

# Haridwar Natural Gas Pvt. Ltd.

{JV of Bharat Petroleum and GAIL GAS}



129, New Haridwar Colony,  
Behind Matrichaya Hospital, Ranipur Mode,  
Haridwar-249401 (U.K.)

## TENDER DOCUMENT

**HIRING AN AGENCY OF BILLING SERVICE PROVIDER FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION, INCLUDING REVENUE RECOVERY FOR DPNG, COMMERCIAL & INDUSTRIAL CUSTOMERS OF HNGPL IN HARIDWAR GA” FOR THE PERIOD OF TWO YEAR.**

(Open domestic competitive bidding under Two Bid System / Two Envelopes System)

## **Invitation for Bid**

**INVITATION FOR BID (IFB)****Ref No: TENDER NO. - HNGPL/HARIDWAR/BILLING SERVICES/2024-25/01****Date:****13-07-2024****To,*****[PROSPECTIVE BIDDERS]***

**SUB:** Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

**Dear Sir/Madam,**

1. Haridwar Natural Gas Pvt. Ltd. (CIN U40300UR2016PTC007004), a Joint venture company of Bharat Petroleum and GAIL GAS having Operational & Marketing office at 129, New Haridwar Colony, Behind Matrichaya Hospital, Ranipur Mode, Haridwar (UK) Pin-249401 invites bids from bidders for the subject works/services, in complete accordance with the following details and enclosed Tender Documents.

2. The brief details of the tender are asunder:

|                   |  |  |                   |   |                |   |  |
|-------------------|--|--|-------------------|---|----------------|---|--|
| <b>(A)</b>        | BRIEF SCOPE OF WORK/SERVICES               | Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.                 |                   |   |                |   |  |
| <b>(B)</b>        | TENDER NO. & DATE                          | TENDER NO.- HNGPL/HARIDWAR/BILLING SERVICES/2024-25/01 Date. 13-07-2024  |                   |   |                |   |  |
| <b>(C)</b>        | TYPE OF BIDDING SYSTEM                     | <table border="1"> <tr> <td data-bbox="823 1267 1091 1339">SINGLE BID SYSTEM</td> <td data-bbox="1091 1267 1447 1339">✘</td> </tr> <tr> <td data-bbox="823 1339 1091 1411">TWO BID SYSTEM</td> <td data-bbox="1091 1339 1447 1411">✔</td> </tr> </table> | SINGLE BID SYSTEM | ✘ | TWO BID SYSTEM | ✔ |  |
| SINGLE BID SYSTEM | ✘  |  |                   |   |                |   |  |
| TWO BID SYSTEM    | ✔  |  |                   |   |                |   |  |
| <b>(D)</b>        | TENDER NUMBER                              | HNGPL/HARIDWAR/BILLING SERVICES/2024-25/01   |                   |   |                |   |  |
| <b>(E)</b>        | DURATION OF CONTRACT                       | Two [02] Years<br>Refer clause no. 1 of SCC  |                   |   |                |   |  |
| <b>(F)</b>        | BID SECURITY / EARNEST MONEY DEPOSIT (EMD) | EMD Amount (in Rs.) – 2,02,410/-<br><b>(Note:</b> Refer clause no. 16 of ITB for further details.)   |                   |   |                |   |  |

|            |   |  |
|------------|---|--|
| <b>(G)</b> | AVAILABILITY OF TENDER DOCUMENT ON WEBSITE(S) | From 13-07-2024 (1400 Hrs, IST) to 05-08-2024 (1400 Hrs, IST) on our official websites:<br><a href="http://www.hngpl.in/">http://www.hngpl.in/</a>   |
| <b>(H)</b> | DATE, TIME & VENUE OF PRE-BID MEETING         | Date: 18.07.2024<br>Time: 11:00 Hrs<br><b>Venue:</b> Haridwar Natural Gas Pvt. Ltd,<br>House no. 129, New Haridwar Colony,<br>Behind Matrichaya Medical Centre,<br>Ranipur Mode, Haridwar<br>Uttarakhand-249401<br>Tel: 9754189466 & Toll free no. 18001804131<br>CEO HNGPL Phone No. 9997399976<br>e-mail : tenders@hngpl.co.in |
| <b>(I)</b> | DUE DATE & TIME OF BID-SUBMISSION             | Date : 05-08-2024<br>Time : on or before 1400 hrs  |
| <b>(J)</b> | DATE AND TIME OF UN-PRICED BID OPENING        | Date : 05-08-2024<br>Time : at 1500 hrs.<br>Haridwar Natural Gas Pvt. Ltd,<br>House no. 129, New Haridwar Colony,<br>Behind Matrichaya Medical Centre,<br>Ranipur Mode, Haridwar<br>Uttarakhand-249401<br>Tel: 9412073660 & Toll free no. 18001804131<br>CEO HNGPL Phone No. 9997399976<br>e-mail : tenders@hngpl.co.in          |
| <b>(K)</b> | CONTACT DETAILS                               | Haridwar Natural Gas Pvt. Ltd,<br>House no. 129, New Haridwar Colony,<br>Behind Matrichaya Medical Centre,<br>Ranipur Mode, Haridwar<br>Uttarakhand-249401<br>Tel: 9412073660 & Toll free no. 18001804131<br>CEO HNGPL Phone No. 9997399976<br>e-mail : tenders@hngpl.co.in  |

In case of the days specified above happens to be a holiday in HNGPL, the next working day shall be implied.

3. Bids must be submitted strictly in accordance with Clause No. 11 of ITB of Tender document.
4. The following documents Shall be submitted in original (in physical form ) within the Due Date & Time of Bid Submission:
  - i) EMD/Bid Security (if applicable)
  - ii) Power of Attorney
  - iii) Integrity Pact (if applicable)

5. Clarification(s)/Corrigendum(s) if any shall also be available on above referred websites. Any revision, clarification, addendum, corrigendum, time extension, etc. to this Tender Document will be hosted on the above-mentioned website(s) only. Bidders are requested to visit the website regularly to keep themselves updated.

Bidders are advised to submit their bid strictly as per terms and conditions of tender documents and not to stipulate any deviation/exceptions.

6. Any bidder, who meets the Bid Evaluation Criteria (BEC) and wishes to quote against this Tender Document, may download the complete Tender Document along with its amendment(s) if any from websites as mentioned at 2.0 (H) of IFB and submit their Bid complete in all respect as per terms & conditions of Tender Document on or before the Due Date & Time of Bid Submission.
7. Bid(s) received from bidders to whom tender/information regarding this Tender Document has been issued as well as offers received from the bidder(s) by downloading Tender Document from above mentioned website(s) shall be taken into consideration for evaluation & award provided that the Bidder is found responsive subject to provisions contained in Clause No. 2 of ITB. The Tender Document calls for offers on single point "Sole Bidder" responsibility basis (except where JV/Consortium bid is allowed pursuant to clause no. 3.0 of ITB) and in total compliance of Scope of Works as specified in Tender Document.
8. HNGPL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.

This is not an Order/Contract.

For & on behalf of  
Haridwar Natural Gas Pvt. Ltd.

(Authorized Signatory)

(Chief Executive Officer)

## SBD for Procurement of Services/Works

### Summary

**PART-I**                      **BIDDINGPROCEDURES**

**SECTION1:**                      **INSTRUCTIONS TO BIDDERS (ITB)**

This Section provides information necessary for Bidders to prepare responsive bids in accordance with the requirements of the Owner. It regulates the bidding process and gives information on bid submission, opening and evaluation methodology.

**SECTION1.1:**                      **BID EVALUATION CRITERIA (BEC)**

This section contains the criteria and requirements that the interested party must comply without which the Owner shall not consider their Bid for the purpose of evaluation and/ or further processing.

**SECTION1.2:**                      **BID EVALUATION METHODOLOGY**

This section specifies the methodology that the Owner shall use to evaluate the Bids and to determine the successful Bidder.

**ANNEXURE-I**                      **INSTRUCTIONS FOR PARTICIPATION IN e-TENDERING**

This Annexure contains detailed instructions regarding bid submission procedure under HNGPL e-tendering system.

**ANNEXURE-II**                      **BID DATA SHEET (BDS)**

This Annexure contains information and provisions that are specific to each procurement and that supplement the information/ requirements included in Section 1, Instructions to Bidders.

**ANNEXURE-III**                      **PROCEDURE FOR ACTION IN CASE OF  
CORRUPT/ FRAUDULENT/ COLLUSIVE/  
COERCIVEPRACTICES**

This Annexure contains procedure for putting a Vendor/ Supplier/ Contractor/ Consultant on Suspension and/or banning list if any agency indulges in corrupt/ fraudulent/ collusive/ coercive practice.

**ANNEXURE-IV PROCEDURE FOR EVALUATION OF PERFORMANCE OF VENDORS/ SUPPLIERS/ CONTRACTORS/CONSULTANTS**

This Annexure contains procedure to recognize, and develop reliable Vendors/ Suppliers/ Contractors/ Consultants so that they consistently meet or exceed expectations and requirements.

**ANNEXURE-V FORMS AND FORMAT**

This Section contains the forms and formats which are to be completed by Bidders and submitted as part of the bid. The successful Bidder shall only complete the forms of Contract Performance Guarantee, Mobilization Advance, and Contract Agreement, when required, after award of contract.

**PART-II CONDITIONS OF CONTRACT**

**SECTION2: GENERAL CONDITIONS OF CONTRACT (GCC)**

This Section contains standard provisions.

**SECTION3: SPECIAL CONDITIONS OF CONTRACT (SCC)**

The content of this Section supplements the General Conditions of Contract.

**PART-III SERVICES REQUIREMENTS**

**SECTION4: SPECIFICATIONS, DRAWINGS AND SCOPE OF SERVICES**

This Section contains the Specifications, the Drawings, and supplementary information including Scope of Works/Services that describes the Works/Services to be procured.

**SECTION5: SCHEDULE OF RATES**

## **PART-I – BIDDING PROCEDURES**



# Section 1: Instructions to Bidders

TO BE READ IN CONJUNCTION WITH BID DATA SHEET (BDS) INDEX

- 1.1 BID EVALUATION CRITERIA(BEC)**
- 1.2 BID EVALUATION METHODOLOGY**

## TABLE OF CLAUSES

### **A] GENERAL**

- 1.0 SCOPE OF BID
- 2.0 ELIGIBLE BIDDERS
- 3.0 BIDS FROM CONSORTIUM /JOINT VENTURE
- 4.0 ONE BID PER BIDDER
- 5.0 COST OF BIDDING
- 6.0 SITE VISIT

### **B] BIDDING DOCUMENTS**

- 7.0 CONTENTS OF BIDDING DOCUMENTS
- 8.0 CLARIFICATION OF BIDDING DOCUMENTS
- 9.0 AMENDMENT OF BIDDING DOCUMENTS

### **C] PREPARATION OF BIDS**

- 10.0 LANGUAGE OF BID
- 11.0 DOCUMENTS COMPRISING THE BID
- 12.0 SCHEDULE OF RATES / BID PRICES
- 13.0 GST (CGST & SGST/ UTGST or IGST)
- 14.0 BID CURRENCIES
- 15.0 BID VALIDITY
- 16.0 EARNEST MONEY / BID SECURITY
- 17.0 PRE-BID MEETING
- 18.0 FORMAT AND SIGNING OF BID
- 19.0 ZERO DEVIATION & REJECTION CRITERIA
- 20.0 e-PAYMENT

### **D] SUBMISSION OF BIDS:**

- 21.0 BID SUBMISSION
- 22.0 DUE DATE AND TIME OF BID SUBMISSION
- 23.0 LATE BIDS
- 24.0 MODIFICATION AND WITHDRAWAL OF BIDS

## **Section 1.1: Bid Evaluation Criteria**

**A. TECHNICAL CRITERIA:**

The bidder must have executed /completed work orders for carrying meter reading, bill generation, bill distribution, customer relationship management (CRM) activities including revenue recovery for DPNG, and commercial & industrial customers/ similar services in any Govt/PSU/Semi Govt/MNC/Pvt company in previous 07 years (to be reckoned from final bid due date) in the following manner:

A.1 at least one single order having minimum value of Rs. 40.50 Lakhs

or

A.2 at least 2 orders having minimum value of Rs. 25.40 Lakhs for each

or

A.3 at least 3 orders having minimum value of Rs. 20.30 lakhs each

**Similar Services:** - Bidder should experience in providing utility service for in any of the field as mentioned below:

CGD, Banks, Mobile Service Providers, Credit Cards, insurance, Electricity, water, Dealers in LPG, to serve/engage customers on daily basis and any other utility.

Retail network companies having large dealers/ franchisee/ consumer base for either Meter reading, billing, billing application development and billing, collection.

In case, bidder is executing a contract of above nature which is still running and the contract value executed till one day prior to the due date of submission of bid is equal to or more than the minimum prescribed value as mentioned above in 1 & 2, such experience will also be taken into consideration provided that the bidder has submitted satisfactory work execution certificate issued by the end user / owner / authorized consultant. For this also the minimum executed value in a single contract criterion will basis prescribed above.

A job executed by a bidder for its own plant /projects cannot be considered as experience for the purpose of meeting requirement of BEC of the tender. However, jobs executed for Subsidiary/ Fellow Subsidiary/ Holding Company will be considered as experience for the purpose of meeting BEC subject to submission of tax paid invoice(s) duly certified by statutory auditor of the bidder towards payments of statutory tax in support of the job executed for Subsidiary/ Fellow Subsidiary / Holding Company. Such bidders to submit these documents in addition to the documents specified in the bidding documents to meet BEC.

**Note: - Currently working / Existing IT Service Provider (Proprietorship / Partnership firm) of HNGPL are not eligible to participate in this tender.**

Prior turnover and prior experience for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] shall not be required for procurement of goods/works/services (including consultancy services) subject to their meeting the quality and technical specifications specified in tender document.

Further, the Startups are also exempted from submission of EMDs.

The relaxation of prior experience and prior turnover to Startups [whether Micro & Small Enterprises (MSEs) or otherwise] is to be given to the specific goods/ job domains wherein they

are registered for and startups are required to submit the documents for the same including the application submitted to DIPP. New startup "Certificate of Recognition" is stipulating the domain of startup, the domain of startup is be considered based "Certificate of Recognition" issued by Department of Promotion of Industry and Internal Trade (DPIIT). Startups having the "Certificate of Recognition" as per old format, are required to submit documents as mentioned herein above (Email clarification dated 04.11.2020).

## **B. FINANCIAL CRITERIA:**

### **B.1 Annual Turnover:**

The minimum average annual financial turnover achieved by the bidder as per their last audited financial results in last three preceding financial years shall be as under.

Minimum Average annual turnover requirement: **Rs. 25.40 Lakh**

### **B.2 Net Worth:**

Net worth of the bidder should be **positive** as per the immediate preceding financial year's audited financial results.

### **B.3 Working Capital:**

The minimum working capital of the bidder as per the immediate preceding financial year's audited financial results should be as under:

Minimum Working Capital requirement: **Rs. 5.10 Lakh.**

### **Note for BEC Financial:**

- i) In case Bidder's working capital is inadequate, the bidder shall supplement this with a letter (as per Format-15) from the Bidder's bank having net worth not less than Rs 100 Crore (or equivalent in USD), confirming the availability of the line of credit for at least working capital requirement as stated above.  
The Declaration Letter/Certificate for line of credit due to short fall of working capital shall be from single bank only. Letters from multiple banks shall not be applicable. However, banking syndicate will also be acceptable wherein a group of banks can jointly provide line of credit to the bidder.
- ii) For the bidders whose financial year is calendar year, for such bidders the audited financial results shall be considered as calendar year in lieu of financial year.
- iii) Any shortfall information / documents on the Audited Annual Report / Financial Statement of the Bidder and/or line of credit for working capital issued on or before the final bid due date can only be considered as submitted in bid/subsequent response against HNGPL query, if any. Any information/ documents issued post final bid due date shall not be considered for evaluation.
- iv) **Annual Turnover:**  
In case the tenders having the bid closing date up to 30th September of the relevant financial year and audited financial results of the immediate 3 preceding financial years are not available, the bidder has an option to submit the audited financial results of the 3 years immediately prior to that. Wherever the closing date of the bid is after 30th September of the relevant financial year, bidder has to compulsorily submit the audited financial results for the immediately preceding financial years.

v) **Net Worth/Working Capital:**

In case the tenders having the bid closing date up to 30th September and audited financial results of the immediate preceding financial year is not available, in such case the audited financial results of the year immediately prior to that year will be considered as last financial year for Net worth/ Working Capital calculation. Wherever the closing date of the bid is after 30th September, bidder has to compulsorily submit the audited financial results for the immediate preceding financial year.

**C. Documents required to be submitted by bidder along with the bid for qualification of BEC:**

| <b>BEC Clause no.</b> | <b>Description</b>  | <b>Documents required for qualification</b>   |
|-----------------------|---|---|
| <b>A</b>              | <b>Documents Required-Technical Criteria</b>                          |   |
| A.1                   | Firm/Company duly incorporated under the applicable laws              | (a) Certificate of Incorporation/GST Certificate/Company Establishment Certificate or any other relevant document for proof of Indian Firm/Company.   |
| A.2                   | Experience Criteria   | <ol style="list-style-type: none"> <li>1. Copy of PO/WO/LOA in the name of bidder issued by the end user/owner/authorized consultant clearly indicating Name of Work, Contract Value, Contract Duration, Date of Work Order.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Completion certificate clearly mentioning the reference to Work Order/LOA/Contract/Agreement No., Order value, actual value of executed work, actual date of completion, etc. The Completion certificate should have been issued by the end user/owner/authorized consultant.</li> <li>3. Proof of payment against the Work Order/LOA/Agreement submitted as mentioned at point "1)" above issued by the end user /owner/authorized consultant.</li> </ol>  |
| A.3                   | Experience against execution of running ARC (Annual Running Contract) | <ol style="list-style-type: none"> <li>1. Copy of PO/WO/LOA in the name of bidder issued by the end user/owner/authorized consultant clearly indicating Name of Work, Contract Value, Contract Duration, Date of Work Order.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Copy of Execution Certificate or equivalent (against for the running contract)</li> <li>3. Proof of payment against the Work Order/LOA/Agreement submitted as mentioned at point "1)" above issued by the end user /owner/authorized consultant clearly mentioning the reference to Work Order/LOA/Contract/Agreement No., executed value till one day prior to due date for bid submission, which must be equal to or more than the minimum prescribed value mentioned in BEC Sl. No.1 &amp; 2.</li> </ol> |

|  |  |  |
|--|--|--|
| Note for BEC Technical (ii)  | Jobs executed for Works for Subsidiary / Fellow subsidiary / Holding company | Bidder must submit: Tax paid invoice(s) duly certified by statutory auditor of the bidder towards payments of statutory tax in support of the job executed for Subsidiary / Fellow Subsidiary / Holding Company.   |
| <p><b>Note:</b> Only documents (Work Order, Completion certificate, Execution Certificate etc.) which have been referred/ specified in the bid submitted by the bidder shall be considered in reply to queries during evaluation of Bids.</p> <p>The BEC qualifying documents like registration/authorization/Certificates etc., should be valid as on bid due date.</p> <p>All documents in support of Technical Criteria of Bid Evaluation Criteria (BEC) furnished by the bidders shall necessarily be duly certified/ attested by Chartered Engineer and Notary Public with legible stamp.</p> |  |  |
| <b>B</b>   | <b>Documents Required-Financial Criteria</b>                                 |  |
| B.1  | Annual Turnover  | <p>a) Audited Financial Statements, including Balance Sheets, Profit &amp; Loss Account for last three preceding financial years.</p> <p>b) Certificate from Chartered Accountant for details of financial capability (F-16)</p>   |
| B.2  | Net Worth  | <p>a) Audited Financial statements including Balance sheet and Profit &amp; Loss Account etc. for immediate preceding financial year.</p> <p>b) Certificate from Chartered Accountant for details of financial capability (F-16)</p>   |
| B.3  | Working Capital  | <p>a) Audited Financial statements including Balance sheet and Profit &amp; Loss Account etc. for immediate preceding year. In case of inadequate or negative working capital, Letter from the bidder's Bank (as per format F-15), having net worth not less than <b>Rs. 100 Crores</b>, confirming the availability of the line of credit for at least working capital requirement as stated in BEC.</p> <p>b) Certificate from Chartered Accountant for details of financial capability (F-16)</p> |
| <p><b>Note:</b> Any shortfall information / documents on the Audited Annual Report / Financial Statement of the Bidder and/or line of credit for working capital issued on or before the final bid due date can only be considered as submitted in bid/subsequent response against HNGPL's query, if any. Any information/ documents issued post final bid due date shall not be considered for evaluation.</p>  |  |  |

#### D. AUTHENTICATION OF DOCUMENTS SUBMITTED IN SUPPORT OF BID EVALUATION CRITERIA:

|                                  |   |
|----------------------------------|---|
| <b>Technical Criteria of BEC</b> | <p>All documents in support of Technical Criteria of Bid Evaluation Criteria (BEC) to be furnished by the bidders shall necessarily be duly certified / attested by Chartered Engineer and notary public with legible stamp.</p> <p><b>No photo copy of attestation/certification of CE &amp; Notary shall be considered.</b></p> |
|----------------------------------|---|

|                                  |  |
|----------------------------------|--|
| <b>Financial Criteria of BEC</b> | For authentication of document submitted in support of Financial Criteria of Bid Evaluation criteria (BEC) shall submit "Details of financial capability of bidder" in prescribed format 'F-16' duly signed and stamped by a chartered accountant with UDIN. Further, copy of audited annual financial statements submitted in bid shall be duly certified/ attested by notary public with legible stamp.<br><br><b>No photo copy of attestation/certification of CA &amp; Notary shall be considered.</b> |
|----------------------------------|--|

**E. NOTE TO "BEC" (FOR STRICT COMPLIANCE):**

- (i) Bidders must furnish all relevant certificates / documents / information in support of their credentials to the above eligibility criteria along with the Offer, failing which the Offer shall be summarily rejected.
- (ii) Bidders not meeting any of the above-mentioned eligibility criteria shall be rejected without assigning any reason.

All documents in support of BEC should be Submit Hard copy along with tender document. In absence of requisite documents HNGPL reserves the right to reject the bid without making any reference to bidders.

## **Section 1.2: Bid Evaluation Methodology**



## EVALUATION METHODOLOGY

- i. Price Bids shall be evaluated on overall lowest offer basis i.e. considering price quoted against Schedule of Rates inclusive of all taxes & duties.
- ii. Public Procurement Policy for MSE bidders shall be applicable after considering the subject job is “non-splittable” in nature.
- iii. Further, in case more than one bidder becomes L1 making more bidders eligible for award (as the case may be), then short listing of the bidders will be done using the following tie breaker:

*“The bidder who has got the higher turnover in the last audited financial year will be awarded the job.”*

INSTRUCTIONS TO BIDDERS [ITB]

(TO BE READ IN CONJUNCTION WITH BID DATA SHEET (BDS))

**[A] –GENERAL**

**1. SCOPE OF BID**

- 1.1 The Employer/ Owner/ HNGPL as defined in the "General Conditions of Contract [GCC]", wishes to receive Bids as described in the Bidding Document/ Tender Document.
- 1.2 SCOPE OF BID: The Scope of Services shall be as defined in Section 4 of the Bidding Documents.
- 1.3 The successful bidder is expected to complete the scope of Bid within the period stated in Special Conditions of Contract.
- 1.4 Throughout the Bidding Documents,
- a. The terms 'Bid', 'Tender' & 'Offer' and their derivatives [Bidder/ Tenderer, Bid/ Tender/ Offer etc.] are synonymous.
  - b. 'Day' means 'Calendar Day'
  - c. The singular shall include the plural and vice versa wherever the context so requires.

