % , it will be treated as 00.00%]	<table><tr><td></td><td></td><td>.</td><td></td><td></td></tr></table>			.		
		.					
2.C.3	Monthly Minimum Service Charge in Rupees [2.C.1 X 2.C.2/100)]						
2.C.4	Total Monthly Charge [2.C.1 + 2.C.3]						
2.C.5	Annual Material, Chemicals and Consumables Cost (2.C.4 X 12)						

TABLE 3

3.A	Machine Monthly Rent (Biddable Component) as per Table of Appendix –II of Annex IV						
3.B	Minimum Service Charge (Quote percentage which must be greater than or equal to 0%) [If the vendor doesn't quote any % , it will be treated as 0%]	<table><tr><td></td><td></td><td>.</td><td></td><td></td></tr></table>			.		
		.					
3.C	Minimum Monthly Service charge in Rupees [3.A X 3.B/100]						
3.D	TOTAL MACHINE MONTHLY RENT [3A + 3C]						
3.E	TOTAL MACHINE ANNUAL RENT [3D X 12]						

TABLE 4

4.A	ANNUAL COST [1.I + 2.C.5 + 3.E]	
4.B	Applicable GST (Indicate %)	
4.C	GST in Rupees [4.A X 4.B / 100]	
4.D	TOTAL ANNUAL CONTRACT COST INCLUDING TAXES & DUTIES [4A + 4C]	

Notes:

(i) Quoted rate at 4.D is inclusive of all applicable taxes. In case the applicability of GST is not quoted explicitly in the offer by the Bidder, the offer will be considered as inclusive of all liabilities of GST. DGH will not entertain any future claim in respect of GST against such offers. The rates shall remain valid for two years i.e. the duration of the contract.

- (ii) Actual manpower deployed along with consumables/equipment supplied will be considered for making the payment.
- (iii) If the rates quoted by any vendor appear unreasonable/unsustainable when compared to the market standards /other factors, DGH shall have the right to cancel the bid and forfeit the Earnest Money Deposit of the vendor.
- (iv) A single uniform GST rate will be applicable on all the components
- (v) Unit prices must be quoted by the bidder, both in words and in figures. Price quoted must remain firm during its performance of the Contract and is not subject to variation on any account. All duties and taxes payable by the bidder under the Contract for which this Bidding Document is being issued, shall be included in the rates, prices and total Bid Price submitted by the bidder, and the evaluation of bid shall be made accordingly.
- (vi) In the event of computational error between unit price and total price, unit price shall prevail and will be adopted for evaluation.

Signature & Seal of the Bidder