**2. ELIGIBLE BIDDERS**

- 2.1 The Bidder or their allied agency(ies) shall not be under a declaration of ineligibility by Employer for Corrupt/ Fraudulent/ Collusive/ Coercive practices, as defined in "Instructions to Bidders [ITB], Clause No. 36" (Action in case Corrupt/ Fraudulent/Collusive/ Coercive Practices).
- 2.2 The Bidder is not put on 'Holiday' by HNGPL/BPCL/GAIL or Public Sector Project Management Consultant (like EIL, Mecon only due to "poor performance" or "corrupt and fraudulent practices") or banned/ blacklisted by Government department/ Public Sector on due date of Bid Submission.

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

In case there is any change in status of the declaration prior to award of contract, the same has to be promptly informed to HNGPL by the bidder.

It shall be the sole responsibility of the bidder to inform HNGPL/GAIL GAS/BPCL in case the bidder is put on 'Holiday' by HNGPL or Public Sector Project Management Consultant (such as EIL, Mecon. only due to "poor performance" or "corrupt and fraudulent practices") or banned/blacklisted by Government department/ Public Sector on due date of submission of bid and during the course of finalization of the tender. Concealment of the facts shall tantamount to misrepresentation of facts and shall lead to action against such Bidders as per clause 38 of ITB.

- 2.3 The Bidder should not be under any liquidation, court receivership or similar proceedings on Due Date of Bid Submission.

In case there is any change in status of the declaration prior to award of contract, the same has to be promptly informed to HNGPL by the bidder.

It shall be the sole responsibility of the bidder to inform HNGPL in case the bidder is under any liquidation, court receivership or similar proceedings on Due Date of Bid Submission and during the

course of finalization of the tender. Concealment of the facts shall tantamount to misrepresentation of facts and shall lead to action against such Bidders as per clause no. 38 of ITB.

2.4 Bidder shall not be affiliated with a firm or entity:

- (i) that has provided consulting services related to the work to the Employer during the preparatory stages of the work or of the project of which the works/ services forms a part of or
- (ii) That has been hired (proposed to be hired) by the Employer as an Engineer/ Consultant for the contract.

2.5 Neither the firm/ entity appointed as the Project Management Consultant (PMC) for a contract nor its affiliates/ JV's/ subsidiaries shall be allowed to participate in the tendering process unless it is the sole Licensor/ Licensor nominated agent/ vendor.

2.6 Pursuant to qualification criteria set forth in the bidding document, the Bidder shall furnish all necessary supporting documentary evidence to establish Bidder's claim of meeting qualification criteria.

2.7 **Power of Attorney:**

In case of a Single Bidder, Power of Attorney issued by the Board of Directors/ CEO /Chairman/ MD / Company Secretary of the Bidder/ all partners in case of Partnership firm/any person authorized in terms of Deed of LLP/Proprietor in favor of the authorized employee(s) of the Bidder, in respect of the particular tender for signing the Bid and all subsequent communications, agreements, documents etc. pertaining to the tender and to act and take any and all decision on behalf of the Bidder, is to be submitted.

In case of a Consortium/JV, Power of Attorney issued by Board of Directors/ CEO /Chairman MD / Company Secretary of the Consortium Leader as well as Consortium Member(s) of the Consortium/ partners of JV, in favour of the authorised employee(s) of the Consortium Leader/Lead member of JV, for signing the documents on behalf of the Bidder, in respect of this particular tender, to sign the Bid and all subsequent communications, agreements, documents etc. pertaining to the tender and act and take any and all decision on behalf of the Consortium/JV, are to be submitted.

The authorized employee(s) of the Bidder shall be signing the Bid and any consequence resulting due to such signing shall be binding on the Bidder.

The authorized employee(s) of the Bidder shall be signing the Bid and any consequence resulting due to such signing shall be binding on the Bidder.

The person holding Power of Attorney shall be also be authorized to nominate. "Contractor's Representative" for execution of Contract in case of award. Bids shall be evaluated as per Bid Evaluation Criteria (BEC) as provided in Section1

3. **BIDS FROM "JOINT VENTURE"/"CONSORTIUM" (FOR APPLICABILITY OF THIS CLAUSE REFER BIDDING DATASHEET(BDS))**

3.1 Bids from consortium/ JV of two or more members (maximum three including leader) are acceptable provided that they fulfill the qualification criteria and requirements stated in the Bidding Documents. Participating Consortium/ JV shall submit the Agreement as per the format F-17 clearly defining the scope and responsibility of each member. Members of consortium/ JV shall assume responsibility jointly & severally. The EMD shall be submitted by the Bidder (Consortium/JV).

- 3.2 The Consortium/ JV Agreement must clearly define the leader/ lead partner, who shall be responsible for timely completion of work/ services and shall receive/ send instructions for and on behalf of the consortium during the period the bid is under evaluation as well as during the execution of contract.
- 3.3 All the members shall authorize the representative from the lead partner by submitting a Power of attorney (on a non-judicial stamp paper of appropriate value) signed by legally authorized signatories of all the member(s). Such authorization must be accompanied with the bid. The authorized signatory shall sign all the documents relating to the tender/ contract. However, in case of award, payment shall be made to the consortium.
- 3.4 A consortium/ JV once established at the time of submitting the Bid shall not be allowed to be altered with respect to constituting members of the JV/ Consortium or their respective roles/ scope of work, except if and when required in writing by owner. If during the evaluation of bids, a consortium/JV proposes any alteration/ changes in the orientation of consortium/JV or replacements or inclusions or exclusions of any partner(s)/ member(s) which had originally submitted the bid, bid from such a consortium/JV shall be liable for rejection.
- 3.5 Any member of the consortium/ JV shall not be eligible either in an individual capacity or be a part of any other consortium/JV to participate in this tender. Further, no member of the consortium/ JV shall be on 'Holiday' by HNGPL or Public Sector Project Management Consultant (like EIL, Mecon only due to "poor performance" or "corrupt and fraudulent practices") or banned/blacklisted by Government department/ Public Sector on due date of submission of bid. Offer submitted by such consortium/ JV shall not be considered for opening/evaluation/Award.

**4. ONE BID PER BIDDER**

- 4.1 A Firm/ Bidder shall submit only 'one [01] Bid' in the same Bidding Process. A Bidder who submits more than 'one [01] Bid' will cause all the proposals in which the Bidder has participated to be disqualified.
- 4.2 Alternative Bids shall not be considered.

**5. COST OF BIDDING**

- 5.1 **COST OF BIDDING:** The Bidder shall bear all costs associated with the preparation and submission of the Bid including but not limited to Bank charges, all courier charges including taxes & duties etc. incurred thereof. Further, HNGPL will in no case, be responsible or liable for these costs, regardless of the outcome of the bidding process.

**6. SITE VISIT**

- 6.1 The Bidder is advised to visit and examine the site of Works/Services and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid and entering into a Contract for the required job. The costs of visiting the site shall be borne by the Bidder.
- 6.2 The Bidder or any of its personnel or agents shall be granted permission by the Employer to enter upon its premises and land for the purpose of such visits, but only upon the express conditions that the Bidder, its personnel and agents will release and indemnify the Employer and its personnel, agents from and against all liabilities in respect thereof, and will be responsible for death or injury, loss or damage to property, and any other loss,

damage, costs, and expenses incurred as a result of inspection.

- 6.3 The intending bidders shall be deemed to have visited the SITE and familiarised submitting the tender. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the Works/Services in strict conformity with the DRAWINGS and SPECIFICATIONS or for any delay in performance.
- 6.4 The Bidder shall not be entitled to hold any claim against HNGPL for non-compliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

### **IBI – BIDDING DOCUMENTS**

#### **7. CONTENTS OF BIDDING DOCUMENTS**

7.1 The contents of Bidding Documents / Tender Documents are those stated below, and should be read in conjunction with any 'Clarifications' or 'Addendum / Corrigendum' issued in accordance with "ITB 8.0"

- |  |             |
|--|-------------|
| <input type="checkbox"/> Information for Bidder [IFB]  |             |
| <input type="checkbox"/> Instructions to Bidders [ITB]   | Section 1   |
| <input type="checkbox"/> Bid Evaluation Criteria [BEC]   | Section 1.1 |
| <input type="checkbox"/> Bid Evaluation Methodology  | Section 1.2 |
| <input type="checkbox"/> General Condition of Contract [GCC]   | Section 2   |
| <input type="checkbox"/> Special Conditions of Contract [SCC]  | Section 3   |
| <input type="checkbox"/> Specifications , Drawing (wherever applicable) and<br>Scope of Services (wherever applicable) | Section 4   |
| <input type="checkbox"/> Price Schedule/ Schedule of Rates   | Section 5   |

7.2 The Bidder is expected to examine all instructions, forms, terms & conditions in the Bidding Documents. The Instructions to Bidders together with all its attachments thereto, shall be considered to be read, understood and accepted by the Bidders. Failure to furnish all information required by the Bidding Documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect will be at Bidder's risk and may result in the rejection of his Bid.

7.3 The Invitation for Bids (IFB), as provided in this document issued by the Owner, is also part of the Bidding Documents

#### **8. CLARIFICATION OF BIDDING DOCUMENTS**

8.1 A prospective Bidder requiring any clarification(s) of the Bidding Documents may notify HNGPL in writing or by fax or email at HNGPL' mailing address indicated in the **BDS** no later than 02 (two) days prior to pre-bid meeting (in cases where pre-bid meeting is scheduled) or 05 (five) days prior to the bid closing date in cases where pre-bid meeting is not held. HNGPL reserves the right to ignore the bidders request for clarification if received after the aforesaid period. HNGPL may respond in writing to the request for clarification. HNGPL' response including an explanation of the query, but without identifying the source of the query will be uploaded on HNGPL' and Government

tendering websites, as mentioned in **BDS** / communicated to prospective bidders by e-mail/ fax.

**8.2** Any clarification or information required by the Bidder but same not received by the Employer by way of above is liable to be considered as "no clarification / information required".

**8.3** The Bidder shall submit their queries / clarifications to HNGPL in the format "F-18".

**9. AMENDMENT OF BIDDING DOCUMENTS**

**9.1** At any time prior to the Due Date and Time of Bid Submission, Owner may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by addenda/corrigendum.

**9.2** Any addendum/ corrigendum thus issued shall be part of the Bidding Documents and shall be hosted on HNGPL' and Government tendering websites, as provided in **BDS**. Bidders have to take into account all such addendum/ corrigendum before submitting their bid.

**9.3** The Employer, if it considers necessary, may extend the date of submissions of Bid in order to allow the Bidders a reasonable time to furnish their most competitive bid taking into account the amendment issued thereof.

**[C] – PREPARATION OF BIDS**

**10. LANGUAGE OF BID:**

The bid prepared by the Bidder and all correspondence, drawing(s), document(s), certificate(s) etc. relating to the Bid exchanged by Bidder and HNGPL shall be written in English language only. In case a document, certificate, printed literature etc. furnished by the Bidder in a language other than English, the same should be accompanied by an English translation duly authenticated by the Chamber of Commerce of Bidders Country, in which case, for the purpose of interpretation of the Bid, the English translation shall govern.

**11. DOCUMENTS COMPRISING THE BID**

**11.1** In case the Bids are invited under the two Bid system, the Bid prepared by the Bidder shall comprise the following components.

**11.1.1 PART-I: TECHNO-COMMERCIAL / UN-PRICED BID**

**11.1.2 PART-I: "TECHNO-COMMERCIAL / UN-PRICED BID"**

shall contain the following:

- a. 'Covering Letter' on Bidder's 'Letterhead' clearly specifying the enclosed contents.
- b. 'Bidder's General Information', as per 'Form F-1'
- c. 'Bid Form', as per 'Form F-2'
- d. Copies of documents, as required in 'Form F-3'
- e. As a confirmation that the prices are quoted in requisite format complying with the requirements copy of Schedule of Rate (SOR) with prices blanked out mentioning quoted / not quoted (as applicable) written against each item
- f. 'Letter of Authority' on the Letter Head, as per 'Form F-5'
- g. 'No Deviation Confirmation', as per 'Form F-6'

- h. 'Bidder's Declaration regarding Holiday/ Banning, Anti-Corruption, Conflict of Interest, Liquidation, Court Receivership and Bankruptcy', in 'FormF-7
- i. 'Certificate for Non-Involvement of Government of India ' from Bidder, as per 'Form F-8'
- j. 'Agreed Terms and Conditions', as per 'FormF-10'
- k. ACKNOWLEDGEMENT CUM CONSENT LETTER', as per 'Form F-11'
- l. Duly attested [wherever attestation required] documents in accordance with the "BID EVALUATION CRITERIA [BEC]" establishing the qualification.
- m. Undertaking on the Letter head, as per the FormF-12.
- n. Power of Attorney /copy of Board Resolution, in favor of the authorized signatory of the Bid, as per clause no.2.7 of ITB
- o. Any other information/details required as per Bidding Document.
- p. EMD/ Bid Security in original as per Clause 16 of ITB [Note: Submission of Original is not applicable for online banking Transaction]
- q. All forms and Formats including Annexure.
- r. List of consortium/ JV member (s), if any, and Consortium Agreement (as per format F-17) clearly defining their involvement & responsibility in this work, wherever applicable as specified elsewhere in the IFB/RFQ/BEC.
- s. Integrity Pact as per Form F-20 (if applicable)
- t. 'Indemnity Bond' as per 'FormF-21'
- u. Tender Document digitally signed by the Authorized Signatory.
- v. Additional document specified in Bid Data Sheet (BDS), Special Conditions of Contract (SCC), Scope of Services, if any

**Note: All the pages of the Bid must be signed by the "Authorized Signatory" of the Bidder.**

#### 11.1.1.2 **PART-I: "TECHNO-COMMERCIAL/UN-PRICED BID"**

Should comprise all the above documents mentioned at 11.1.1 along with copy of EMD/Bid Bond. However, bidders must send the original "Bid Security / EMD & tender fee (if applicable), Power of Attorney and any other documents specified in the bidding documents to HNGPL Office, House no. 129, New Haridwar Colony, Behind Matrichaya Medical Centre, Ranipur Mode, Haridwar, Uttrakhand- 249401 in a sealed envelope, super scribing the Tender details & number.

The Original Bid Security/ EMD must be submitted along with the bid on the date & time of bid submission, failing which the bid will be rejected. All pages of the Bid must be signed by the "authorized signatory" of the Bidder.

#### 11.1.2 **PART-II: PRICE BID**

**11.1.2.1** PRICE of the Bid shall contain one original copy of Schedule of Rates duly filled in, in separate sealed envelopes duly signed and stamped on each page super scribing in the sealed envelope " Price- Do Not Open" . In case of any correction, the bidder shall put his signature and his stamp.

**11.1.2.2** The Price bid to be uploaded in accordance with clause 8.2 of Annexure-I.

I. Prices are to be submitted strictly as per the Schedule of Rate of the bidding documents and uploaded only in "Step 3: SOR Attachment". Submission of prices in Un priced bid shall lead to rejection of the bid. HNGPL shall not be responsible for any failure on the

part of the bidder to follow the instructions.

- II. Bidders are advised NOT to mention Rebate/ Discount separately, either in the SOR format or anywhere else in the offer. In case Bidder(s) intend to offer any Rebate/ Discount, they should include the same in the item rate(s) itself under the "Schedule of Rates (SOR)" and indicate the discounted unit rate(s) only.
- III. If any unconditional rebate has been offered in the quoted rate, the same shall be considered in arriving at evaluated price. However, no cognizance shall be taken for any conditional discount for the purpose of evaluation of the bids.
- IV. In case, it is observed that any of the bidder(s) has/ have offered suo-moto Discount/ Rebate after opening of un priced bid but before opening of price bids such discount /rebate(s) shall not be considered for evaluation. However, in the event of the bidder emerging as the lowest evaluated bidder without considering the discount/ rebate(s), then such discount/ rebate(s) offered by the bidder shall be considered for Award of Services and the same will be conclusive and binding on the bidder.
- V. In the event as a result of techno-commercial discussions or pursuant to seeking clarifications / confirmations from bidders, while evaluating the un-priced part of the bid, any of the bidders submits a sealed envelope stating that it contains revised prices; such bidder(s) will be requested to withdraw the revised prices failing which the bid will not be considered for further evaluation.
- VI. In case any bidder does not quote for any item(s) of "Schedule of Rates" and the estimated price impact is more than 10% of the quoted price, then the bid will be rejected. If such price impact of unquoted items is 10% or less of his quoted price, then the unquoted item(s) shall be loaded highest of the price quoted by the other bidders. If such bidder happens to be lowest evaluated bidder, price of unquoted items shall be considered as included in the quoted bidprice.
- VII. In case of bids invited under single bid system, a single envelope containing all documents specified at Clause 11.1.1 & 11.1.2 of ITB above form the e-bid. All corresponding conditions specified at Clause 11.1.1 & 11.1.2 of ITB shall become applicable in such a case.

## **12. SCHEDULE OF RATES / BIDPRICES**

- 12.1 Unless stated otherwise in the Bidding Documents, the Contract shall be for the whole works as described in Bidding Documents, based on the rates and prices submitted by the Bidder and accepted by the Employer. The prices quoted by the Bidders will be inclusive of all taxes except GST (CGST & SGST/UTGST or IGST).
- 12.2 Prices must be filled in format for "Schedule of Rates [SOR]" enclosed as part of Tender document. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed; the Bid is liable to be rejected.
- 12.3 Bidder shall quote for all the items of "SOR" after careful analysis of cost involved for the performance of the completed item considering all parts of the Bidding Document. In case any activity though specifically not covered in description of item under "SOR" but is required to complete the works as per Specifications, Scope of Work / Service,



Standards, General Conditions of Contract("GCC"),Special Conditions of Contract("SCC") or any Other part of Bidding Document, the prices quoted shall deem to be inclusive of cost incurred for such activity.

- 12.4** All duties, taxes and other levies [if any] payable by the Contractor under the Contract, or for any other cause except final GST (CGST & SGST/ UTGST or IGST) shall be included in the rates / prices and the total bid-price submitted by the Bidder. Applicable rate of GST (CGST & SGST/ UTGST or IGST) on the contract value shall be indicated in Agreed Terms & Conditions (Format given in the bidding document) and SOR.HNGPL GST numbers shall be provided on award.
- 12.5** Prices quoted by the Bidder, shall remain firm and fixed and valid until completion of the Contract and will not be subject to variation on any account. Any new taxes & Duties, if imposed by the State/ Govt. of India after due date of bid submission but before the Contractual Delivery Date, shall be reimbursed to the contractor on submission of documentary evidence for proof of payment to State/ Govt. Authorities and after ascertaining it's applicability with respect to the contract.
- 12.6** The Bidder shall quote the prices in 'figures' & words. There should not be any discrepancy between the prices indicated in figures and the price indicated in words. In case of any discrepancy, the same shall be dealt as stipulated in ITB of bidding document.
- 12.7** Further, Bidder shall also mention the Service Accounting Codes (SAC) at the designated place in SOR.
- 12.8** The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted.
- 12.9** The EMPLOYER reserves the right to interpolate the rates for such items of work/service falling between similar items of lower and higher magnitude

**13. GST (CGST & SGST/ UTGST or IGST )**

- 13.1** Bidders are required to submit copy of the GST Registration Certificate while submitting the bids wherever GST (CGST & SGST/UTGST or IGST) is applicable.
- 13.2** Quoted prices should be inclusive of all taxes and duties, except GST (CGST & SGST or IGST or UTGST).Please note that the responsibility of payment of GST (CGST & SGST or IGST or UTGST) lies with the Supplier of Goods / Services only. Supplier of Goods / Services (Service Provider) providing taxable service shall issue an Invoice/Bill, as the case may be as per rules/ regulation of GST. Further, returns and details required to be filled under GST laws & rules should be timely filed by Supplier of Goods / Services (Service Provider) with requisite details.

Payments to Service Provider for claiming GST (CGST & SGST/UTGST or IGST) amount will be made provided the above formalities are fulfilled. Further, HNGPL may seek copies of challan and certificate from Chartered Accountant for deposit of GST (CGST & SGST/UTGST or IGST) collected from Owner.

- 13.3** In case CBEC (Central Board of Excise and Customs)/ any equivalent government

agency brings to the notice of HNGPL that the Supplier of Goods / Services (Service Provider) has not remitted the amount towards GST (CGST & SGST/UTGST or IGST) collected from HNGPL to the government exchequer, then, that Supplier of Goods / Services (Service Provider) shall be put under Holiday list of HNGPL for period of six months as mentioned in Procedure for Evaluation of Performance of Vendors/Suppliers/Contractors/Consultants.

- 13.4** In case of statutory variation in GST (CGST & SGST/UTGST or IGST), other than due to change in turnover, payable on the contract value during contract period, the Supplier of Goods / Services (Service Provider) shall submit a copy of the 'Government Notification' to evidence the rate as applicable on the Bid due date and on the date of revision

Beyond the contract period, any increase in the rate of GST (CGST & SGST/UTGST or IGST) beyond the contractual delivery period shall be to Service Provider's account whereas any decrease in the rate GST (CGST & SGST/UTGST or IGST) shall be passed on to the Owner.

Claim for payment of GST (CGST & SGST/UTGST or IGST)/ Statutory variation, should be raised within two [02] months from the date of issue of 'Government Notification' for payment of differential (in %) GST (CGST & SGST/UTGST or IGST), otherwise claim in respect of above shall not be entertained for payment of arrears.

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

- 13.5** Owner/HNGPL will reimburse GST (CGST & SGST/UTGST or IGST) to the Supplier of Goods / Services (Service Provider) at actual against submission of Invoices as per format specified in rules/ regulation of GST subject to the ceiling amount of GST (CGST & SGST/UTGST or IGST) as quoted by the bidder, subject to any statutory variations, except variations arising due to change in turnover. In case of any variation in the executed quantities (If directed and/or certified by the Engineer-In-Charge) the ceiling amount on which GST (CGST & SGST/UTGST or IGST) is applicable will be modified on pro-rata basis.

The bids will be evaluated based on total price including applicable GST (CGST & SGST/UTGST or IGST).

- 13.6** HNGPL will prefer to deal with registered supplier of goods/ services under GST. Therefore, bidders are requested to get themselves registered under GST, if not registered yet.

However, in case any unregistered bidder is submitting their bid, their prices will be loaded with applicable GST (CGST & SGST/UTGST or IGST) while evaluation of bid. .

- 13.7** In case HNGPL is required to pay entire/certain portion of applicable GST (CGST & SGST/UTGST or IGST) and remaining portion, if any, is to be deposited by Bidder directly as per GST (CGST & SGST/UTGST or IGST) laws, entire applicable rate/amount of GST (CGST & SGST/UTGST or IGST) to be indicated by bidder in the SOR.

Where HNGPL has the obligation to discharge GST (CGST & SGST/UTGST or IGST) liability under reverse charge mechanism and HNGPL has paid or is /liable to pay GST (CGST & SGST/UTGST or IGST) to the Government on which interest or penalties becomes payable as per GST laws for any reason which is not attributable to HNGPL or ITC with respect to such payments is not available to HNGPL for any reason which is not attributable to HNGPL, then

HNGPL shall be entitled to deduct/ setoff / recover such amounts against any amounts paid or payable by HNGPL to Contractor / Supplier.

**13.8** Contractor shall ensure timely submission of invoice(s) as per rules/ regulations of GST with all required supporting document(s) within a period specified in Contracts/ LOA to enable HNGPL to avail input tax credit. Further, returns and details required to be filled under GST laws & rules should be timely filed by supplier with requisite details.

**13.9** In case the GST rating of vendor on the GST portal / Govt. official website is negative / black listed, then the bids may be rejected by HNGPL. Further, in case rating of bidder is negative black listed after award of work for supply of goods / services, then HNGPL shall not be obligated or liable to pay or reimburse GST to such vendor and shall also be entitled to deduct / recover such GST along with all penalties / interest, if any, incurred by HNGPL

**13.10 Anti-profiteering clause**

As per Clause 171 of GST Act it is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit to the consumer by way of commensurate reduction in prices. The Supplier of Goods may note the above and quote their prices accordingly.

**13.11** In case the GST rating of vendor on the GST portal / Govt. official website is negative / black listed, then the bids may be rejected by HNGPL. Further, in case rating of bidder is negative / black listed after award of work for supply of goods / services, then HNGPL shall not be obligated or liable to pay or reimburse GST to such vendor and shall also be entitled to deduct / recover such GST along with all penalties / interest, if any, incurred by HNGPL.

**13.12** GST (CGST & SGST/UTGST or IGST) is implemented w.e.f. 01.07.2017 which subsumed various indirect taxes and duties applicable before 01.07.2017. Accordingly, the provisions of General Condition of Contract relating to taxes and duties which are subsumed in GST are modified to aforesaid provisions mentioned in clause no. 12 and 13 of ITB.

**14. BID CURRENCIES:**

Bidders must submit bid in Indian Rupees only.

**15. BID VALIDITY**

**15.1** Bids shall be kept valid for a period of 90 days from the Due Date of Bid Submission. A Bid valid for a shorter period may be rejected by HNGPL as 'non-responsive'.

**15.2** In exceptional circumstances, prior to expiry of the original 'Bid Validity Period', the Employer may request the Bidders to extend the 'Period of Bid Validity' for a specified additional period. The request and the responses thereto shall be made in writing or by fax/ email. A Bidder may refuse the request without forfeiture of his 'Bid Security'. A Bidder agreeing to the request will not be required or permitted to modify his Bid, but will be required to extend the validity of its 'Bid Security' for the period of the extension and in accordance with "ITB: Clause-16" in all respects.

**16. EARNEST MONEY DEPOSIT/ BID SECURITY(FOR APPLICABILITY OF THIS CLAUSE REFER BID DATA SHEET(BDS))**

**16.1** Bids must be accompanied with '**Earnest Money Deposit/ Bid Security**' in the form of '**Online Banking transaction**', '**Demand Draft**' or '**Banker's Cheque**' [in favour of **Haridwar Natural Gas Pvt. Ltd.**, payable at the place as defined in **BDS**)] or '**Bank Guarantee**' or '**Letter of Credit**' as per the format given in **Form -4/4A of the bidding documents** or) [in favour of **Haridwar Natural Gas Pvt. Ltd.**]. Please refer **BDS** for further details. Bidders shall ensure that '**Bid Security**', having a validity of at least 'two [02] months' beyond the validity of the bid, must accompany the Bid in the format(s) made available in the Bidding Document. Bid not accompanied with '**Bid Security**', or '**Bid Security**' not in requisite form shall be liable for rejection. The Bid Security shall be submitted in Indian Rupees only.

**To enable the bidders to utilize online transaction option, Bank details of HNGPL is as specified in Bid Data Sheet [BDS].**

**Bidder is required to upload the successful Transaction Details along with their e-bid. In case of online transaction, submission of EMD in original is not applicable.**

**16.2** The '**Bid Security**' is required to protect HNGPL against the risk of Bidder's conduct, which would warrant the '**Bid Security**'s' forfeiture, pursuant to "ITB:Clause-16.7".

**16.3** HNGPL shall not be liable to pay any Bank charges, commission or interest etc. on the amount of '**Bid Security**'. In case '**Bid Security**' is in the form of a '**Bank Guarantee**', the same shall be from any Indian scheduled Bank or a branch of an International Bank situated in India and registered with '**Reserve Bank of India**' as Scheduled Foreign Bank. However, in case of '**Bank Guarantee**' from Banks other than the Nationalized Indian Banks, the Bank must be commercial Bank having net worth in excess of Rs. 100 Crores [Rupees One Hundred Crores] or its equivalent in foreign currency and a declaration to this effect should be made by such commercial Bank either in the '**Bank Guarantee**' itself or separately on its letterhead. '**Earnest Money / Bid Security**' shall be valid for 'two [02] months' beyond the '**Bid Validity Period**'

**16.4** Any Bid not secured in accordance with "ITB: Clause-16.1 & Clause-16.3" may be rejected by HNGPL as non-responsive.

**16.5** Unsuccessful Bidder's '**Earnest Money Deposit/ Bid Security**' will be discharged/ returned as promptly as possible, but not later than 'thirty [30] days' after finalization of tender.

**16.6** The successful Bidder's '**Bid Security**' will be discharged upon the Bidder's acknowledging the '**Award**' and signing the '**Agreement**' and furnishing the '**Contract Performance Guarantee / Security Deposit**' pursuant to clause 36 & 37 of ITB.

**16.7** Notwithstanding anything contained herein, the '**Bid Security**' may also be forfeited in any of the following cases:

- a. If a Bidder withdraws his Bid during the '**Period of Bid Validity**'
- b. If a Bidder has indulged in corrupt/fraudulent /collusive/coercive practice
- c. If the Bidder modifies bids during the period of bid validity (after Due Date and Time for Bid Submission).
- d. Violates any other condition, mentioned elsewhere in the tender document, which may lead to forfeiture of EMD.
- e. In the case of a successful Bidder, if the Bidder fails to:

- f. to furnish "Contract Performance Guarantee / Security Deposit", in accordance with "ITB:Clause-37"
- g. to accept 'arithmetical corrections' as per provision of the clause 30 of ITB.

**16.8** Bid Security should be in favour of Haridwar Natural Gas Pvt. Ltd. and addressed to HNGPL. In case Bid Security is in the form of 'Bank Guarantee' or 'Letter of Credit', the same must indicate the Bid Document No. and the Services for which the Bidder is quoting. This is essential to have proper correlation at a later date. The 'Bid Security' should be in the form provided at 'Form F-4'/'FormF-4A'.

**16.9** MSEs (Micro & Small Enterprises) are exempted from submission of EMD/ Bid Security in accordance with the provisions of PPP-2012 as stipulated in Clause 39 of ITB. However, Traders/Dealers/ Distributors /Stockiest /Wholesaler are not entitled for exemption of EMD. The Government Departments/ PSUs are also exempted from the payment of Bid Security.

**17. PRE-BID MEETING**

**17.1** The Bidder(s) or his designated representative is invited to attend a "Pre-Bid Meeting" which will be held at the time and address as specified in BDS. It is expected that a bidder shall not depute more than 02 representatives for the meeting.

**17.2** Purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage and give hands-on tendering process. The Bidder must submit their queries / clarifications to HNGPL in the format "F-18", as mentioned at clause no. 8.0 of ITB.

**17.3** Text of the questions raised and the responses given, together with any responses prepared after the meeting, will be uploaded on HNGPL tendering website against the Tender. Any modification of the Contents of Bidding Documents listed in "ITB: Clause- 7.1", that may become necessary as a result of the Pre-Bid Meeting shall be made by the Employer exclusively through the issue of an Addendum / Corrigendum pursuant to "ITB: Clause- 9", and not through the minutes of the Pre-Bid Meeting.

**17.4** Non-attendance of the Pre-Bid Meeting will not be a cause for disqualification of Bidder.

**18. FORMAT AND SIGNING OF BID**

**18.1** The Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder (as per POA). The name and position held by each person signing, must be typed or printed below the signature. All pages of the Bid except for un-amended printed literature where entry(s) or amendment(s) have been made shall be initialed by the person or persons signing the Bid.

**18.2** The Bid shall contain no alterations, omissions, or additions, unless such corrections are initialed by the person or persons signing the Bid.

**19. ZERO DEVIATION AND REJECTION CRITERIA**

**19.1** **ZERO DEVIATION:** Deviation to terms and conditions of "Bidding Documents" may lead to rejection of bid. HNGPL will accept bids based on terms & conditions of "Bidding Documents" only. HNGPL will determine the substantial responsiveness of each bid to

the Bidding Documents pursuant to provision contained in clause 29 of ITB. For purpose of this, a substantially responsive bid is one which conforms to all terms and conditions of the Bidding Documents without deviations or reservations. HNGPL' determination of a bid's responsiveness is based on the content of the bid itself without recourse to extrinsic evidence. HNGPL reserves the right to raise technical and/or commercial query(s), if required, on the bidder(s). The response(s) to the same shall be submitted in writing within the permitted time frame and no change in the price(s) or substance of the bids shall be sought, offered or permitted. The substance of the bid includes but not limited to prices, completion, scope, technical specifications, etc. Bidders are requested not to take any deviation/exception to the terms and conditions laid down in this "Tender Documents", and submit all requisite documents as mentioned in this "Tender Documents", failing which their offer will be liable for rejection. If a bidder does not reply to the queries in the permitted time frame then its bid shall be evaluated based on the documents available in the bid.

**19.2 REJECTION CRITERIA:** Notwithstanding the above, deviation to the following clauses of Tender document shall lead to summarily rejection of Bid:

- a) Firm Price
- b) Earnest Money Deposit / Bid Security
- c) Specifications & Scope of Services
- d) Schedule of Rates / Price Schedule / Price Basis
- e) Duration / Period of Contract/ Completion schedule
- f) Period of Validity of Bid
- g) Price Reduction Schedule
- h) Contract Performance Bank Guarantee / Security Deposit
- i) Guarantee / Defect Liability Period
- j) Arbitration / Resolution of Dispute/Jurisdiction of Court
- k) Force Majeure & Applicable Laws
- l) Payment terms
- m) Integrity Pact, if Applicable
- n) Any other condition specifically mentioned in the tender document elsewhere that non-compliance of the clause lead to rejection of bid
- o) Submission of prices in un priced/technical Bid

**Note:** Further, it is once again reminded not to mention any condition in the Bid which is contradictory to the terms and conditions of Tender document.

## **20. E-PAYMENT**

- 20.1 Haridwar Natural Gas Pvt. Ltd. has introduced payments to Suppliers and Contractors electronically, through 'e-banking'. The successful bidder should give the details of his bank account as per the bank mandate form.
- 20.2 Further, to promote cashless transactions, the onward payments by Contractors to their employees, service providers, sub-contractors and suppliers may be made through Cards and Digital means to the extent possible.

## **IBI – SUBMISSION OF BIDS**

### **21. BID SUBMISSION**

- 21.1 Bids shall be submitted on manual mode in the manner specified elsewhere in tender document. Manual/ Hard Copy (Original) offer shall be acceptable.

- 21.2 Bid must be submitted in sealed envelope. If the envelope is not sealed & marked as per clause no. 11 of ITB, the employer will assume no responsibility for misplacement or pre-mature opening of the bid.
- 21.3 Bidders are required to submit original Bid Security/ EMD, Power of Attorney and any other documents (as specified in the tender) at the address specified in BDS
- 21.4 All the bids shall be addressed to  
**CEO, Haridwar Natural Gas Pvt. Ltd**  
**House No.-129, New Haridwar Colony,**  
**Behind Matrichaya Medical Centre,**  
**Ranipur Mode, Haridwar**  
**Uttarakhand-249401**
- 21.5 Bids submitted under the name of AGENT/ CONSULTANT/ REPRESENTATIVE/ RETAINER/ ASSOCIATE etc. on behalf of a bidder/ affiliate shall not be accepted.

## **22. DUE DATE AND TIME OF BID SUBMISSION**

- 22.1 The bids must be submitted through manual mode not later than the date and time specified in the tender documents/BDS.
- 22.2 HNGPL may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids (clause 9 of ITB refers). In which case all rights and obligations of HNGPL and the Bidders, previously subject to the original deadline will thereafter be subject to the deadline as extended. Notice for extension of bid submission date will be uploaded on HNGPL' website/ HNGPL e-tender portal /communicated to the bidders.

## **23. LATE BIDS**

- 23.1 Bidders must ensure submission of bids within the Due Date and Time of Bid Submission and no bids can be submitted thereafter.

## **24. MODIFICATION AND WITHDRAWAL OF BIDS**

- 24.1 The bidder may withdraw or modify its bid after bid submission but before the Due Date and Time of Bid Submission as per tender document
- 24.2 The modification shall also be prepared and uploaded in accordance with the provision of the clause 22 of ITB. No bid shall be modified/ withdrawn after the Due Date and Time of Bid Submission.
- 24.3 Withdrawal/Modification/Substitution of a bid during the interval between the Due Date and Time for Bid Submission and the expiration of the Bid Validity Period shall result in the bidder's forfeiture of his bid security pursuant to clause 16 of ITB and rejection of bid.
- 24.4 The latest bid submitted shall be considered for evaluation and all other bids shall be considered to be unconditionally withdrawn
- 24.5 In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re-tendering, HNGPL shall forfeit EMD paid by the bidder and such bidders shall be debarred from participation in re-tendering of the same job(s)/item(s). Further, such bidder will be put on holiday for a period of six months after following the due procedure as per Annexure-IV of ITB.

**25. EMPLOYER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

HNGPL reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the ground for HNGPL' action. However, Bidder if so desire may seek the reason (in writing) for rejection of their Bid to which HNGPL shall respond quickly.

**[B] – BID OPENING ANDEVALUATION****26. BIDOPENING**

**26.1 Unpriced Bid Opening:** HNGPL will open bids, in the presence of bidders' designated representatives who choose to attend, at date, time and location stipulated in the BDS. The bidders' representatives, who are present shall sign a bid opening statement/ register evidencing their attendance.

**26.2 Price Bid Opening:** HNGPL will open the price bids of those bidders who meet the qualification requirement and whose bids are determined to be technically and commercially responsive. Bidders selected for opening of their price bids shall be informed about the date of price bid opening. Bidders may depute their authorized representative to attend the bid opening. The bidders' representatives, who are present shall sign a register evidencing their attendance and may be required to be present on a short notice.

**26.3** The price bids of those bidders who were not found to be techno-commercially responsive shall be unopened.

**26.4** In case of bids invited under the single bid system, bid shall be opened on the specified due date & time.

**27. CONFIDENTIALITY:**

**27.1 During Bid Process:** Information relating to the examination, clarification, evaluation, and comparison of Bids, and recommendations for the award of a Contract, shall not be disclosed to any person(s) not officially concerned with such process.

**27.2 Post Award of Contract:** The CONTRACTOR shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs, or other reproduction of the work/services under this CONTRACT or description of the site dimensions, quantity, quality or other information, concerning the work/services unless prior written permission has been obtained from the EMPLOYER.

**28. CONTACTING THEEMPLOYER**

**28.1** From the time of Bid opening to the time of award of Contract, if any Bidder wishes to contact the Employer on any matter related to the Bid, it should do so in writing.

**28.2** Any effort by the Bidder to influence the Employer in the Employer's 'Bid Evaluation', 'Bid Comparison', or 'Contract Award' decisions may result in the rejection of the Bidder's Bid and action shall be initiated as per procedure in this regard.

**29. EXAMINATION OF BIDS AND DETERMINATION OFRESPONSIVENESS**

**29.1** The Owner's determination of a bid's responsiveness is based on the content of the bid



only. Prior to the detailed evaluation of Bids, the Employer will determine whether each Bid

- a) Meets the “Bid Evaluation Criteria” of the Bidding Documents;
- b) Has been properly signed;
- c) Is accompanied by the required ‘Earnest Money / Bid Security’;
- d) Is substantially responsive to the requirements of the Bidding Documents; and
- e) Provides any clarification and/or substantiation that the Employer may require to determine responsiveness pursuant to “ITB:Clause-29.2”

29.2 A substantially responsive Bid is one which conforms to all the terms, conditions and specifications of the Bidding Documents without material deviations or reservations or omissions. For this purpose, Employer defines the foregoing terms below:

- a. “Deviation” is departure from the requirement specified in the tender documents.
- b. “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirement in the tender documents.
- c. “Omission” is the failure to submit part or all of the information or documentation required in the tender document.

29.3 A material deviation, reservation or omission is one that,

- a. If accepted would,
- b. Affect in any substantial way the scope, quality, or performance of the job as specified in tender documents.
- c. Limit, in any substantial way, inconsistent with the Tender Document, the Employer’s rights or the tenderer’s obligations under the proposed Contract.
- d. If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

29.4 The Employer shall examine all aspects of the bid to confirm that all requirements have been met without any material deviation, reservation or omission.

29.5 If a Bid is not substantially responsive, it may be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the material deviation, reservation or omission.

### **30. CORRECTION OF ERRORS**

30.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:

- i) When there is a difference between the rates in figures and words, the rate which corresponds to the amount worked out by the contractor (by multiplying the quantity and rate) shall be taken as correct.
- ii) When the rate quoted by the contractor in figures and words tallies but the amount is incorrect, the rate quoted by the contractor shall be taken as correct and not the amount and the amount will be corrected accordingly.
- iii) When it is not possible to ascertain the correct rate, in the manner prescribed above, the rate as quoted in words shall be taken as correct and the amount will be corrected accordingly.

- iv) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected

30.2 The amount stated in the bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security shall be forfeited.

**31. EVALUATION AND COMPARISON OF BIDS**

Bid shall be evaluated as per evaluation criteria mentioned in Section 1.1 of bidding documents.

**32. COMPENSATION FOR EXTENDED STAY (FOR APPLICABILITY OF THIS CLAUSE REFER BDS):-**

32.1 In the event of the time of completions of work getting delayed beyond the time schedule indicated in the bidding document plus a grace period equivalent to 1/5<sup>th</sup> of the time schedule or 2 months whichever is more, due to reasons solely attributable to Employer, the Contractor shall be paid compensation for extended stay (ESC) to maintain necessary organizational set up and construction tools, tackles, equipment etc. at site of work.

32.2 The bidder is required to specify the rate for ESC on per month basis in the "PRICE PART" of his bid, which shall be considered for loading on total quoted price during price bid evaluation. The loading shall be done of a period of 1/5<sup>th</sup> of the time schedule or 1 month whichever is less. In case bidder does not indicate the rate for ESC in price part of his bid, it will be presumed that no ESC is required by the bidder and evaluation shall be carried out accordingly.

**33. PURCHASE PREFERENCE**

Purchase preference to Central government public sector Undertaking and Micro and Small Enterprises (MSEs) shall be allowed as per Government instructions in vogue.

**[B] – AWARD OF CONTRACT**

**34. AWARD**

Subject to "ITB: Clause-29", HNGPL will award the Contract to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the lowest evaluated Bid.

**35. NOTIFICATION OF AWARD / FAX OF ACCEPTANCE**

35.1 Prior to the expiry of 'Period of Bid Validity', Notification of Award for acceptance of the Bid will be intimated to the successful Bidder by HNGPL either by Fax / E - mail / Letter or like means defined as the "Fax of Acceptance (FOA)". The Contract shall enter into force on the date of FOA and the same shall be binding on HNGPL and successful Bidder (i.e. Supplier/ Seller). The Notification of Award/ FOA will constitute the formation of a Contract. The detailed Letter of Acceptance (LOA) / Purchase Order/Contract shall be issued thereafter incorporating terms & conditions of Tender Document, Corrigendum, Clarification(s), Bid and agreed variation(s)/acceptable deviation(s), if any. HNGPL may choose to issue Notification of Award in form of detailed LOA / Purchase Order

without issuing FOA and in such case the Contract shall enter into force on the date of detailed Purchase Order only.

- 35.2** Contract period shall commence from the date of "Notification of Award" / "Fax of Acceptance" or as mentioned in the Notification of Award / Fax of Acceptance. The "Notification of Award" will constitute the formation of a Contract, until the Contract has been effected pursuant to signing of Contract as per "ITB: Clause-36".

Upon the successful Bidder's / Contractor's furnishing of 'Contract Performance Guarantee / Security Deposit', pursuant to "ITB: Clause-37", HNGPL will promptly discharge his 'Earnest Money / Bid Security', pursuant to "ITB: Clause-16"

### **36. SIGNING OF AGREEMENT**

- 36.1** HNGPL will award the Contract to the successful Bidder, who, within 'fifteen [15] days' of receipt of the same, shall sign and return the acknowledged copy to HNGPL.

- 36.2** The successful Bidder/ Contractor shall be required to execute an 'Agreement' in the proforma given in this Bidding Document on a 'non-judicial stamp paper' of appropriate value [cost of the 'stamp-paper' shall be borne by the successful Bidder/ Contractor] and of 'state' specified in Bid Data Sheet (BDS) only, within 'fifteen [15] days' of receipt of the "Letter of Acceptance [LOA]" of the Tender by the successful Bidder/ Contractor. Failure on the part of the successful Bidder/ Contractor to sign the 'Agreement' within the above stipulated period, shall constitute sufficient grounds for forfeiture of EMD/ Security Deposit.

### **37. CONTRACT PERFORMANCE GUARANTEE/ SECURITY DEPOSIT**

- 37.1** Within 30 days of the receipt of the notification of award/ FOA from HNGPL, the successful Bidder shall furnish the Contract Performance Guarantee/Security Deposit. The Contract Performance Guarantee shall be in the form of either Banker's Cheque or Demand Draft or Bank Guarantee or Letter of Credit and shall be in the currency of the Contract. However, CPG/SD shall not be applicable in cases wherein the individual order value as specified in Notification of Award is upto INR 5 Lakh (excluding GST).

- 37.2** The Contract Performance Guarantee shall be for an amount as specified in BDS towards faithful performance of the contractual obligations and performance of equipment/material. For the purpose of Contract Performance Guarantee, Contract Value shall be exclusive of taxes and duties / **GST (CGST & SGST/UTGST or IGST)**.

- 37.3** Bank Guarantee towards Contract Performance Guarantee shall be from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve bank of India as scheduled foreign bank in case of Indian bidder as well as foreign bidder. However, in case of bank guarantees from banks other than the Nationalized Indian banks, the bank must be a commercial bank having net worth in excess of Rs 100 crores or its equivalent in foreign currency and a declaration to this effect should be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead. This bank guarantee shall be valid for a period as three months beyond the Warranty/ Guarantee Period specified in Tender Document.

- 37.4** Failure of the successful Bidder to comply with the requirements of this article shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

- 37.5** The Contract Performance Guarantee has to cover the entire contract value including extra works/services also. As long as the Contract Performance Guarantee submitted at

the time of award take cares the extra works/ services executed and total executed value are within the awarded contract price, there is no need for additional Contract Performance Guarantee. As soon as the total executed value is likely to burst the ceiling of awarded contract price, the contractor should furnish additional Contract Performance Guarantee.

37.6 Further, the bidder can submit CPBG on line through issuing bank to HNGPL directly as per Ministry of Finance (MOF) Department of financial service direction vide letter ref number F.No.7/112/2011-BOA dated 17<sup>th</sup> July 2012. In such cases confirmation will not be sought from issuing banker by HNGPL.

**38. PROCEDURE FOR ACTION IN CASE CORRUPT/ FRAUDULENT/ COLLUSIVE/ COERCIVE PRACTICES**

38.1 Procedure for action in case Corrupt/ Fraudulent/Collusive/Coercive Practices is enclosed at Annexure-III.

38.2 The Fraud Prevention Policy document is available on HNGPL' website (<http://www.hngpl.in/>)

**38.3 NON-APPLICABILITY OF ARBITRATION CLAUSE IN CASE OF BANNING OF VENDORS/ SUPPLIERS / CONTRACTORS /BIDDERS/ CONSULTANTS INDULGED IN FRAUDULENT/ COERCIVE PRACTICES:**

Not with standing anything contained contrary in GCC and other "CONTRACT DOCUMENTS", in case it is found that the Vendors/ Suppliers / Contractors/Bidders/ Consultants indulged in fraudulent/ coercive practices at the time of bidding, during execution of the contract etc., and/or on other grounds as mentioned in HNGPL' "Procedure for action in case Corrupt/Fraudulent/Collusive/Coercive Practices" (Annexure-III), the contractor/bidder shall be banned (in terms of aforesaid procedure) from the date of issuance of such order by HNGPL., to such Vendors/ Suppliers / Contractors/Bidders/ Consultants.

The Vendor/ Supplier / Contractor/ Bidder/Consultant understands and agrees that in such cases where Vendor/ Supplier / Contractor/ Bidder/Consultant has been banned (in terms of aforesaid procedure) from the date of issuance of such order by Haridwar Natural Gas Pvt. Ltd., such decision of Haridwar Natural Gas Pvt. Ltd. shall be final and binding on such Vendor/ Supplier / Contractor/ Bidder/Consultant and the 'Arbitration clause' in the GCC and other" CONTRACT DOCUMENTS "shall not be applicable for any consequential issue /dispute arising in the matter.

**39. PUBLIC PROCUREMENT POLICY FOR MICRO AND SMALL ENTERPRISES**

39.1 Following provision has been incorporated in tender for MSEs, in line with notification of Government of India, vide Gazette of India No. 503 dated 26.03.2012 proclaiming the Public Procurement Policy on procurement of goods and services from Micro and Small Enterprises(MSEs):

- i) Issue of tender document to MSEs free of cost.
- ii) Exemption to MSEs from payment of EMD/Bid Security.
- iii) In Tender participating Micro and Small Enterprises quoting price within the price band of L1 + 15% shall also be allowed to supply a portion of requirement by bringing down their prices to L1 price in a situation where L1 price is from someone other than a micro and small enterprise and such micro and small enterprises shall be allowed to supply upto 20% of the tendered value. In case of more than one such Micro and Small Enterprises, the supply shall be shared proportionately (to tendered quantity). Further, out of above 20%, 4% shall be from MSEs owned by SC/ST entrepreneurs. This

quota is to be transferred to other MSEs in case of non-availability of MSEs owned by SC/ST entrepreneurs.

The quoted prices against various items shall remain valid in case of splitting of quantities of the items above.

In case tendered item is non-split able or non- dividable (specified in Bid Data Sheet) , MSE quoting price within price band L1 ( other than MSE) + 15% , may be awarded for full/ complete supply of total tendered value subject to matching of L1 price.

39.2 The MSEs owned by SC/ST entrepreneurs shall mean:

- a. In case of proprietary MSE, Proprietor(s) shall be SC/ST.
- b. In case of partnership MSE, the SC/ST partners shall be holding at least 51% share in the unit
- c. In case of private Limited Companies, at least 51%share is held by SC/ST. If the MSE is owned by SC/ST entrepreneurs, the bidder shall furnish appropriate documentary evidence in this regard.

39.3 In case bidder is a Micro or Small Enterprise under the Micro, Small and Medium Enterprises Development Act, 2006, the bidder shall submit the following:

- a. Documentary evidence that the bidder is a Micro or Small Enterprises registered with District Industries Centers or Khadi and Village Industries National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises or Udyog Aadhaar Memorandum.
- b. If the MSE is owned by SC/ST Entrepreneurs, the bidder shall furnish appropriate documentary evidence in this regard.

The above documents submitted by the bidder shall be duly certified by the Statutory Auditor of the bidder or a Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

If the bidder does not provide the above confirmation or appropriate document or any evidence, then it will be presumed that they do not qualify for any preference admissible in the Public Procurement Policy (PPP)2012. Further, MSEs who are availing the benefits of the Public Procurement Policy (PPP) 2012 get themselves registered with MSME Data Bank being operated by NSIC, under SME Division, M/o MSME, in order to create proper data base of MSEs which are making supplies to CPSUs.

39.4 If against an order placed by HNGPL, successful bidder(s) (other than Micro/Small Enterprise)isprocuringmaterial/servicesfromtheirs sub-vendorwhoisaMicroorSmall Enterprise registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises with prior consent in writing of the purchasing authority/Engineer-in-charge, the details like Name, Registration No, Address, Contact No. details of material & value of procurement made, etc. of such Enterprises shall be furnished by the successful bidder at the time of submission of invoice/Bill.

39.5 The benefit of policy are not extended to the traders/dealers/ Distributors/Stockiest/Wholesalers.

#### **40. AHR ITEMS**

40.1 In item rate contract where the quoted rates for the items exceed 50% of the estimate

rates, such items will be considered as Abnormally High Rates (AHR) items and payment of AHR items beyond the SOR stipulated quantities shall be made at the lowest amongst the following rates:

- I. Rates as per SOR, quoted by the Contractor/Bidder.
- II. Rate of the item, which shall be derived as follows:
  - a. Based on rates of Machine and labour as available from the contract (which includes contractor's supervision, profit, overheads and other expenses).
  - b. In case rates are not available in the contract, rates will be calculated based on prevailing market rates of machine, material and labour plus 15% to cover contractor's supervision profit, overhead & other expenses.

#### **41. VENDOR PERFORMANCE EVALUATION**

The procedure for evaluation of performance of Supplier containing provisions for putting a Bidder / Supplier on suspension and/or holiday list (as the case may be) is enclosed as Annexure IV.

#### **42. INCOME TAX & CORPORATETAX**

- 42.1 Income tax deduction shall be made from all payments made to the contractor as per the rules and regulations in force and in accordance with the Income Tax Act prevailing from time to time.
- 42.2 Corporate Tax liability, if any, shall be to the contractor's account.
- 42.3 TDS, wherever applicable, shall be deducted as per applicableact /law/rule.

#### **42.4 MENTIONING OF PAN NO. ININVOICE/BILL**

As per CBDT Notification No. 95/2015 dated 30.12.2015, mentioning of PAN no. is mandatory for procurement of goods/services/works/consultancy services exceeding Rs. cs pertransaction. Accordingly, service provider should mention their PAN no. in their invoice/ bill for any transaction exceeding Rs. 2 lakhs. As provided in the notification, in case service provider do not have PAN no., they have to submit declaration in Form 60 along with invoice/ bill for each transaction.

Payment of supplier/ contractor / service provider/ consultant shall be processed only after fulfillment of above requirement.

#### **43. SETTLEMENT OF COMMERCIAL DISPUTES BETWEEN PUBLIC SECTOR ENTERPRISE(S) INTER-SE AND PUBLIC SECTOR ENTERPRISE(S) AND GOVERNMENT DEPARTMENT (S) THROUGH PERMANENT MACHINERY OF ARBITRATION (PMA) IN THE DEPARTMENT OF PUBLIC ENTERPRISES**

In the event of any dispute or difference relating to the interpretation and application of the provisions of the Contracts, such dispute or difference shall be referred by either party for Arbitration to the sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitrator under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or

revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary / Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the Parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.

**44. DISPUTE RESOLUTION (ADDENDUM TO PROVISION REGARDING APPLICABLE LAWS AND SETTLEMENT OF DISPUTES OF GCC)**

- 44.1 Haridwar Natural Gas Pvt. Ltd. has framed the Conciliation Rules 2013 in conformity with supplementary to Part – III of the Indian Arbitration and Conciliation Act 1996 for speedier, cost effective and amicable settlement of disputes through conciliation. A copy of the said rules made available on HNGPL’s web site <http://www.hngpl.in/> for reference. Unless otherwise specified, the matters where decision of the Engineer-in-Charge is deemed to be final and binding as provided in the Agreement and the issues/disputes which cannot be mutually resolved within a reasonable time, all disputes shall be settled in accordance with the Conciliation Rules 2013.
- 44.2 Any dispute(s)/difference(s)/issue(s) of any kind whatsoever between/ amongst the Parties arising under/out of/in connection with this contract shall be settled in accordance with the afore said rules 3.0
- 44.3 In case of any dispute(s)/difference(s)/issue(s), a Party shall notify the other Party (ies) in writing about such a dispute(s)/ difference(s) / issue(s) between / amongst the Parties and that such a Party wishes to refer the dispute(s)/difference(s)/issue(s) to Conciliation. Such invitation for Conciliation shall contain sufficient information as to the dispute(s)/difference(s)/issue(s) to enable the other Party (ies) to be fully informed as to the nature of the dispute(s)/difference(s)/issue(s), the amount of monetary claim, if any, and apparent cause(s) of action.
- 44.4 Conciliation proceedings commence when the other Party (ies) accept (s) the invitation to conciliate and confirmed in writing. If the other Party (ies) reject (s) the invitation, there will be no conciliation proceedings.
- 44.5 If the Party initiating conciliation does not receive a reply within thirty days from the date on which he/she sends the invitation, or within such other period of time as specified in the invitation, he/she may elect to treat this as a rejection of the invitation to conciliate. If he/she so elects, he/she shall inform the other Party(ies) accordingly.
- 44.6 Where Invitation for Conciliation has been furnished, the Parties shall attempt to settle such dispute(s) amicably under Part-III of the Indian Arbitration and Conciliation Act, 1996 and Haridwar Natural Gas Pvt. Ltd. Conciliation Rules, 2013. It would be only after exhausting the option of Conciliation as an Alternate Dispute Resolution Mechanism that the Parties hereto shall go for Arbitration. For the purpose of this clause, the option of „Conciliation“ shall be deemed to have been exhausted, even in case of rejection of „Conciliation“ by any of the Parties.
- 44.7 The cost of Conciliation proceedings including but not limited to fees for Conciliator(s), Airfare, Local Transport, Accommodation, cost towards conference facility etc. shall be borne by the Parties equally.
- 44.8 The Parties shall freeze claim(s) of interest, if any, and shall not claim the same during the pendency of Conciliation proceedings. The Settlement Agreement, as and when

reached/agreed upon, shall be signed between the Parties and Conciliation proceedings shall stand terminated on the date of the Settlement Agreement.

45. **INAM-PRO (PLATFORM FOR INFRASTRUCTURE & MATERIALS PROVIDERS)**

INAM-Pro (Platform for infrastructure and materials providers) is a web based platform for infrastructure provides and materials suppliers and was developed by Ministry of Road Transport and Highways (MoRT&H) with a view to reduce project execution delays on account of supply shortages and inspire greater confidence in contractors to procure cement to start with directly from the manufacturers. Presently, numerous cement companies are registered in the portal and offering cement for sale on the portal with a commitment period of 3 years. These companies have bound themselves by ceiling rates for the entire commitment period, wherein they are allowed to reduce or increase their cement rates any number of times within the ceiling rate, but are not permitted to exceed the said ceiling rate.

MoRT&H is expanding the reach of this web-portal by increasing both the product width as well as the product depth. They are working on incorporating 60 plus product categories. The product range will span from large machineries like Earth Movers and Concrete Mixers, to even the smallest items like road studs. MoRT&H intend to turn it into a portal which services every infrastructure development related need of a modern contractor.

HNGPL’s contractors may use this innovative platform, wherever applicable. The usage of web – Portal is a completely voluntary exercise. The platform, however, can serve as a benchmark for comparison of offered prices and products.

46. **CONTRACTOR TO ENGAGE CONTRACT MANPOWER BELONGING TO SCHEDULED CASTES AND WEAKER SECTIONS OF THE SOCIETY**

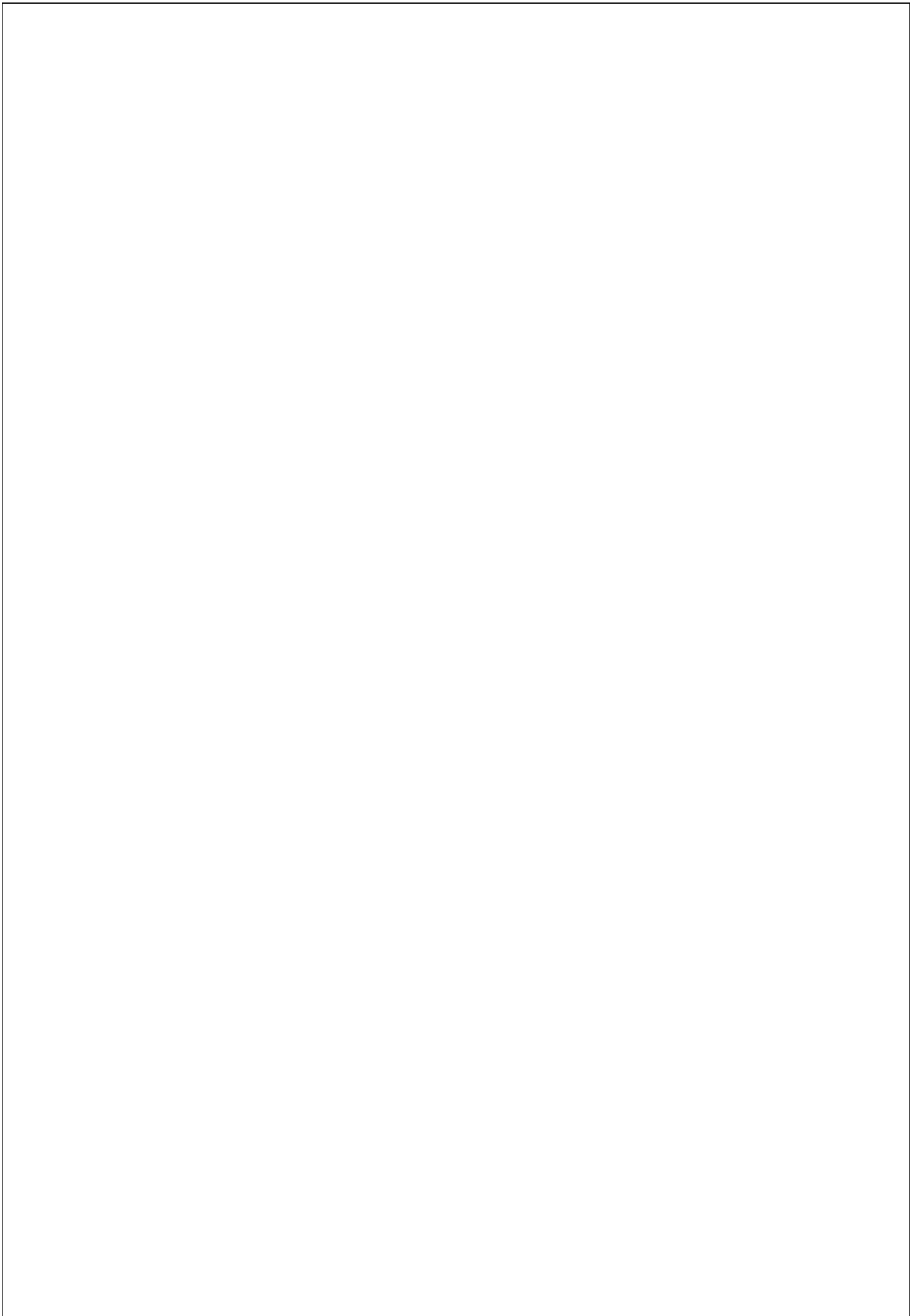
While engaging the contractual manpower, Contractors are required to make efforts to provide opportunity of employment to the people belonging to Scheduled Castes and weaker sections of the society also in order to have a fair representation of these sections.

47. **UPWARD REVISION IN THE RATES OF MINIMUM WAGES, BY GOVT. OF INDIA, DURING THE CONTRACT PERIOD**

Unless otherwise specifically mentioned in the Special Condition in the Contract, the contractor shall bear any upward revision in the rate of Minimum Wages, including but not limited to any kind of unprecedented or steep hike over and above the half yearly revisions of variable dearness allowance from time to time at its own cost during the Contract Period.

===== X =====





**Annexure-I**

**Instructions for Participation in e-Tendering**

**(Not Applicable)**

**Annexure-II**

**Bid Data Sheet (BDS)**

**[ITB to be read in conjunction with BDS]**

| ITB clause                    | Description  |            |                                     |                |                          |
|-------------------------------|--|------------|-------------------------------------|----------------|--------------------------|
| <b>A. GENERAL</b>             |  |            |                                     |                |                          |
| 1.1                           | The Purchaser is: Haridwar Natural Gas Pvt. Ltd.   |            |                                     |                |                          |
| <b>B. BIDDING DOCUMENT</b>    |  |            |                                     |                |                          |
| 1.2                           | The name of the Works/Services to be performed is: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.  |            |                                     |                |                          |
| 3.0                           | Bid from a Joint Venture/Consortium <table border="1" data-bbox="389 689 1007 853" style="margin-left: 40px;"> <tr> <td data-bbox="389 689 715 763">APPLICABLE</td> <td data-bbox="715 689 1007 763" style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td data-bbox="389 763 715 853">NOT APPLICABLE</td> <td data-bbox="715 763 1007 853" style="text-align: center;"><input type="checkbox"/></td> </tr> </table>   | APPLICABLE | <input checked="" type="checkbox"/> | NOT APPLICABLE | <input type="checkbox"/> |
| APPLICABLE                    | <input checked="" type="checkbox"/>  |            |                                     |                |                          |
| NOT APPLICABLE                | <input type="checkbox"/>   |            |                                     |                |                          |
| 8.1                           | For <b>clarification purposes</b> only, the communication address is:<br>CEO<br>Haridwar Natural Gas Pvt Ltd,<br>House no-129, New Haridwar Colony,<br>Behind Matrichaya Medical Centre,<br>Ranipur Mode, Haridwar<br>Uttarakhand-249401<br>Tel.: 9412073660 & 9997399976 Toll free no. 18001804131<br>Email: tenders@hngpl.co.in<br><br>Websites:<br><a href="http://www.hngpl.in/">http://www.hngpl.in/</a>  |            |                                     |                |                          |
| <b>C. PREPARATION OF BIDS</b> |  |            |                                     |                |                          |
| 11.1.1 (w)                    | The Bidder shall submit with its Techno-commercial/ Un priced bid the following additional documents (Refer clause(s) XX of SCC):<br><br>Nil _____   |            |                                     |                |                          |
| 12.0                          | Additional Provision for Schedule of Rate/ Bid Price are as under:<br><br>Nil _____  |            |                                     |                |                          |
| 13& 14                        | Whether HNGPL will be able to avail input tax credit in the instant tender <table border="1" data-bbox="389 1821 1171 2029" style="margin-left: 40px;"> <tr> <td data-bbox="389 1821 804 1917" style="text-align: center;">YES</td> <td data-bbox="804 1821 1171 1917" style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td data-bbox="389 1917 804 2029" style="text-align: center;">NO</td> <td data-bbox="804 1917 1171 2029" style="text-align: center;"><input type="checkbox"/></td> </tr> </table> | YES        | <input checked="" type="checkbox"/> | NO             | <input type="checkbox"/> |
| YES                           | <input checked="" type="checkbox"/>  |            |                                     |                |                          |
| NO                            | <input type="checkbox"/>   |            |                                     |                |                          |

| ITB clause                                   | Description   |            |   |                |   |
|--|---|------------|---|----------------|---|
|  |   |            |   |                |   |
| 16.1   | <p>Applicability of EMD/ Bid Security</p> <table border="1" data-bbox="389 577 943 712"> <tr> <td data-bbox="389 577 678 645">APPLICABLE</td> <td data-bbox="678 577 943 645" style="text-align: center;">✓</td> </tr> <tr> <td data-bbox="389 645 678 712">NOT APPLICABLE</td> <td data-bbox="678 645 943 712" style="text-align: center;">✘</td> </tr> </table> <ul style="list-style-type: none"> <li>• In case 'Earnest Money Deposit/ Bid Security' is in the form of “Bank Guarantee” or 'Demand Draft (DD)' or 'Banker's Cheque' or “Letter of Credit” or “Online Banking Transaction”. In case of DD or BC, the same should be in favour of Haridwar Natural Gas Pvt. Limited , payable at Haridwar.</li> <li>• For online transactions, the following HNGPL bank details to be used : <ul style="list-style-type: none"> <li>○ Bank Name : HDFC Bank Ltd</li> <li>○ Bank Account No. : 57500000040536</li> <li>○ IFSC : HDFC0004713</li> </ul> </li> </ul> | APPLICABLE | ✓ | NOT APPLICABLE | ✘ |
| APPLICABLE                                   | ✓   |            |   |                |   |
| NOT APPLICABLE                               | ✘   |            |   |                |   |
| <b>E. EVALUATION, AND COMPARISON OF BIDS</b> |   |            |   |                |   |
| ITB clause                                   | Description   |            |   |                |   |
| 31.0   | Evaluation Methodology is mentioned in Section 1.2 of ITB.  |            |   |                |   |
| 32.0   | <p>Compensation for Extended Stay:</p> <table border="1" data-bbox="389 1462 1050 1615"> <tr> <td data-bbox="389 1462 724 1541">APPLICABLE</td> <td data-bbox="724 1462 1050 1541" style="text-align: center;">✘</td> </tr> <tr> <td data-bbox="389 1541 724 1615">NOT APPLICABLE</td> <td data-bbox="724 1541 1050 1615" style="text-align: center;">✓</td> </tr> </table>   | APPLICABLE | ✘ | NOT APPLICABLE | ✓ |
| APPLICABLE                                   | ✘   |            |   |                |   |
| NOT APPLICABLE                               | ✓   |            |   |                |   |
| <b>F. AWARD OF CONTRACT</b>                  |   |            |   |                |   |

| ITB clause                   | Description   |            |                                     |                |                                     |
|------------------------------|---|------------|-------------------------------------|----------------|-------------------------------------|
| 37.0                         | <p>Contract Performance Guarantee / Security Deposit</p> <table border="1" data-bbox="389 275 943 412"> <tr> <td>APPLICABLE</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>NOT APPLICABLE</td> <td><input type="checkbox"/></td> </tr> </table> <p>7.5% of one year's contract value within 30 days of award or 10% of one year's contract/order value within 30 days of award and balance to be deducted against each RA bills till balance 2.5% is deducted. This deducted amount can be released/deduction can be stopped against submission of bank guarantee of equivalent amount.</p> | APPLICABLE | <input checked="" type="checkbox"/> | NOT APPLICABLE | <input type="checkbox"/>            |
| APPLICABLE                   | <input checked="" type="checkbox"/>   |            |                                     |                |                                     |
| NOT APPLICABLE               | <input type="checkbox"/>  |            |                                     |                |                                     |
| 39.0                         | <p>Whether tendered item is non-split able or non-divisible:</p> <table border="1" data-bbox="389 701 943 837"> <tr> <td>YES</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>NO</td> <td><input type="checkbox"/></td> </tr> </table>  | YES        | <input checked="" type="checkbox"/> | NO             | <input type="checkbox"/>            |
| YES                          | <input checked="" type="checkbox"/>   |            |                                     |                |                                     |
| NO                           | <input type="checkbox"/>  |            |                                     |                |                                     |
| 40.0                         | <p>Provision of AHR Item :</p> <table border="1" data-bbox="389 954 1051 1104"> <tr> <td>APPLICABLE</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>NOT APPLICABLE</td> <td><input type="checkbox"/></td> </tr> </table>   | APPLICABLE | <input checked="" type="checkbox"/> | NOT APPLICABLE | <input type="checkbox"/>            |
| APPLICABLE                   | <input checked="" type="checkbox"/>   |            |                                     |                |                                     |
| NOT APPLICABLE               | <input type="checkbox"/>  |            |                                     |                |                                     |
| Clause no.<br>27.3 of<br>GCC | <p>Bonus for Early Completion:</p> <table border="1" data-bbox="389 1211 1051 1361"> <tr> <td>APPLICABLE</td> <td><input type="checkbox"/></td> </tr> <tr> <td>NOT APPLICABLE</td> <td><input checked="" type="checkbox"/></td> </tr> </table>  | APPLICABLE | <input type="checkbox"/>            | NOT APPLICABLE | <input checked="" type="checkbox"/> |
| APPLICABLE                   | <input type="checkbox"/>  |            |                                     |                |                                     |
| NOT APPLICABLE               | <input checked="" type="checkbox"/>   |            |                                     |                |                                     |

**Annexure-III**

**Procedure for Action in Case of Corrupt/ Fraudulent/  
Collusive/ Coercive Practices**

**Introduction:**

In the endeavour to maintain and foster most ethical and corruption free business environment, this Banning Procedure containing provision for putting a Vendor/ Supplier on Suspension and/or banning list if such agency indulges in corrupt/ fraudulent/ collusive/ coercive practice is being followed.

**A] Definitions:**

- A.1 "Corrupt Practice" means the offering, giving, receiving or soliciting, directly or indirectly, anything of value to improperly influence the actions in selection process or in contract execution.
- A.2 "Corrupt Practice" also includes any omission for misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- A.3 "Fraudulent Practice" means and include any act or omission committed by a agency or with his connivance or by his agent by misrepresenting/ submitting false documents and/ or false information or concealment of facts or to deceive in order to influence a selection process or during execution of contract/ order.
- A.4 "Collusive Practice amongst bidders (prior to or after bid submission)" means a scheme or arrangement designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.
- A.5 "Coercive practice" means impairing or harming or threatening to impair or harm directly or indirectly, any agency or its property to influence the improperly actions of an agency, obstruction of any investigation or auditing of a procurement process.
- A.6 "Vendor/Supplier/Contractor/Consultant/Bidder" is herein after referred as "Agency"
- A.7 "Appellate Authority" shall mean Committee of Directors of HNGPL
- A.8 "Competent Authority" shall mean the authority, who is competent to take final decision for Suspension of business dealing with an Agency/ ies and Banning of business dealings with Agency/ ies, "Allied Agency" shall mean all the concerns within the sphere of



effective influence of banned/ suspended agencies. In determining this, the following factors may be taken into consideration:

- (a) Whether the management is common;
- (b) Majority interest in the management is held by the partners or directors of banned/ suspended firm
- (c) substantial or majority shares are owned by banned/ suspended agency and by virtue of this it has a controlling voice.

A.9 “Investigating Agency” shall mean any department or unit of GAIL/HNGPL investigating into the conduct of Agency/ party and shall include the Vigilance Department of the HNGPL, Central Bureau of Investigation, State Police or any other agency set up by the Central or state government having power to investigate.

**B] Actions against bidder(s) indulging in corrupt /fraudulent/ collusive/ coercive practice**

**B.1 Irregularities noticed during the evaluation of the bids :**

If it is observed during bidding process/ bids evaluation stage that a bidder has indulged in corrupt/fraudulent /collusive/coercive practice, the bid of such Bidder (s) shall be rejected and its Earnest Money Deposit (EMD) shall be forfeited.

Further, such agency shall be banned for future business with HNGPL for a period specified in para B.2.2 below from the date of issue of banning order.

**B.2 Irregularities noticed after award of contract**

**(i) During execution of contract:**

If an agency is found to have indulged in corrupt/fraudulent/ collusive/coercive practices, during execution of contract, the agency shall be banned for future business with HNGPL for a period specified in para B.2.2 below from the date of issue of banning order.

The concerned order (s)/ contract(s) where corrupt/ fraudulent/ collusive practices is observed, shall be suspended with immediate effect by Engineer-in-Charge (EIC)/ Employer whereby the supply/ work/ service and payment etc. will be suspended. The action shall be initiated for putting the agency on banning.

After conclusion of process, the order (s)/ contract (s) where it is concluded that such irregularities have been committed shall be terminated and Contract Performance Guarantee submitted by agency against such order (s)/ contract (s) shall also be forfeited. The amount that may have become due to the contractor on account of work already executed by him shall be payable to the contractor and this amount shall be subject to adjustment against any amounts due from the contractor under the terms of the contract.

No risk and cost provision will be enforced in such cases.

**(ii) After execution of contract and during Defect liability period (DLP)/ Warranty/Guarantee Period:**

If an agency is found to have indulged in corrupt/ fraudulent/ collusive/ coercive practices, after execution of contract and during DLP/ Warranty/ Guarantee Period, the agency shall be banned for future business with HNGPL for a period specified in para B.2.2 below from the date of issue of banning order.

Further, the Contract Performance Guarantee submitted by agency against such order (s)/ contract (s) shall be forfeited.

**(iii) After expiry of Defect liability period (DLP)/ Warranty/Guarantee Period**

If an agency is found to have indulged in corrupt/fraudulent/ collusive/coercive practices, after expiry of Defect liability period (DLP)/Warranty/Guarantee Period, the agency shall be banned for future business with HNGPL for a period specified in para B. 2.2 below from the date of issue of banning order.

**B.2.2 Period of Banning**

The period of banning of agencies indulged in Corrupt /Fraudulent /Collusive /Coercive Practices shall be as under and to be reckoned from the date of banning order:

| Sl. No. | Description  | Period of banning from the date of issuance of Banning order |
|---------|--|--|
| 1       | Misrepresentation/False information other than pertaining to BEC of tender but having impact on the selection process.<br><br>For example, if an agency confirms not being in holiday/ banning list of PSUs/ Govt. Dept., liquidation, bankruptcy etc. and subsequently it is found otherwise, such acts shall be considered in this city. | 02 years   |
| 2       | Corrupt/Fraudulent (pertaining to BEC of tender) /Collusive/Coercive Practices   | 03 years   |
| 2.1     | If an agency again commits Corrupt/Fraudulent (pertaining to BEC of tender) /Collusive/ Coercive Practices in subsequent cases after their banning, such situation of repeated offense to be dealt with more severity and following shall be the period of banning:  |  |
|         | (i) Repeated once  | 7 years (in addition to the period already served)           |

|   |  |   |
|---|--|---|
|   | (ii) Repeated twice or more  | 15 years (in addition to the period already served) |
| 3 | Indulged in unauthorized disposal of materials provided by HNGPL             | 7 years   |
| 4 | If act of vendor/ contractor is a threat to the National Security            | 15 years  |
| 5 | Corrupt/Fraudulent/Collusive/Coercive Practices during execution of contract | 02 years  |

In exceptional cases where the act of vendor/ contractor is a threat to the National Security, the banning shall be for indefinite period.

### **C] Effect of banning on other ongoing contracts/ tenders**

- C.1 If an agency is put on Banning, such agency should not be considered in ongoing tenders/future tenders.
- C.2 However, if such an agency is already executing other order (s)/ contract (s) where no corrupt/fraudulent/ collusive/coercive practice is found, the agency should be allowed to continue till its completion without any further increase in scope except those incidental to original scope mentioned in the contract.
- C.3 If an agency is put on the Banning List during tendering and no irregularity is found in the case under process:
- C.4 after issue of the enquiry /bid/tender but before opening of Technical bid, the bid submitted by the agency shall be ignored.
- C.5 after opening Technical bid but before opening the Price bid, the Price bid of the agency shall not be opened and BG/EMD submitted by the agency shall be returned to the agency.
- C.6 after opening of price, BG/EMD made by the agency shall be returned; the offer of the agency shall be ignored & will not be further evaluated. If the agency is put on banning list for fraud/ mis-appropriation of facts committed in the same tender/other tender where errant agency emerges as the lowest (L1), then such tender shall also be cancelled and re-invited.

### **D] Procedure for Suspension of Bidder**

## **D.1 Initiation of Suspension**

Action for suspension business dealing with any agency/ (ies) shall be initiated by C&P Department when

- (i) Corporate Vigilance Department based on the fact of the case gathered during investigation by them recommend for specific immediate action against the agency.
- (ii) Corporate Vigilance Department based on the input from Investigating agency, forward for specific immediate action against the agency.

## **D.2 Suspension Procedure:**

**D.2.1** The order of suspension would operate initially for a period not more than six months and will be communicated to the agency and also to Corporate Vigilance Department. Period of suspension may be extended by one month at a time with a ceiling of six months pending a conclusive decision to put the agency on banninglist.

D.2.2 During the period of suspension, no new business dealing may be held with the agency.

D.2.3 Period of suspension will be accounted for in the final order passed for banning of business with the agency.

D.2.4 The decision regarding suspension of business dealings should also be communicated to the agency.

D.2.5 If a prima-facie, case is made out that the agency is guilty on the grounds which can result in banning of business dealings, proposal for issuance of suspension order and show cause notice shall be put up to the Competent Authority. The suspension order and show cause notice must include that (i) the agency is put on suspension list and (ii) why action should not be taken for banning the agency for future business from HNGPL.

D.2.6 The competent authority to approve the suspension will be same as that for according approval for banning.

D.3 Effect of Suspension of business:

D.3.1 Effect of suspension on other on-going/future tenders will be as under:

D.3.2 No enquiry/bid/tender shall be entertained from an agency as long as the name of agency appears in the Suspension List.

D.3.3 If an agency is put on the Suspension List during tendering:

D.3.4 after issue of the enquiry /bid/tender but before opening of Technical bid, the bid submitted by the agency shall be ignored.

D.3.5 after opening Technical bid but before opening the Price bid, the Price bid of the agency shall not be opened and BG/EMD submitted by the agency shall be returned to the agency.

D.3.6 after opening of price, BG/EMD made by the agency shall be returned; the offer of the agency shall be ignored & will not be further evaluated. If the agency is put on Suspension list for fraud/ mis-appropriation of facts conducted in the same tender/other tender where errant agency emerges as the lowest (L1), then such tender shall also be cancelled and re-invited.

D.3.7 The existing contract (s)/ order (s) under execution shall continue.

D.3.8 Tenders invited for procurement of goods, works and services shall have provision that the bidder shall submit a undertaking to the effect that (i) neither the bidder themselves nor their allied agency/(ies) are on banning list of HNGPL or the Ministry of Petroleum and Natural Gas and (ii) bidder is not banned by any Government department/ Public Sector.

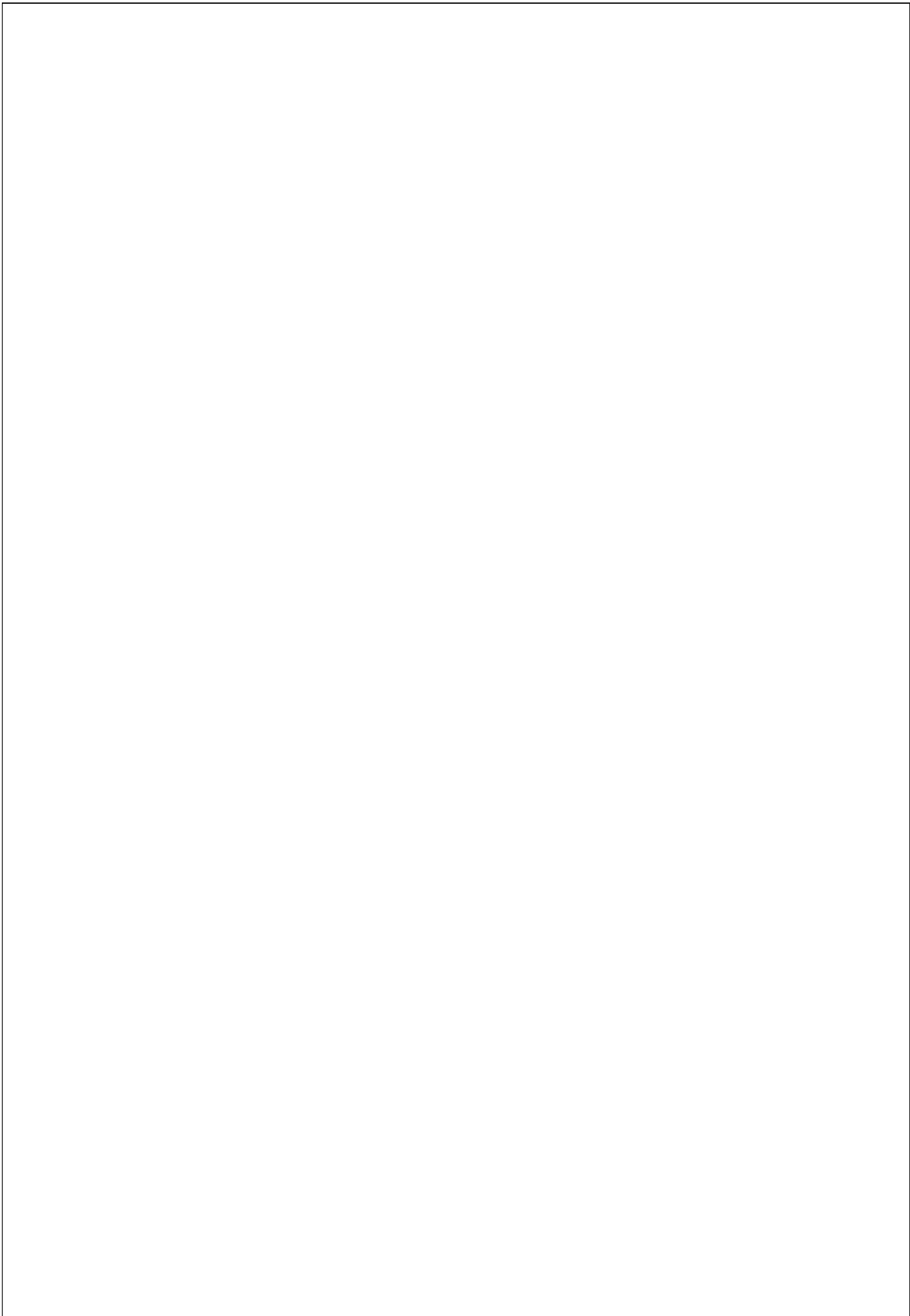
**E] Appeal against the Decision of the Competent Authority:**

E.1 The agency may file an appeal against the order of the Competent Authority for putting the agency on banning list. The appeal shall be filed to Appellate Authority. Such an appeal shall be preferred within one month from the receipt of banning order.

E.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the party as well as the Competent Authority.

E.3 Appeal process may be completed within 45 days of filing of appeal with the Appellate Authority.

**F.** Wherever there is contradiction with respect to terms of 'Integrity Pact', GCC and 'Procedure for action in case of Corrupt/Fraudulent/ Collusive/Coercive Practice', the provisions of 'Procedure for action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practice' shall prevail.



## **Annexure-IV**

### **Procedure for Evaluation of Performance of Vendor/ Suppliers**

## 1.0 OBJECTIVE

The objective of Evaluation of Performance aims to recognize, and develop reliable Vendors/ Suppliers/Contractors/ Consultants so that they consistently meet or exceed expectations and requirements.

The purpose of this procedure is to put in place a system to monitor performance of Vendors/ Suppliers/Contractors/ Consultants associated with HNGPL in Projects and in O&M so as to ensure timely completion of various projects, timely receipt of supplies including completion of works & services for operation and maintenance of operating plants and quality standards in all respects.

## METHODOLOGY

### i) Preparation of Performance Rating Data Sheet

Performance rating data Sheet for each and every Vendor/ Supplier/Contractor/ Consultant for all orders/Contracts with a value of Rs. 7 Lakhs and above is recommended to be drawn up. These data sheets are to be separately prepared for orders/ contracts related to Projects and O&M. Format, Parameters, Process, responsibility for preparation of Performance Rating Data Sheet are separately mentioned.

### ii) Measurement of Performance

Based on the parameters defined in Data Sheet, Performance of concerned Vendor/ Supplier/Contractor/ Consultant would be computed and graded accordingly. The measurement of the performance of the Party would be its ability to achieve the minimum scoring of 60% points in the given parameters.

### iii) Initiation of Measures:

Depending upon the Grading of Performance, corrective measures would be initiated by taking up the matter with concerned Vendor/ Supplier/Contractor/ Consultant. Response of Vendor/ Supplier/Contractor/ Consultant would be considered before deciding further course of action.

### iv) Implementation of Corrective Measures:



Based on the response of Vendor/ Supplier/Contractor/ Consultant, concerned Engineer-in-Charge for the Projects and/or OIC in case of O&M would recommend for continuation or discontinuation of such party from the business of HNGPL.

- v) Orders/contracts placed on Proprietary/OEM basis for O&M will be evaluated and, if required, corrective action will be taken for improvement in future.

**PROCESS OF EVALUATION OF PERFORMANCE OF VENDORS/ SUPPLIERS/ CONTRACTORS/ CONSULTANTS**

**FOR PROJECTS**

- i) Evaluation of performance of Vendors/ Suppliers/Contractors/ Consultants in case of PROJECTS shall be done immediately with commissioning of any Project.
- ii) On commissioning of any Project, EIC (Engineer-in-charge)/ Project-in-charge shall prepare a Performance Rating Data Sheet (Format at Annexure- 1) for all Orders and Contracts.
- iii) Depending upon the Performance Rating, following action need to be initiated by Engineer-in-charge/Project-in-charge:

| Sl.No. | Performance Rating | Action  |
|--------|--------------------|---|
| 1      | POOR               | Seek explanation for Poor performance                       |
| 2      | FAIR               | Seek explanation for Fair performance                       |
| 3      | GOOD               | Letter to the concerned for improving performance in future |
| 4      | VERY GOOD          | No further action   |

- iv) Reply from concerned Vendor/ Supplier/Contractor/ Consultant shall be examined. In case of satisfactory reply, Performance Rating data Sheet to be closed with a letter to the concerned for improving performance in future.
- v) When no reply is received or reasons indicated are unsatisfactory, the following actions need to be taken:

A) Where Performance rating is “POOR”:

Recommend such defaulting Vendor/ Supplier/Contractor/

Consultant for putting on Holiday for a period from one to three years as given below:

- (i) Poor Performance due to reasons other than Quality : **One Year**
- (ii) Poor Performance on account of Quality (if any mark obtained against Quality parameter is less than 30): **Two Years**
- (iii) Poor Performance leading to termination of contract or Offloading of contract due to poor performance solely attributable to Vendor/ Supplier/Contractor/ Consultant or Repeated Offence: **Three Years**

Non performance of a Vendor/Supplier/Contractor/Consultant leading to termination of Contract/ Order, such Vendor/ Supplier/ Contractor/Consultant are also to be considered for Suspension.

In all such cases, concerned site will put up recommendation for issuance of SCN and putting the party on suspension list as per process defined for suspension in “Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices”

(B) Where Performance rating is “FAIR”:

Recommend for issuance of warning to such defaulting Vendor/ Supplier/Contractor/ Consultant to improve their performance.

#### FOR CONSULTANCY JOBS

Monitoring and Evaluation of consultancy jobs will be carried out in the same way as described in para 3.1 for Projects.

#### FOR OPERATION & MAINTENANCE

- i) Evaluation of performance of Vendors/ Suppliers/Contractors/ Consultants in case of Operation and Maintenance shall be done immediately after execution of order/ contract.
- ii) After execution of orders a Performance Rating Data Sheet (Format at Annexure-2) shall be prepared for Orders by Site C&P and for Contracts/Services by respective Engineer-In-Charge.
- iii) Depending upon Performance Rating, following action need to be initiated by Site C&P:

| Sl. No. | Performance Rating | Action   |
|---------|--------------------|--|
| 1       | <b>POOR</b>        | Seek explanation for Poor performance                        |
| 2.      | <b>FAIR</b>        | Seek explanation for Fair performance                        |
| 3       | <b>GOOD</b>        | Letter to the concerned for improving performance in future. |
| 4       | <b>VERY GOOD</b>   | No further action  |

iv) Reply from concerned Vendor/ Supplier/Contractor/ Consultant shall be examined. In case of satisfactory reply, Performance Rating data Sheet to be closed with a letter to the concerned for improving performance in future.

v) When no reply is received or reasons indicated are unsatisfactory, the following actions need to be taken:

A) Where performance rating is “POOR”

Recommend such defaulting Vendor/Supplier/Contractor/ Consultant for putting on Holiday for a period from one to three years as given below:

- (i) Poor Performance due to reasons other than Quality : **Six Months**
- (ii) Poor Performance on account of Quality (if any mark obtained against Quality parameter is less than 30): **Six Months**
- (iii) Poor Performance leading to termination of contract or Offloading of contract due to poor performance solely attributable to Vendor/Supplier/Contractor/Consultant or Repeated Offence: **Six Months**

In case of repeated offence on above ground covered under sl. no. (i), (ii) and (iii):

- For once- **1 year.**
- For two and above-**3 years**

Non-performance of a Vendor/Supplier/Contractor/Consultant leading to termination of Contract/ Order such Vendor/ Supplier/ Contractor/Consultant are also to be considered for Suspension.

In all such cases, concerned site will put up recommendation for issuance of SCN and putting the party on suspension list as per process defined for suspension in “Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices”

B) Where Performance rating is “FA IR”

Recommend for issuance of warning to such defaulting Vendors/Contractors/Consultants to improve their performance.

**REVIEW & RESTORATION OF PARITES PUT ON HOLIDAY**

An order for Holiday passed for a certain specified period shall deemed to have been automatically revoked on the expiry of that specified period and it will not be necessary to issue a specific formal order of revocation.

Further, in case Vendor/ Supplier/Contractor/ Consultant is put on holiday due to quality, and new order is placed on bidder after restoration of Vendor/ Supplier/Contractor/ Consultant, such order will be properly monitored during execution stage by the concerned site.

**EFFECT OF HOLIDAY**

If a Vendor/Supplier/Contractor/Consultant is put on Holiday, such Vendor/ Supplier/Contractor/ Consultant should not be considered in ongoing tenders/future tenders.

However, if such Vendor/ Supplier/Contractor/ Consultant is already executing any other order/ contract and their performance is satisfactory in terms of the relevant contract, should be allowed to continue till its completion without any further increase in scope except those incidental to original scope mentioned in the contract. In such a case CPBG will not be forfeited and payment will be made as per provisions of concerned contract. However, this would be without prejudice to other terms and conditions of the contract.

Effect on other ongoing tendering:

after issue of the enquiry /bid/tender but before opening of Technical bid, the bid submitted by the party shall be ignored.

after opening Technical bid but before opening the Price bid, the Price bid of the party shall not be opened and BG/EMD submitted by the party shall be returned to the party.

after opening of price, BG/EMD made by the party shall be returned; the offer of the party shall be ignored & will not be further evaluated. If errant party emerges as the lowest (L1), then such tender shall also be cancelled and re- invited.

**Procedure for Suspension of Bidder**

**Initiation of Suspension**

Action for suspension of business dealing with any agency/(ies) shall be initiated by C&P Department when Non-performance of Vendor / Supplier Contractor/

Consultant leading to termination of Contract/ Order.

**Suspension Procedure:**

The suspension period shall be limited to maximum six months.

The suspension order shall also be hosted on HNGPL intranet and a copy will be forwarded to all OICs/ HODs by C&P Department. During the period of suspension, no new business dealing may be held with the agency.

Period of suspension shall be accounted for in the final order passed for putting the party for holiday

The decision regarding suspension of business dealings should also be communicated to the agency.

Prior to putting the party on holiday, proposal for issuance of suspension order and show cause notice shall be put up to the Competent Authority. The suspension order and show cause notice must include that (i) the agency is put on suspension list and (ii) why action should not be taken for putting the agency on holiday for future business from HNGPL.

The competent authority to approve the suspension will be same as that for according approval for holiday.

The process for putting the agency on suspension list shall be completed within 30 days from the date of recommendation by site committee.

**Effect of Suspension of business:**

Effect of suspension on other on-going/future tenders will be as under:

No enquiry/bid/tender shall be entertained from an agency as long as the name of Agency appears in the Suspension List.

If an agency is put on the Suspension List during tendering:

after issue of the enquiry /bid/tender but before opening of Technical bid, the bid submitted by the agency shall be ignored.

after opening Technical bid but before opening the Price bid, the Price bid of the agency shall not be opened and EMD submitted by the agency shall be returned to the agency.

after opening of price, the offer of the agency shall be ignored & will not be further evaluated. If the agency emerges as the lowest (L1), then such tender shall also be cancelled and re-invited. EMD submitted by such agency shall be returned.

The existing contract (s)/ order (s) under execution shall continue.

Tenders invited for procurement of goods, works and services shall have provision that the bidder shall submit a undertaking to the effect that (i) neither the bidder themselves nor their allied agency/(ies) are on banning list of GAIL/HNGPL or the Ministry of Petroleum and Natural Gas and (ii) bidder is not banned by any Government department/ Public Sector

- 6.0** While putting the Vendor/ Supplier/Contractor/ Consultant on holiday as per the procedure, the holding company, subsidiary, joint venture, sister concerns, group division of the errant Vendor/ Supplier/Contractor/ Consultant shall not be considered for putting on holiday list.

Any bidder, put on holiday, will not be allowed to bid through consortium route also in new tender during the period of holiday.

**7.0** If an unsuccessful bidder makes any vexatious, frivolous or malicious complaint against the tender process with the intention of delaying or defeating any procurement or causing loss to HNGPL or any other bidder, such bidder will be put on holiday for a period of six months, if such complaint is proved to be vexatious, frivolous or malicious, after following the due procedure.

**APPEAL AGAINST THE DECISION OF THE COMPETENT AUTHORITY:**

- (a) The party may file an appeal against the order of the Competent Authority for putting the party on Holiday list. The appeal shall be filed to Appellate Authority. Such an appeal shall be preferred within one month from the of receipt of Holiday order.
- (b) Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the party as well as the Competent Authority.
- (c) Appeal process may be completed within 45 days of filing of appeal with the Appellate Authority.
- (d) “Appellate Authority” shall mean Committee of Directors.

**9.0 ERRANT BIDDER**

In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re- tendering, HNGPL shall forfeit EMD paid by the bidder and such bidders shall be debarred from participation in re- tendering of the same job(s)/item(s).

Further, such bidder will be put on holiday for a period of six months after following the due procedure.

**10.0** In case CBEC (Central Board of Excise and Customs)/ any equivalent Central Government agency/ State Government agency brings to the notice of HNGPL that the Supplier of Goods / Services (Service Provider) has not remitted the amount towards GST (CGST & SGST/UTGST or IGST) collected from HNGPL to the government exchequer, then party will be put on holiday for a period of six months after following the due procedure.

**Haridwar Natural Gas Pvt. Ltd.****PERFORMANCE RATING DATA SHEET (FOR PROJECTS/ CONSULTANCY JOBS)**

- i) Project/Work Centre :
- ii) Order/ Contract No. & date :
- iii) Brief description of Items :  
Works/Assignment
- iv) Order/Contract value (Rs.) :
- v) Name of Vendor/Supplier/ :  
Contractor/ Consultant
- vi) Contracted delivery/ :  
Completion Schedule
- vii) Actual delivery/ : Completion date

| Performance Parameter | Delivery/ Completion Performance | Quality Performance | Reliability Performance# | Total |
|-----------------------|----------------------------------|---------------------|--------------------------|-------|
| Maximum Marks         | 40                               | 40                  | 20                       | 100   |
| Marks Allocated       |                                  |                     |                          |       |

Note:

Remarks (if any)

PERFORMANCE RATING (\*\*)

Note :

(#) Vendor/Supplier/Contractor/Consultant who seek repeated financial assistance or deviation beyond contract payment term or seeking direct payment to the sub-vendor/sub-contractor due to financial constraints, then '0' marks should be allotted against Reliability Performance.

(\*) Allocation of marks should be as per enclosed instructions (\*\*\*) Performance rating shall be classified as under :

| Sl. No. | Range (Marks) | Rating |
|---------|---------------|--------|
| 1       | 60 & below    | POOR   |
| 2       | 61-75         | FAIR   |
| 3       | 76-90         | GOOD   |

Signature of Authorised Signatory:

Name: Designation:

|   |              |              |
|---|--------------|--------------|
| 4 | More than 90 | VERY<br>GOOD |
|   |              |              |

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**Instructions for allocation of marks**

1. Marks are to be allocated as under :

**DELIVERY/ COMPLETION PERFORMANCE 40 Marks**

| <b>Delivery Period/<br/>Completion Schedule</b> | <b>Delay in Weeks</b> | <b>Marks</b> |
|---|-----------------------|--------------|
| a) Upto 3 months                                | Before CDD            | 40           |
|   | Delay upto 4 weeks    | 35           |
|   | ” 8 weeks             | 30           |
|   | ” 10 weeks            | 25           |
|   | ” 12 weeks            | 20           |
|   | ” 16 weeks            | 15           |
|   | More than 16 weeks    | 0            |
| b) Above 3 months                               | Before CDD            | 40           |
|   | Delay upto 4 weeks    | 35           |
|   | ” 8 weeks             | 30           |
|   | ” 10 weeks            | 25           |
|   | ” 16 weeks            | 20           |
|   | ” 20 weeks            | 15           |
|   | ” 24 weeks            | 10           |
| More than 24 weeks                              | 0                     |              |

**QUALITY PERFORMANCE 40 Marks**

For Normal Cases: No Defects/ No Deviation/ No failure: 40 marks

|   |   |                                   |
|---|---|-----------------------------------|
| i) Rejection/Defects  | Marks to be allocated on 10 marks pro rata basis for acceptable quantity as compared to total quantity for normal cases |                                   |
| ii) When quality failure endanger system integration and safety of the system | Failure of severe nature<br>- Moderate nature<br>- low severe nature  | 0 marks<br>5 marks<br>10-25 marks |
| iii) Number of deviations   | 1. No deviation<br>2. No. of deviations < 2<br>3. No. of deviations > 2   | 5 marks<br>2 marks<br>0 marks     |

**RELIABILITY PERFORMANCE****20 Marks**

|           |   |         |
|-----------|---|---------|
| <b>A.</b> | <b>FOR WORKS/CONTRACTS</b>  |         |
| i)        | Submission of order acceptance, agreement, PBG, Drawings and other documents within time                                  | 4 marks |
| ii)       | Mobilization of resources as per Contract and in time   | 4 marks |
| iii)      | Liquidation of Check-list points  | 4 marks |
| iv)       | Compliance to statutory and HS&E requirements or Reliability of Estimates/Design/Drawing etc. in case of Consultancy jobs | 4 marks |
| v)        | Timely submission of estimates and other documents for Extra, Substituted & AHR items                                     | 4 marks |
| <b>B.</b> | <b>FOR SUPPLIES</b>   |         |
| i)        | Submission of order acceptance, PBG, Drawings and other documents within time   | 5 marks |
| ii)       | Attending complaints and requests for after sales service/ warranty repairs and/ or query/ advice (upto the evaluation    | 5 marks |
| iii)      | Response to various correspondence and conformance to standards like ISO  | 5 marks |
| iv)       | Submission of all required documents including Test Certificates at the time of supply                                    | 5 marks |

Annexure-2

**Haridwar Natural Gas Pvt. Ltd. PERFORMANCE RATING DATA SHEET**  
**(FOR O&M)**

- i) Location :
- ii) Order/ Contract No. & date :
- iii) Brief description of Items :  
Works/Assignment
- iv) Order/Contract value (Rs.) :
- v) Name of Vendor/Supplier/  
Contractor/ Consultant :
- vi) Contracted delivery/  
Completion Schedule :
- vii) Actual delivery/ : Completion date

| Performance Parameter | Delivery Performance | Quality Performance | Reliability Performance# | Total |
|-----------------------|----------------------|---------------------|--------------------------|-------|
| Maximum Marks         | 40                   | 40                  | 20                       | 100   |
| Marks Allocated (*)   |                      |                     |                          |       |

Remarks (if any)

PERFORMANCE RATING (\*\*)

Note :

(#) Vendor/Supplier/Contractor/Consultant who seek repeated financial assistance or deviation beyond contract payment term or seeking direct payment to the sub-vendor/sub-contractor due to financial constraints, then '0' marks should be allotted against Reliability Performance

(\*) Allocation of marks should be as per enclosed instructions (\*\*)

Performance rating shall be classified as under :

| Sl. No. | Range (Marks) | Rating    |
|---------|---------------|-----------|
| 1       | 60 & below    | POOR      |
| 2       | 61-75         | FAIR      |
| 3       | 76-90         | GOOD      |
| 4       | More than 90  | VERY GOOD |

Signature of  
Authorised Signatory:

Name:

Designation:

**Instructions for allocation of marks (For O&M)**

1. Marks are to be allocated as under :

**DELIVERY/ COMPLETION PERFORMANCE 40 Marks**

| <b>Delivery Period/<br/>Completion Schedule</b> | <b>Delay in Weeks</b> | <b>Marks</b> |
|---|-----------------------|--------------|
| a) Upto 3 months                                | Before CDD            | 40           |
|   | Delay upto 4 weeks    | 35           |
|   | ” 8 weeks             | 30           |
|   | ” 10 weeks            | 25           |
|   | ” 12 weeks            | 20           |
|   | ” 16 weeks            | 15           |
|   | More than 16 weeks    | 0            |
| b) Above 3 months                               | Before CDD            | 40           |
|   | Delay upto 4 weeks    | 35           |
|   | ” 8 weeks             | 30           |
|   | ” 10 weeks            | 25           |
|   | ” 16 weeks            | 20           |
|   | ” 20 weeks            | 15           |
|   | ” 24 weeks            | 10           |
| More than 24 weeks                              | 0                     |              |

**QUALITY PERFORMANCE 40 Marks**

For Normal Cases : No Defects/ No Deviation/ No failure: 40 marks

- |   |  |             |
|---|--|-------------|
| i) Rejection/Defects  | Marks to be allocated on 10 marks<br>Pro rata basis for<br>acceptable quantity as<br>compared to total<br>quantity for normal<br>cases |             |
| ii) When quality<br>failure endanger<br>system integration<br>and safety of the<br>system | Failure of severe nature   | 0 marks     |
|   | - Moderate nature  | 5 marks     |
|   | - low severe nature  | 10-25 marks |
| iii) Number of<br>deviations  | 1. No deviation  | 5 marks     |
|   | 2. No. of deviations < 2   | 2 marks     |
|   | 3. No. of deviations > 2   | 0 marks     |

**RELIABILITY PERFORMANCE****20 Marks**

|           |   |         |
|-----------|---|---------|
| <b>A.</b> | <b>FOR WORKS/CONTRACTS</b>  |         |
| i)        | Submission of order acceptance, agreement, PBG, Drawings and other documents within time  | 4 marks |
| ii)       | Mobilization of resources as per Contract and in time   | 4 marks |
| iii)      | Liquidation of Check-list points  | 4 marks |
| iv)       | Compliance to statutory and HS&E requirements or Reliability of Estimates/Design/Drawing etc. in case of Consultancy jobs       | 4 marks |
| v)        | Timely submission of estimates and other documents for Extra, Substituted & AHR items   | 4 marks |
| <b>B.</b> | <b>FOR SUPPLIES</b>   |         |
| i)        | Submission of order acceptance, PBG, Drawings and other documents within time   | 5 marks |
| ii)       | Attending complaints and requests for after sales service/ warranty repairs and/ or query/ advice (upto the evaluation period). | 5 marks |
| iii)      | Response to various correspondence and conformance to standards like ISO  | 5 marks |
| iv)       | Submission of all required documents including Test Certificates at the time of supply  | 5 marks |

# **Annexure-V**

## **Forms & Format**

**LIST OF FORMS & FORMAT**

| <b>Form No.</b> | <b>Description</b>  |
|-----------------|---|
| F-1             | BIDDER'S GENERAL INFORMATION  |
| F-2             | BID FORM  |
| F-3             | LIST OF ENCLOSURES  |
| F-4             | PROFORMA OF "BANK GUARANTEE" FOR "EARNEST MONEY / BID SECURITY"                       |
| F-4A            | PROFORMA OF "LETTER OF CREDIT" FOR "EARNEST MONEY / BID SECURITY"                     |
| F-5             | LETTER OF AUTHORITY   |
| F-6             | NO DEVIATION CONFIRMATION   |
| F-7             | DECLARATION REGARDING HOLIDAY/BANNING AND LIQUIDATION, COURT RECEIVERSHIP ETC.        |
| F-8             | CERTIFICATE FOR NON-INVOLVMENT OF GOVT. OF INDIA                                      |
| F-9             | PROFORMA OF "BANK GUARANTEE" FOR "CONTRACT PERFORMANCE SECURITY / SECURITY DEPOSIT"   |
| F-10            | AGREED TERMS & CONDITIONS   |
| F-11            | ACKNOWLEDGEMENT CUM CONSENT LETTER  |
| F-12            | UNDERTAKING ON LETTERHEAD   |
| F-13            | BIDDER'S EXPERIENCE   |
| F-14            | CHECK LIST  |
| F-14A           | CHECK LIST FOR QUOTED ITEMS   |
| F-15            | FORMAT FOR CERTIFICATE FROM BANK<br>IF BIDDER'S WORKING CAPITAL IS INADEQUATE         |
| F-16            | FORMAT FOR CHARTERED ACCOUNTANT CERTIFICATE<br>FOR FINANCIAL CAPABILITY OF THE BIDDER |
| F-17            | FORMAT FOR CONSORTIUM/JV AGREEMENT  |
| F-18            | BIDDER'S QUERIES FOR PRE BID MEETING  |
| F-19            | E-BANKING FORMAT  |
| F-20            | INTEGRITY PACT  |
| F-21            | INDEMNITY BOND  |
| F-22            | FREQUENTLY ASKED QUESTIONS  |

**F-1****BIDDER'S GENERAL INFORMATION**

To,  
M/s Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

|    |  |  |
|----|--|--|
| 1  | Bidder's Name  |  |
| 2  | Status of Firm   | Proprietorship Firm/Partnership firm/<br>Limited/Others<br>If Others Specify: _____<br>[Enclose certificate of Registration] |
| 3  | Name of Proprietor/Partners/Directors<br>of the firm/company   |  |
| 4  | Number of Years in Operation   |  |
| 5  | Address of Registered Office:<br>*In case of Partnership firm, enclose<br>letter mentioning current address of the<br>firm and the full names and current<br>addresses of all the partners of the<br>firm. | City:<br>District:<br>State:<br>PIN/ZIP:   |
| 6  | Operation Address<br>(if different from above)   | City:<br>District:<br>State:<br>PIN/ZIP:   |
| 7  | Mobile Number  |  |
| 8  | E-mail address   |  |
| 9  | Website  |  |
| 10 | Fax Number:  | (Country Code) (Area Code) (Telephone<br>No.)  |
| 11 | ISO Certification, if any  | {If yes, please furnish details}   |



|    |  |   |
|----|--|---|
| 12 | Bid Currency   | INR   |
| 13 | Banker's Name  |   |
| 14 | Branch   |   |
| 15 | Bank account number  |   |
| 16 | IFSC code  |   |
| 17 | PAN No.  | [Enclose copy of PAN Card]  |
| 18 | GST No.  | [Enclose copy of GST Certificate]   |
| 19 | We (Bidder) are cover under the definition of section 2 (n) of the MSMED Act   | Yes / No<br><i>(If the response to the above is 'Yes", Bidder to provide Purchaser a copy of the Entrepreneurs Memorandum (EM) filled with the authority specified by the respective State Government.)</i> |
| 20 | a) Whether Micro/Small/Medium Enterprise   | (Bidder to submit documents as specified in Clause 37 of ITB)   |
|    | b) If the MSE is owned by SC/ST Entrepreneurs, the bidder shall furnish appropriate documentary evidence in this regard. |   |
| 21 | Type of Entity   | Corporate/ Non-Corporate (As per CGST/SGST/UTGST Act).<br>(In case of Non-Corporate Entity, bidder will submit documentary evidence for same).  |
| 22 | Offer No.  |   |

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

**F-2**  
**BID FORM**

To,

M/s. Haridwar Natural Gas Pvt. Ltd.

---

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no.: - HNGPL/BILLING SERVICES/ 24-25/01

Dear Sir,

After examining / reviewing the Bidding Documents for the tender of “including "Specifications & Scope of Work", "General Conditions of Contract [GCC]", "Special Conditions of Contract [SCC]" and "Schedule of Rates [SOR]", etc. the receipt of which is hereby duly acknowledged, we, the undersigned, are pleased to offer to execute the whole part of the job and in conformity with the said Bid Documents, including Addenda / Corrigenda Nos. \_\_\_\_\_.

We confirm that this Bid is valid for a period as specified in BDS from the date of opening of "Techno-Commercial / Un-priced Bid", and it shall remain binding upon us and may be accepted by any time before the expiry of that period.

If our Bid is accepted, we will provide the "Contract Performance Security / Security Deposit" equal to "\_\_\_\_\_ of the Contract Price" or as mentioned in Tender Document for the due performance within "thirty [30] days" of such Award.

Until a final Agreement/Letter of Award is prepared and executed, the tender document (including addenda/ corrigenda) together with the "Notification of Award" shall constitute a binding Agreement between us.

We understand that Bidding Document is not exhaustive and any action and activity not mentioned in Bidding Documents but may be inferred to be included to meet the intend of the Bidding Documents shall be deemed to be mentioned in Bidding Documents unless otherwise specifically excluded and we confirm to perform for fulfillment of Agreement and completeness of the Work in all respects within the time frame and agreed price.

We understand that you are not bound to accept the lowest priced or any Bid that you may receive.

Place: [Signature of Authorized Signatory of Bidder]

Date: Name:

Designation: Seal:

F-3

**LIST OF ENCLOSURES**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

---

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no.:- HNGPL/BILLING SERVICES/ 24-25/01

**Dear Sir,**

We are enclosing the following documents as part of the bid:

1. Power of Attorney of the signatory to the Bidding Document.
2. Document showing annual turnover for the last three years such as annual reports, profit and loss account, net worth etc. along with information as sought in enclosed format F-16
3. Document showing Financial Situation Information as sought in enclosed format F-16
4. Copy of Bidding Documents along with addendum/corrigendum duly signed and sealed on each page, in token of confirmation that Bid Documents are considered in full while preparing the bid and in case of award, work will be executed in accordance with the provisions detailed in Bid Documents.
5. Documentary Evidences showing the Bidder’s claim of meeting Technical Criteria as mentioned in Section 1.1 (A) of ITB.
6. Bid Security/EMD \* [**Submission of Original is not applicable for online banking transaction**]
7. Integrity Pact\*
8. Power of Attorney\*
9. Duly certified document from chartered engineer and or chartered accountant.

Note:

\* In case of e-bidding the bidder has the option to submit specified documents in physical form on/before the bid due date or within seven days from the bid opening date. However, scanned copy of these (same) documents must be submitted on-line as part of e-bid before the bid due date/time.

F-4

**PROFORMA OF "BANK GUARANTEE" FOR "EARNEST MONEY / BID SECURITY"**

(To be stamped in accordance with the Stamp Act)

Ref.....

Bank Guarantee No.....

Date.....

To,

M/s Haridwar Natural Gas Pvt. Ltd.  
\_\_\_\_\_

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no.:- HNGPL/BILLING SERVICES/ 24-25/01

**Dear Sir(s),**

In accordance with Letter Inviting Tender under your reference No \_\_\_\_\_ M/s.

\_\_\_\_\_ having their Registered / Head Office at \_\_\_\_\_ (hereinafter called the Tenderer), wish to participate in the said tender for \_\_\_\_\_

As an irrevocable Bank Guarantee against Earnest Money for the amount of \_\_\_\_\_ is required to be submitted by the Tenderer as a condition precedent for participation in the said tender which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Document.

We, the \_\_\_\_\_ Bank at \_\_\_\_\_ having our Head Office \_\_\_\_\_ (Local Address) guarantee

and undertake to pay immediately on demand without any recourse to the tenderers by HNGPL Ltd., the amount \_\_\_\_\_ without any reservation, protest, demur and recourse. Any such demand made by HNGPL, shall be conclusive and binding on us irrespective of any dispute or difference raised by the Tenderer.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_ [this date should be two (02) months beyond the validity of the bid]. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s. \_\_\_\_\_ whose behalf this guarantee is issued. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_.

WITNESS:

(SIGNATURE)  
(NAME)

(SIGNATURE)  
(NAME)

Designation with Bank Stamp

**(OFFICIAL ADDRESS)**

Attorney as per

Power of Attorney No. \_\_\_\_\_

Date: \_\_\_\_\_

-----

**INSTRUCTIONS FOR FURNISHING "BID SECURITY / EARNEST MONEY" BY "BANK GUARANTEE"**

1. The Bank Guarantee by successful Bidder(s) will be given on non-judicial stamp paper of Rs. 100/- or the value prevailing in the State where executed as per the Stamp Act, whichever is higher. The non-judicial stamp paper should be in name of the issuing bank.
2. The expiry date should be arrived at in accordance with "ITB: Clause-15.1 and 16.3".
3. The Bank Guarantee by bidders will be given from Bank as specified in "ITB".
4. A letter (preferably digitally signed secured e-mail) from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee and future communication relating to the Bank Guarantee may be forwarded to Employer
5. Bidders must indicate the full postal address of the Bank along with the Bank's E-mail / Fax / Phone from where the Earnest Money Bond has been issued.
6. If a Bank Guarantee is issued by a commercial Bank, then a letter to Employer confirming its net worth is more than Rs. 1,000,000,000.00 [Rupees One Hundred Crores] or equivalent along with documentary evidence.

F-4A

**PROFORMA OF "LETTER OF CREDIT" FOR "EARNEST MONEY / BID SECURITY"**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

**Irrevocable and confirmed Letter of Credit No. .... Amount: Rs.**

**Validity of this Irrevocable:..... (in India)**

Letter of Credit (2 months beyond validity of Offer)

**Dear Sir,**

1. You are here by authorized to draw on ..... (Name of Applicant with full address) for a sum not exceeding ..... available by your demand letter (draft) on them at sight drawn for Rs. .... accompanied by a certificate by Haridwar Natural Gas Pvt. Ltd., with the Tender No. duly incorporated therein, that one or more of the following conditions has/have occurred, specifying the occurred condition(s):
  - (i) The Bidder withdraws its Bid during the period of Bid validity or any extension thereof duly agreed by the Bidder.
  - (ii) The Bidder varies or modifies its Bid in a manner not acceptable to Haridwar Natural Gas Pvt. Ltd. during the period of bid validity or any extension thereof duly agreed by the Bidder.
  - (iii) The Bidder, having been notified of the acceptance of its Bids,
    - (a) Fails or refuses to execute the Supply Order/Contract
    - (b) Fails or refuses to furnish the Contract Performance Guarantee within 30 days before expiry of Bid Security.
    - (c) Fails to accept arithmetic corrections as per tender conditions.
2. This Irrevocable Letter of Credit has been established towards Bid Security Tender No ..... for..... (Item)
3. We hereby guarantee to protect the Drawers, Endorsers and bonafide holders from any consequences, which may arise in the event of the non-acceptance or non-payment of

Demand Letter (draft) in accordance with the terms of this credit.

4. This Credit is issued subject to the Uniform Customs and Practices for Documentary Credits (1993 Revised) International Chamber of Commerce brochure No. 500.

5. Please obtain reimbursement as under: .....

6. All foreign as well as Indian bank charges will be on the account of M/s.  
..... (Applicant)

FOR .....

**Counter Signature**

**Authorized Signature**

(Original Bank)



F-5

**LETTER OF AUTHORITY**

[Pro forma for Letter of Authority for Attending Subsequent 'Negotiations' / 'Pre-Bid Meetings' / 'Un-priced Bid Opening' / 'Price Bid Opening']

Ref:

Date:

To,  
M/s Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

**Dear Sir,**

I/We, \_\_\_\_\_ hereby authorize the following representative(s) for attending any 'Negotiations' / 'Meetings [Pre-Bid Meeting]', 'Un-priced Bid Opening', 'Price Bid Opening' and for any subsequent correspondence / communication against the above Bidding Documents:

[1] Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_  
Phone/Cell:  
Fax:  
E-mail: ..... @ .....

[2] Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_  
Phone/Cell:  
Fax:  
E-mail: ..... @ .....

We confirm that we shall be bound by all commitments made by aforementioned authorised representative(s).

Place: [Signature of Authorized Signatory of Bidder]  
Date: Name:  
Designation:  
Seal:

Note: This "Letter of Authority" should be on the "**letterhead**" of the Firm / Bidder and should be signed by a person competent and having the 'Power of Attorney' to bind the Bidder. Not more than 'two [02] persons per Bidder' are permitted to attend "Techno-commercial / Un-priced" & "Price Bid" Openings. Bidders authorized representative is required to carry a copy of this authority letter while attending the un-priced and priced bid opening, the same shall be submitted to HNGPL.

**F-6**

**"NO DEVIATION" CONFIRMATION**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

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Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

Dear Sir,

We understand that any 'deviation / exception' in any form may result in rejection of Bid. We, therefore, certify that we have not taken any 'exception / deviation' anywhere in the Bid and we agree that if any 'deviation / exception' is mentioned or noticed, our Bid may be rejected.

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

F-7

**DECLARATION REGARDING HOLIDAY/BANNING AND LIQUIDATION,  
COURT RECEIVERSHIP**

To,

M/s. Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

Dear Sir,

We hereby confirm that we are not on ‘Holiday’ by HNGPL or Public Sector Project Management Consultant (like EIL, Mecon only due to “poor performance” or “corrupt and fraudulent practices”) or banned by Government department/ Public Sector on due date of submission of bid.

Further, we confirm that neither we nor our allied agency/(ies) (as defined in the Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices) are on banning list of HNGPL or the Ministry of Petroleum and Natural Gas.

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

In case it comes to the notice of HNGPL that the bidder has given wrong declaration in this regard, the same shall be dealt as ‘fraudulent practices’ and action shall be initiated as per the Procedure for action in case of Corrupt/Fraudulent/Collusive/Coercive Practices.

Further, we also confirm that in case there is any change in status of the declaration prior to award of contract, the same will be promptly informed to HNGPL by us.

Place: [Signature of Authorized Signatory of Bidder]

Date: Name:

Designation:

Seal:

**E-8**

**CERTIFICATE FOR NON-INVOLVMENT OF GOVT. OF INDIA**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

---

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

**Dear Sir,**

If we become a successful Bidder and pursuant to the provisions of the Bidding Documents, award  
is given to us for the tender for “  
\_\_\_\_\_”, the following Certificate shall  
be automatically enforceable:

"We agree and acknowledge that the Employer is entering into the Agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood & agreed that the Government of India is not a party to the Agreement and has no liabilities, obligations or rights thereunder. It is expressly understood and agreed that the Employer is authorized to enter into Agreement, solely on its own behalf under the applicable laws of India. We expressly agree, acknowledge and understand that the Employer is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Agreement. Accordingly, we hereby expressly waive, release and forego any and all actions or claims, including cross claims, VIP claims or counter claims against the Government of India arising out of the Agreement and covenants not to sue to Government of India as to any manner, claim, cause of action or things whatsoever arising of or under the Agreement."

Place: [Signature of Authorized Signatory of Bidder]  
Date: Name:  
Designation:  
Seal:

**F-9**

**PROFORMA OF "BANK GUARANTEE" FOR "CONTRACT PERFORMANCE GUARANTEE / SECURITY DEPOSIT"**

**(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

Performance Guarantee No.

**Dear Sir(s),**

M/s. \_\_\_\_\_ having registered office at \_\_\_\_\_ (herein after called the "contractor/supplier" which expression shall wherever the context so require include its successors and assignees) have been placed/awarded the job/work of \_\_\_\_\_ vide PO/LOA /FOA No. \_\_\_\_\_ dated \_\_\_\_\_ for Haridwar Natural Gas Pvt. Ltd. having registered office at Bharat Petroleum Corporation Ltd., Landhora, Roorkee, Haridwar, Uttarakand -247667 (herein after called the "HNGPL" which expression shall wherever the context so require include its successors and assignees).

The Contract conditions provide that the SUPPLIER/CONTRACTOR shall pay a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) as full Contract Performance Guarantee in the form therein mentioned. The form of payment of Contract Performance Guarantee includes guarantee executed by Nationalized Bank/Scheduled Commercial Bank, undertaking full responsibility to indemnify Haridwar Natural Gas Pvt. Ltd., in case of default.

The said M/s. \_\_\_\_\_ has approached us and at their request and in consideration of the premises we having our office at \_\_\_\_\_ have agreed to give such guarantee as hereinafter mentioned.

1 We \_\_\_\_\_ hereby undertake to give the irrevocable & unconditional guarantee to you that if default shall be made by M/s. \_\_\_\_\_ in performing any of the terms and conditions of the tender/order/contract or in payment of any money payable to Haridwar Natural Gas Pvt. Ltd. we shall on first demand pay without demur, contest, protest and/ or without any recourse to the supplier / contractor to HNGPL in such manner as HNGPL may direct the said amount of Rupees \_\_\_\_\_ only or such portion thereof not exceeding the said sum as you may require from time to time.

2 You will have the full liberty without reference to us and without affecting this guarantee,

postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the order/contract with the said M/s.

\_\_\_\_\_ and to enforce or to forbear from endorsing any powers or rights or by reason of time being given to the said M/s.\_\_\_\_ and such postponement forbearance would not have the effect of releasing the bank from its obligation under this debt.

- 3 Your right to recover the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) from us in manner aforesaid is absolute & unequivocal and will not be affected or suspended by reason of the fact that any dispute or disputes have been raised by the said M/s. \_\_\_\_\_ and/or that any dispute or disputes are pending before any officer, tribunal or court or arbitrator or any other authority/forum and any demand made by you in the bank shall be conclusive and binding. The bank shall not be released of its obligations under these presents by any exercise by you of its liberty with reference to matter aforesaid or any of their or by reason or any other act of omission or commission on your part or any other indulgence shown by you or by any other matter or changed what so ever which under law would, but for this provision, have the effect of releasing the bank.
- 4 The guarantee herein contained shall not be determined or affected by the liquidation or winding up dissolution or changes of constitution or insolvency of the said supplier/contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to you in respect of such liabilities is paid.
- 5 This guarantee shall be irrevocable and shall remain valid upto \_\_\_\_\_ (this date should be 90 days after the expiry of defect liability period/ Guarantee period) \_\_\_\_\_. The bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee shall continue to be enforceable until it is discharged by HNGPL in writing. However, if for any reason, the supplier/contractor is unable to complete the supply/work within the period stipulated in the order/contract and in case of extension of the date of delivery/completion resulting extension of defect liability period/guarantee period of the supplier/contractor fails to perform the supply/work fully, the bank hereby agrees to further extend this guarantee at the instance of the supplier/contractor till such time as may be determined by HNGPL. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving  
instruction from \_\_\_\_\_ M/s.  
\_\_\_\_\_ (supplier / contractor) on whose behalf this guarantee is issued.
- 6 Bank also agrees that HNGPL at its option shall be entitled to enforce this Guarantee against the bank (as principal debtor) in the first instant, without proceeding against the supplier/contractor and notwithstanding any security or other guarantee that HNGPL may

have in relation to the supplier's/contractor's liabilities.

- 7 The amount under the Bank Guarantee is payable forthwith without any delay by Bank upon the written demand raised by HNGPL. Any dispute arising out of or in relation to the said Bank Guarantee shall be subject to the exclusive jurisdiction of courts at Haridwar.
- 8 Therefore, we hereby affirm that we are guarantors and responsible to you on behalf of the Supplier/Contractor up to a total amount of \_\_\_\_\_ (amount of guarantees in words and figures) and we undertake to pay you, upon your first written demand declaring the Supplier/Contractor to be in default under the order/contract and without caveat or argument, any sum or sums within the limits of (amounts of guarantee) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.
- 9 We have power to issue this guarantee in your favor under Memorandum and Articles of Association and the undersigned has full power to do under the Power of Attorney, dated \_\_\_\_\_ granted to him by the Bank.

Yours faithfully,

\_\_\_\_\_  
Bank by its Constituted Attorney

Signature of a person duly  
Authorized to sign on behalf of the  
Bank

---



**INSTRUCTIONS FOR FURNISHING**

**"CONTRACT PERFORMANCE GUARANTEE / SECURITY DEPOSIT" BY "BANK GUARANTEE"**

- 1 The Bank Guarantee by successful Bidder(s) will be given on non-judicial stamp paper as per 'stamp duty' applicable. The non-judicial stamp paper should be in name of the issuing bank. In case of foreign bank, the said Bank Guarantee to be issued by its correspondent bank in India on requisite non- judicial stamp paper and place of Bid to be considered as Haridwar.
- 2 The Bank Guarantee by Bidders will be given from bank as specified in Tender.
- 3 A letter (preferably digitally signed secured e-mail) from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee and future communication relating to the Bank Guarantee may be forwarded to Employer
- 4 Bidder must indicate the full postal address of the Bank along with the Bank's E-mail / Fax / Phone from where the Bank Guarantee has been issued
- 5 If a Bank Guarantee is issued by a commercial bank, then a letter to Employer and copy to Consultant (if applicable) confirming its net worth is more than Rs. 100,00,00,000.00 [Rupees One Hundred Crores] or its equivalent in foreign currency along with documentary evidence.
- 6 Bidder can submit CPBG on line through issuing bank to Haridwar Natural Gas Pvt. Ltd. directly as per Ministry of Finance (MOF) Department of financial service direction vide letter ref number F.No.7/112/2011-BOA dated 17th July 2012. In such cases confirmation will not be sought from issuing banker by Haridwar Natural Gas Pvt. Ltd..

**F-10**  
**AGREED TERMS & CONDITIONS**

To,  
M/s. Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no.:- HNGPL/BILLING SERVICES/ 24-25/01

This Questionnaire duly filled in, signed & stamped must form part of Bidder’s Bid and should be returned along with Un-priced Bid. Clauses confirmed hereunder need not be repeated in the Bid.

| Sl. | DESCRIPTION   | BIDDER'S<br>CONFIRMATION  |
|-----|---|---|
| 1   | Bidder's name and address   |   |
| 2   | Confirm quoted prices will remain firm and fixed till complete execution of the order.  |   |
| 3   | Rate of applicable <b>GST (CGST &amp; SGST/UTGST or IGST )</b>  | CGST: ..... % Plus<br>SGST/UTGST..... %<br>Total: .....% Or<br>IGST: .....%   |
| 3.1 | Whether in the instant tender services/works are covered in reverse charge rule of <b>GST (CGST &amp; SGST/UTGST or IGST)</b>   | Yes/ No<br><br>In case of Yes, please specify <b>GST (CGST &amp; SGST/UTGST or IGST)</b> payable by:<br>HNGPL..... %<br>Bidder .....% |
| 3.2 | Service Accounting Codes (SAC)/ Harmonized System of Nomenclature (HSN)   |   |
| 3.3 | We hereby confirm that the quoted prices is in compliance with the Section 171 of CGST Act/ SGST Act as mentioned as clause no. 13.10 of ITB  |   |
| 4   | i) Confirm acceptance of relevant Terms of Payment specified in the Bid Document.<br>ii) In case of delay, the bills shall be submitted after deducting the price reduction due to delay. |   |

| Sl. | DESCRIPTION  | BIDDER'S CONFIRMATI |
|-----|--|---------------------|
| 5   | Confirm that Contract Performance Security will be Furnished as per Bid Document.  |                     |
| 6   | Confirm that Contract Performance Security shall be from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve bank of India as scheduled foreign bank. However, in case of bank guarantees from banks other than the Nationalised Indian banks, the bank must be a commercial bank having net worth in excess of Rs 100 crores or its equivalent in foreign currency and a declaration to this effect shall be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead. |                     |
| 7   | Confirm compliance to Completion Schedule as specified in Bid document. Confirm contract period shall be reckoned from the date of Fax of Acceptance.  |                     |
| 8   | Confirm acceptance of Price Reduction Schedule for delay in completion schedule specified in Bid document.   |                     |
| 9   | a) Confirm acceptance of all terms and conditions of Bid Document (all sections).<br>b) Confirm that printed terms and conditions of bidder are not applicable.  |                     |
| 10  | Confirm your offer is valid for period specified in BDS from Final/Extended due date of opening of Techno- commercial Bids.  |                     |
| 11  | Please furnish EMD/Bid Security details :<br>a) EMD/ Bid Security No. & date<br>b) Value<br>c) Validity  |                     |
| 12  | Confirm acceptance to all provisions of ITB read in conjunction with Bid Data Sheet (BDS).   |                     |
| 13  | Confirm that Annual Reports for the last three financial years [wherever financial criteria of BEC is applicable] are furnished along with the Un-priced Bid.  |                     |
| 14  | Confirm that, in case of contradiction between the confirmations provided in this format and terms & conditions mentioned elsewhere in the offer, the confirmations given in this format shall prevail.  |                     |

| Sl. | DESCRIPTION  | BIDDER'S CONFIRMATI |
|-----|--|---------------------|
| 15  | Confirm the none of Directors of bidder is a relative of any Director of Owner or the bidder is a firm in which any Director of Owner/ HNGPL or his relative is a partner.   |                     |
| 16  | All correspondence must be in ENGLISH language only.   |                     |
| 17  | Owner reserves the right to make any change in the terms & conditions of the TENDER/BIDDING DOCUMENT and to reject any or all bids.  |                     |
| 18  | Confirm that all Bank charges associated with Bidder's Bank shall be borne by Bidder.  |                     |
| 19  | <p>Confirm that you have not been banned or de-listed by any Government or Quasi-Government agencies or Public Sector Undertakings. If you have been banned or de-listed by any Government or Quasi-Government agency or Public Sector Undertakings, then this fact must be clearly stated. If this declaration is not furnished bid shall be treated as non-responsive and liable for rejection.</p> <p>* It shall be the sole responsibility of the bidder to inform HNGPL about the changes that may occur in the stated declaration during the course of finalization of the tender.</p> |                     |
| 20  | Confirm that any correction in documents submitted in the Un-priced part has been initialled and with digital signatures of the authorized person  | CONFIRMED           |
| 21  | Please confirm whether you are MSE and if so then you have submitted Documentary evidence that you are a Micro or Small Enterprises registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises.   |                     |
| 22  | Confirm that all documents submitted with bid against the subject tender are true and genuine and in case of any discrepancy noticed or observed at any stage, bidder shall be personally responsible not only for the damages or loss to HNGPL, but also for criminal proceedings under the relevant laws.  | CONFIRMED           |

| Sl. | DESCRIPTION   | BIDDER'S CONFIRMATI |
|-----|---|---------------------|
| 23  | Confirm that scanned copy of the EMD / Bid Bond has been submitted thru e-tender portal and the original BG/DD has been sent thru courier   | CONFIRMED           |
| 24  | Confirm that no Price disclosing files have been attached with unpriced/ technical bid.<br>*In case price disclosing files are attached in techno-commercial unpriced bid area, bid will be summarily rejected as per clause 19.0 of ITB. | CONFIRMED           |
| 25  | Confirm that bid documents are considered in full while preparing the bid and in case of award, work will be executed in accordance with the provisions detailed in bid document.   | CONFIRMED           |

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

**F-11**

**ACKNOWLEDGEMENT CUM CONSENT LETTER**

**(On receipt of tender document/information regarding the tender, Bidder shall acknowledge the receipt and confirm his intention to bid or reason for non- participation against the enquiry /tender through e-mail/fax to concerned executive in HNGPL issued the tender, by filling up the Format)**

To,

M/s Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:- HNGPL/BILLING SERVICES/ 24-25/01

Dear Sir,

We hereby acknowledge receipt of a complete set of bidding document along with enclosures for subject item/job and/or the information regarding the subject tender.

- We intend to bid as requested for the subject item/job and furnish following details with respect to our quoting office:

Postal Address with Pin Code: .....

Telephone Number :.....

Fax Number :.....

Contact Person :.....

E-mail Address :.....

Mobile No. :.....

Date :.....

Seal/Stamp :.....

- We are unable to bid for the reason given below:  
Reasons for non-submission of bid:

---

Agency’s Name :.....

Signature :.....

Name :.....

Designation :.....

Date :.....

Seal/Stamp :.....

**F-12 UNDERTAKING**  
**ON LETTERHEAD**

To,

M/s. Haridwar Natural Gas Pvt. Ltd.

\_\_\_\_\_

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

Dear Sir

We hereby confirm that “The contents of this Tender Document No. \_\_\_\_\_ have not been modified or altered by M/s. ....( Name of the bidder with complete address). In case, it is found that the tender document has been modified / altered by the bidder, the bid submitted by M/s..... (Name of the bidder) shall be liable for rejection”.

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

**F-13**  
**BIDDER'S EXPERIENCE**

To,

M/s. Haridwar Natural Gas Pvt. Ltd.

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

| Sl. No | Description of the Services | LOA /WO No. and date | Full Address & phone nos. of Client. <i>Name, designation and address of Engineer/ Officer-in-Charge (for cases other than purchase)</i> | Postal & <i>Name, designation and address of Engineer/ Officer-in-Charge (for cases other than purchase)</i> | Value of Contract/ Order (Specify Currency Amount) | Date of Commencement of Services | Scheduled Completion Time (Months) | Date of Actual Completion | Reasons for delay in execution , if any |
|--------|-----------------------------|----------------------|--|--|--|----------------------------------|------------------------------------|---------------------------|---|
| (1)    | (2)                         | (3)                  | (5)  | (6)  | (7)  | (8)                              | (9)                                | (10)                      |   |
|        |                             |                      |  |  |  |                                  |                                    |                           |   |
|        |                             |                      |  |  |  |                                  |                                    |                           |   |
|        |                             |                      |  |  |  |                                  |                                    |                           |   |

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:



**F-14**  
**CHECK LIST**

Bidders are requested to duly fill in the checklist. This checklist gives only certain important items to facilitate the bidder to make sure that the necessary data/information as called for in the bid document has been submitted by them along with their offer. This, however, does not relieve the bidder of his responsibilities to make sure that his offer is otherwise complete in all respects.

Please ensure compliance and tick (✓) against following points:

| <b>S. No.</b> | <b>DESCRIPTION</b>  | <b>CHECK BOX</b> | <b>REFERENCE PAGE NO. OF THE BID SUBMITTED</b> |
|---------------|---|------------------|--|
| 1.0           | Digitally Signing offer, original bidding document including SCC, ITB, GCC, SOR drawings, addendum (if any)   |                  |  |
| 2.0           | Confirm that the following details have been submitted in the Un-priced part of the bid   |                  |  |
| i             | Covering Letter, Letter of Submission   |                  |  |
| ii            | Bid Security  |                  |  |
| iii           | Signed and stamped original copy of bidding document along with drawings and addendum (if any)  |                  |  |
| iv            | Power of Attorney in the name of person signing the bid.  |                  |  |
| v             | Copies of documents defining constitution or legal status, place of registration and principal place of business of the company                                 |                  |  |
| vi            | Bidders declaration that regarding, Holiday/Banning, liquidation court receivership or similar proceedings  |                  |  |
| vii           | Details and documentary proof required against qualification criteria along with complete documents establishing ownership of equipment as per SCC are enclosed |                  |  |

|      |   |  |  |
|------|---|--|--|
| viii | Confirm submission of document alongwith unpriced bid as per bid requirement.   |  |  |
| 3.0  | Confirm that all forms duly filled in are enclosed with the bid duly signed by authorized person(s)   |  |  |
| i    | Confirm that no Price disclosing files have been attached with unpriced/ technical bid  |  |  |
| 4.0  | Confirm that proper page nos. have been given in sequential way in all the documents submitted along with your offer with Index.  |  |  |
| 5.0  | Confirmation that no deviations are taken against commercial and technical specifications of the bid document.  |  |  |
| 6.0  | Confirm that the price part of e-bid as per Price Schedule format enclosed with Bidding Document has been duly filled in for each item, digitally signed on each page separately        |  |  |
| 7.0  | Confirm that annual reports for last three financial years & duly filled in Form 14 are enclosed in the offer for financial assessment (where financial criteria of BEC is applicable). |  |  |

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

**F-14A**

**CHECK LIST FOR QUOTED ITEMS**

| <b>ITEM CITY</b> | <b>SOR ITEM DESCRIPTION</b>  | <b>QUOTED / NOT QUOTED</b> |
|------------------|--|----------------------------|
| 1                | Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year. |                            |

**F-15**

**FORMAT FOR CERTIFICATE FROM BANK IF BIDDER'S WORKING CAPITAL IS INADEQUATE**

(To be provided on Bank's letter head)

Date:

Bidder's Name: \_\_\_\_\_

Tender No.: \_\_\_\_\_

Tender No: \_\_\_\_\_

To

Haridwar Natural Gas Pvt. Ltd.

\_\_\_\_\_

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

The Customer has informed that they wish to bid for HNGPL RFQ/Tender no. .... dated ..... for .....(Name of the supply) and as per the terms of the said RFQ/Tender they have to furnish a certificate from their Bank confirming the availability of line of credit.

Accordingly M/s .....(name of the Bank with address) confirms availability of line of credit to M/s ..... (name of the bidder) for at least an amount of Rs. \_\_\_\_\_/ USD \_\_\_\_\_.

It is also confirmed that the net worth of the Bank is more than Rs. 100 Crores and the undersigned is authorized to issue this certificate.

Yours Truly,

For \_\_\_\_\_

(Authorized Signatory)

Name of the Signatory:

Designation:

Registration No.

Stamp of Bank

**F-16****FORMAT FOR CHARTERED ACCOUNTANT CERTIFICATE/ CERTIFIED PUBLIC ACCOUNTANT (CPA) FOR FINANCIAL CAPABILITY OF THE BIDDER**

We have verified the Audited Financial Statements and other relevant records of M/s...  
.....(Name of the bidder) and certify the following:

**A. AUDITED ANNUAL TURNOVER\* OF LAST 3 YEARS:**

| Year    | Amount (Currency) |
|---------|-------------------|
| Year 1: |                   |
| Year 2: |                   |
| Year 3: |                   |

**B. NETWORTH\* AS PER LAST AUDITED FINANCIAL STATEMENT:**

| Description  | Year _____        |
|--------------|-------------------|
|              | Amount (Currency) |
| 1. Net Worth |                   |

**C. WORKING CAPITAL\* AS PER LAST AUDITED FINANCIAL STATEMENT :**

| Description   | Year _____        |
|---|-------------------|
|   | Amount (Currency) |
| 1. Current Assets                                       |                   |
| 2. Current Liabilities                                  |                   |
| 3. Working Capital (Current Assets-Current liabilities) |                   |

***\*Refer Instructions***

**Note: It is further certified that the above mentioned applicable figures are matching with the returns filed with Registrar of Companies (ROC) [Applicable only in case of Indian Companies]**

Name of Audit Firm:  
Chartered Accountant/CPA  
Date:

[Signature of Authorized Signatory]  
Name:  
Designation:  
Seal:  
Membership No.:

**Instructions:**

1. The Separate Pro-forma shall be used for each member in case of JV/ Consortium.
2. The financial year would be the same as one normally followed by the bidder for its Annual Report.
3. The bidder shall provide the audited annual financial statements as required for this Tender document. Failure to do so would result in the Proposal being considered as non-responsive.
4. For the purpose of this Tenderdocument:
  - (i) **Annual Turnover** shall be “Sale Value/ Operating Income”
  - (ii) **Working Capital** shall be “Current Assets less Current liabilities” and
  - (iii) **Net Worth** shall be Paid up share capital plus Free Reserves & Surplus less accumulated losses, deferred expenditure and miscellaneous expenditure not written off, if any.
5. Above figures shall be calculated after considering the qualification, if any, made by the statutory auditor on the audited financial statements of the bidder including quantified financial implication.
6. This certificate is to be submitted on the letter head of Chartered Accountant/CPA.

**E-17**

**NOT APPLICABLE**

**F-18**

**BIDDER'S QUERIES FOR PRE BID MEETING**

To,  
M/s Haridwar Natural Gas Pvt. Ltd.

---

Sub: Hiring an agency of billing service provider for carrying meter reading, bill generation, bill distribution, including revenue recovery for DPNG, commercial & industrial customers of HNGPL in Haridwar GA” for the period of two year.

Tender no:.- HNGPL/BILLING SERVICES/ 24-25/01

| SL. NO. | REFERENCE OF BIDDING DOCUMENT |          |            |         | BIDDER'S QUERY | HNGPL's REPLY |
|---------|-------------------------------|----------|------------|---------|----------------|---------------|
|         | Sec. No.                      | Page No. | Clause No. | Subject |                |               |
|         |                               |          |            |         |                |               |

**NOTE: The Pre-Bid Queries may be sent by fax / e-mail before due date for receipt of Bidder's queries in terms of Clause No. 8.1 of ITB.**

Place: [Signature of Authorized Signatory of Bidder]  
Date: Name:  
Designation:  
Seal:



**F-19**  
**E-Banking Mandate Form**

*(To be issued on vendors letter head)*

1. Vendor/customer Name :
2. Vendor/customer Code:
3. Vendor /customer Address:
4. Vendor/customer e-mail id:
5. Particulars of bank account
  - a) Name of Bank
  - b) Name of branch
  - c) Branch code:
  - d) Address:
  - e) Telephone number:
  - f) Type of account (current/saving etc.)
  - g) Account Number:
  - h) RTGS IFSC code of the bankbranch
  - i) NEFT IFSC code of the bankbranch
  - j) 9 digit MICR code

I/We hereby authorize Haridwar Natural Gas Pvt. Ltd. to release any amount due to me/us in the bank account as mentioned above. I/We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the Haridwar Natural Gas Pvt. Ltd. responsible.

(Signature of vendor/customer)

**BANK CERTIFICATE**

We certify that ----- has an Account no. ----- with us and we confirm that the details given above are correct as per our records.

Bank stamp

Date

(Signature of authorized officer of bank)

# INTEGRITY PACT

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**F-20**  
**INTEGRITY PACT**

(IP signed by HNGPL's executive shall be made part of tender document)

**INTRODUCTION:**

HNGPL as one of its endeavor to maintain and foster most ethical and corruption free business environment, have decided to adopt the Integrity Pact, a tool developed by the Transparency International, to ensure that all activities and transactions between the Company (HNGPL) and its Counterparties (Bidders, Contractors, Vendors, Suppliers, Service Providers/Consultants etc.) are handled in a fair and transparent manner, completely free of corruption..

Considering the above, the details mentioned at attached Annexure-1 are applicable as stated in Instruction to Bidders of Bid Document in addition to the existing stipulation regarding Corrupt and Fraudulent Practices.

The copy of the Integrity Pact at Annexure- 2 shall be included in the Bid submitted by the bidder. In case a bidder does not sign the Integrity Pact, his bid shall be liable for rejection.

**ANNEXURE-1**

**Bidder is required to sign the Integrity Pact with HNGPL as per format & terms and conditions enclosed with tender. In case a bidder does not sign the Integrity Pact, his bid shall be liable for rejection.**

**I COMMITMENTS AND OBLIGATIONS OF THE “COUNTERPARTY”**

- a) The Counterparty, directly or indirectly (through agent, consultant, advisor, etc.), shall not pay any bribe/ influence or give undue/ unlawful benefit to anyone to gain undue advantage in dealing with HNGPL.
- b) The Counterparty will not engage in collusion of any kind including price fixation etc. with other Counterparts.
- c) The counterparty will not pass HNGPL’s confidential information to any third party unless specifically authorized by HNGPL in writing.
- d) The Counterparties shall promote and observe best ethical practices within their respective organizations.
- e) The Counterparty shall inform the Independent External Monitor.
  - i) If it received any demand, directly or indirectly, for a bribe/ favour or any illegal gratification/ payment / benefit;
  - ii) If it comes to know of any unethical or illegal payment / benefit;
  - iii) If it makes any payment to any HNGPL associate.
- f) The Counterparty shall not make any false or misleading allegations against HNGPL or its associates.

**II VIOLATIONS & CONSEQUENCES:**

- a) If a Counterparty commits a violation of its Commitments and Obligations under the Integrity Pact Programme during bidding process, their entire Earnest Money Deposit/ Bid Security, would be forfeited and in addition, they would be banned from the HNGPL business in future as per Section 3.
- b) In case of violation of the Integrity pact by Counterparty after award of the Contract, HNGPL shall be entitled to terminate the Contract. Further, HNGPL would forfeit the security deposits/ Contract Performance Bank Guarantee.
- c) In case it is found that the Counterparty has made any frivolous, untrue and misleading allegations against HNGPL or its associates, HNGPL reserves its right to initiate criminal proceedings against the violating Counterparty and may also impose exemplary cost for the same

**INDEPENDENT EXTRNAL MONITORS (IEMS)**

The following Independent External Monitors (IEMs) have been appointed by HNGPL, in terms of Integrity Pact(IP) which forms part of HNGPL Tenders / Contracts.

- i) \*\*\*\*\*
- ii) \*\*\*\*\*
- iii) \*\*\*\*\*

The bidder(s), in case of any dispute(s) / complaint(s) pertaining to this tender may raise the issue either with the designated tender issuing officer in HNGPL or directly with Vigilance office, Haridwar Natural Gas Pvt. Ltd., registered office at Bharat Petroleum Corporation Ltd., Landhora, Roorkee, Haridwar, Uttarakand -247667

**ANNEXURE-2**

**INTEGRITY PACT**

**(To be executed on plain paper)**

**Between Haridwar Natural Gas Pvt. Ltd., a Government of India Public Sector, (here-in-after referred to as “Principal ”).**

**AND**

\_\_\_\_\_ **(here-in-after referred to as “The Bidder/ Contractor”).**

**(Principal and the Bidder / Contractor are here-in-after are referred to individually as “Party” or collectively as “Parties”).**

**PREAMBLE**

The Principal intends to award under laid down organizational procedures, contract/s for \_\_\_\_\_ . The Principal values full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

In order to achieve these goals, the Principal will appoint Independent External Monitor (s) (in consultation with Central Vigilance Commission) who will monitor the tender process, the execution of the contract etc. for compliance with the principles mentioned above.

**Section 1 – Commitments of the Principal**

- 1.** The Principal commits itself to take all measures necessary to prevent corruption and to observe the following Principles in this regard:-
  - i)** No employee of the Principal, either in person or through family members, including relatives, will in connection with the tender for or the execution of a contract, demand or accept a promise for or accept for him/herself or for a third person, any material or immaterial benefit to which he/she is not legally entitled.
  - ii)** The Principal shall, during the tender process treat all Bidders with equity. The Principal undertakes and ensures that before and during the tender process shall provide and share the same information to all Bidders and will not provide to any Bidder confidential / additional information through which one particular Bidder could take an advantage in relation to the tender process or the contract

execution.

- iii) In case, any misconduct on the part of any official (s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the PRINCIPAL and such person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

### **Section 2 – Commitments and Undertakings by the Bidder/Contractor**

1. The Bidder / Contractor commits and undertakes to take all measures necessary to prevent malpractices & corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution till the validity of Integrity Pact:
  - i) The Bidder / Contractor undertakes not to, directly or through any other person or firm offer, promise or give or influence to any employee of the Principal associated with the tender process or the execution of the contract or to any other person on their behalf any material or immaterial benefit to which he / she is not legally entitled in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract till the validity of Integrity Pact.
  - ii) The Bidder / Contractor undertakes not to enter into any undisclosed agreement or understanding, whether formal or informal with other Bidders. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other action to restrict competitiveness or to introduce cartelization in the bidding process.
  - iii) The Bidder / Contractor undertakes not to commit any offence under the relevant Anti-corruption Laws of India. Further, the Bidder / Contractor will not use improperly any information or document provided by the Principal as part of the business relationship regarding plans, technical proposals and business details, including information contained or transmitted electronically for the purposes of competition or personal gain and will not pass the information/document so acquired on to others.
  - iv) The Bidder / Contractor will, when presenting his bid undertakes to disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - v) The bidder (s)/ Contractor (s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the bidder (s)/ contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

2. The Bidder/ Contractor shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
3. The Bidder/Contractor commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
4. The Bidder/Contractor shall not lend to or borrow any money from or enter into any monetary dealing or transactions, directly or indirectly, with any employee of the Principal.
5. In case of any allegation of violation of any provision (s) of this pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the book of accounts of the Bidder and the Bidder shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.
6. The Bidder/ Contractor will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of contract.
7. The Bidder/ Contractor will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

**Section 3 – Disqualification from tender process and exclusion from future contracts**

1. If it is found that the Bidder / Contractor or any one employed by it has committed a transgression through a violation of any provisions of Section 2 so as to put his reliability or credibility into question, the Principal shall be entitled to disqualify such Bidder / Contractor from the tender including banning such Bidder / Contractor from entering into any HNGPL's future contract/ tender processes **for a period specified in HNGPL's "Procedure for action in case Corrupt /Fraudulent/ Collusive/Coercive Practices"** and also to terminate the contract, if already signed, on that ground as per provision of HNGPL's "Procedure for action in case Corrupt /Fraudulent/ Collusive/Coercive Practices". Further, the period of banning shall be as per HNGPL's policy and the decision of the Principal in this regard will be final and binding on the Bidder/ Contractor.
2. A transgression is considered to have occurred if the Principal after due consideration of the available evidence, concludes that there is a transgression of the provisions of the Pact.
3. The Bidder with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
4. Principal is entitled to recover all sums paid by Bidder/ contractor to any middleman or agent or broker with a view to securing the contract.

In cases where irrevocable Letters of credit has to be established in respect of any



contract signed by the Principal with the Bidder, the same shall not be opened.

Principal is entitled to forfeit the Performance Bond clearly assigning reason in case Bidder/ Contractor violates this Pact.

#### **Section 4 – Forfeiture of EMD / Security Deposits**

1. If due to transgression as per the provisions of the Pact, the Principal has disqualified the Bidder from the tender process prior to the award in terms of Section 3, the Principal is entitled to forfeit earnest money deposit / bid security money. In addition to this, such Bidder/Contractor shall also be banned from the future business with Principal with consequential actions as per provisions of HNGPL's "Procedure for action in case Corrupt /Fraudulent/ Collusive/Coercive Practices".

#### **Section 5 – Previous transgression**

1. The Bidder declares that no previous transgression has occurred during the last three years immediately before signing of this Integrity Pact, with any other Company in any country in respect of any corrupt practices envisaged hereunder or with any other Public Sector Enterprise / Undertaking or any Government Department in India that could justify Bidder's exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he shall be disqualified from the tender process or the contract, if already awarded, could be liable to be terminated on this ground and other actions can be taken by HNGPL as per HNGPL's "Procedure for action in case Corrupt /Fraudulent/ Collusive/Coercive Practices"

In case of any transgression in the last three years from the date of signing of Integrity Pact, Bidder to provide the details of same in their bid.

#### **Section 6 – Equal treatment to all Bidders / Contractors / Subcontractors**

1. The Bidder / Contractor undertakes to demand from all its sub-contractors, if any, an undertaking and commitment in conformity with this Integrity Pact, and to submit it to the Principal before signing of the contract.
2. The Principal will enter into agreements with similar conditions, as stipulated herein, with all Bidders, Contractors and Subcontractors.
3. The Principal shall disqualify from the tender process all Bidders who do not sign this Pact or violate any of its provisions.

#### **Section 7 – Criminal charges against violating Bidders / Contractors / Sub-contractors**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption of an offence as defined in Chapter IX of the Indian Penal Code 1860 or prevention of corruption Act 1988 and amendments thereof or any other enacted statute for prevention of corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Vigilance Office / Department for initiating appropriate action for above.

**Section 8 –Independent External Monitor / Monitors**

1. The Principal appoints competent and credible external independent Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairperson of the Board of the Principal.
3. The Bidder/ Contractor accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-contractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder / Contractor / Sub-contractor with confidentiality.
4. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this Pact he will so inform the Management of the Principal and request the Management to discontinue or heal the violation or to take other relevant action. The monitor can in this regard submit non- binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the Independent External Monitor shall give an opportunity to the bidder / contractor to present its case before making its recommendations to the Principal.
6. The Monitor will submit a written report to the Chairperson of the Board of the Principal within 6 to 8 weeks from the date of reference or intimation to him by the 'Principal' and should the occasion arise, submit proposals for taking corrective measures.
7. Remuneration payable to Monitor (s) shall be borne by Principal .
8. If the Monitor has reported to the Chairperson of the Board a substantiated suspicion of an offence under relevant Anti-Corruption laws of India, and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
9. The word 'Monitor' would include both singular and plural.
10. Independent External Monitor shall be required to maintain confidentiality of the information acquired and gathered during their tenure / role as Independent Monitor. Any breach in this regard would be subject to the legal judicial system of India.
11. The Independent External Monitors shall be responsible to oversee the implementation of Integrity Pact Program to prevent corruption, bribes or any other unethical practices

in the HNGPL.

- 12. Independent External Monitor(s) shall be required to furnish an Undertaking and shall disclose before taking any assignment that he / she has no interest in the matter or connected with the party (bidder / contractor) in any manner.

**Section 9 – Pact Duration**

The provisions of this Pact shall come into effect from the date of signing of this Pact by the both parties. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged by either party during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Chairperson of the Principal.

**Section 10 – Miscellaneous provisions**

- 1. This agreement is subject to Indian Law. Place of performance and exclusive jurisdiction is the Registered Office of the Principal, i.e. Haridwar. The Arbitration clause provided in main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.
- 2. Changes and supplements as well as termination notices, if any, need to be made in writing. Side agreements have not been made.
- 3. If the Contractor / Bidder is a partnership concern or a consortium, this agreement must be signed by all partners or consortium members.
- 4. In case any or several of the provisions of this agreement turn out to be void, the remainder of this pact shall remain valid. The parties to this pact however, shall strive to come to an agreement to their original intentions in such a case.
- 5. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceeding.

-----  
 (Name & Designation)  
 Designation) For the Principal  
 Bidder/Contractor

-----  
 (Name &  
 For the

Place -----  
 Date -----

Witness 1: -----  
 Witness 2: -----

**F-21****INDEMNITY BOND**

WHEREAS HNGPL. (hereinafter referred to as “**HNGPL**”) which expression shall, unless repugnant to the context include its successors and assigns, having its registered office at Bharat Petroleum Corporation Ltd., Landhora, Roorkee, Haridwar, Uttarakand -247667 has entered into a contract with M/s\*..... (hereinafter referred to as the “**Contractor**”) which expression shall unless repugnant to the context include its representatives, successors and assigns, having its registered office at \*..... and on the terms and conditions as set out, inter-alia in the [ *mention the work order/LOA/Tender No.*] and various documents forming part thereof, hereinafter collectively referred to as the ‘**CONTRACT**’ which expression shall include all amendments, modifications and / or variations thereto.

HNGPL has also advised the Contractor to execute an Indemnity Bond in general in favour of HNGPL indemnifying HNGPL and its employees and Directors from all consequences which may arise out of any prospective litigation or proceedings filed or may be initiated by any third party, including any Banker / financial institution / worker(s) /vendor(s)/ subcontractor(s) etc. who may have been associated or engaged by the Contractor directly or indirectly with or without consent of HNGPL for above works.

NOW, THEREFORE, in consideration of the promises aforesaid, the Contractor hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified HNGPL and all its employees, Directors, including Independent Directors, from and against all/any claim(s), damages, loss, which may arise out of any litigations/ liabilities that may be raised by the Contractor or any third party against HNGPL under or in relation to this contract. The Contractor undertakes to compensate and pay to HNGPL and/or any of its employees, Directors forth with on demand without any protest the amount claimed by HNGPL for itself and for and on behalf of its employees, Directors together with direct/indirect expenses including all legal expenses incurred by them or any of them on account of such litigation or proceedings.

AND THE CONTRACTOR hereby further agrees with HNGPL that:

- (i) This Indemnity shall remain valid and irrevocable for all claims of HNGPL and/or any of its employees and Directors arising out of said contract with respect to any such litigation / court case for which HNGPL and/or its employees and Directors has been made party until now or here-in-after.
- (ii) This Indemnity shall not be discharged/revoked by any change/ modification /amendment/assignment of the contract or any merger of the Contractor with other entity or any change in the constitution/structure of the Contractor’s firm/Company or any conditions thereof including insolvency etc. of the Contractor, but shall be in all respects and for all purposes binding and operative until any/all claims for payment of HNGPL are settled by the Contractor and/or HNGPL discharges the Contractor in writing from this

Indemnity.

The undersigned has full power to execute this Indemnity Bond for and on behalf of the Contractor and the same stands valid.

SIGNED BY :

For [ *Contractor* ] *Authorised Representative*

Place:

Dated:

Witnesses:

- 1.
- 2.

**F-22****FREQUENTLY ASKED QUESTIONS (FAQs)**

| <b>SL. NO.</b> | <b>QUESTION</b>   | <b>ANSWER</b>  |
|----------------|---|--|
| 1.0            | Can any vendor quote for subject Tender?                              | Yes. A Vendor has to meet Bid Evaluation Criteria given under Section 1.1 of Tender document in addition to other requirements.  |
| 2.0            | Should the Bid Evaluation Criteria documents be attested?             | Yes. Please refer clause no D of Section 1.1 of Tender document  |
| 3.0            | Is attending Pre Bid Meeting mandatory.                               | No. Refer Clause No. 17 of Instruction to Bidders of Tender Document. However attending Pre Bid Meeting is recommended to sort out any issue before submission of bid by a Bidder. |
| 4.0            | Can a vendor submit more than one offer?                              | No. Please refer Clause No. 4 of Instruction to Bidders of Tender Document.  |
| 5.0            | Is there any Help document available for e-Tender?                    | Yes. Refer Annexure I to Instructions to Bidders of Tender Document and FAQs as available on HNGPL E-Tender portal.  |
| 6.0            | Are there are any MSE (Micro & Small Enterprises) benefits available? | Yes. Refer Clause No. 39 of Instructions to Bidders of Tender Document.  |

All the terms and conditions of Tender remain unaltered.

**ANNEXURE TO CLAUSE NO. 107 - Arbitration**

**Clause no. 107 of General Conditions of Contract (GCC) have been modified to the extent that the following provision i.e. 'Dispute Resolution Clause' shall be part of the clause**

- 1.0 Any dispute(s)/difference(s)/issue(s) of any kind whatsoever between/ amongst the Parties arising under/out of/in connection with this contract shall be settled in accordance with the afore said rules
- 2.0 In case of any dispute(s)/difference(s)/issue(s), a Party shall notify the other Party (ies) in writing about such a dispute(s) / difference(s) / issue(s) between / amongst the Parties and that such a Party wishes to refer the dispute(s)/difference(s)/issue(s) to Conciliation. Such Invitation for Conciliation shall contain sufficient information as to the dispute(s)/difference(s)/issue(s) to enable the other Party (ies) to be fully informed as to the nature of the dispute(s)/difference(s)/issue(s), the amount of monetary claim, if any, and apparent cause(s) of action.
- 3.0 Conciliation proceedings commence when the other Party(ies) accept(s) the invitation to conciliate and confirmed in writing. If the other Party (ies) reject(s) the invitation, there will be no conciliation proceedings.
- 4.0 If the Party initiating conciliation does not receive a reply within thirty days from the date on which he/she sends the invitation, or within such other period of time as specified in the invitation, he/she may elect to treat this as a rejection of the invitation to conciliate. If he/she so elects, he/she shall inform the other Party(ies) accordingly.
- 5.0 Where Invitation for Conciliation has been furnished, the Parties shall attempt to settle such dispute(s) amicably under Part-III of the Indian Arbitration and Conciliation Act, 1996 and Haridwar Natural Gas Pvt. Ltd. Conciliation Rules, 2013. It would be only after exhausting the option of Conciliation as an Alternate Dispute Resolution Mechanism that the Parties hereto shall go for Arbitration. For the purpose of this clause, the option of 'Conciliation' shall be deemed to have been exhausted, even in case of rejection of 'Conciliation' by any of the Parties.
- 6.0 The cost of Conciliation proceedings including but not limited to fees for Conciliator(s), Airfare, Local Transport, Accommodation, cost towards conference facility etc. shall be borne by the Parties equally.
- 7.0 The Parties shall freeze claim(s) of interest, if any, and shall not claim the same during the pendency of Conciliation proceedings. The Settlement Agreement, as and when reached/agreed upon, shall be signed between the Parties and Conciliation proceedings shall stand terminated on the date of the Settlement Agreement.

**Settlement of commercial disputes between Public Sector Enterprise(s) inter-se and Public Sector Enterprise(s) and Government Department (s) through Permanent Machinery of Arbitration (PMA) in the Department of Public Enterprises**

“In the event of any dispute or difference relating to the interpretation and application of the provisions of the contracts, such dispute or difference shall be referred by either party for Arbitration to the sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitrator under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary / Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the Parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.”



**PART-II – CONDITIONS OF CONTRACT**

**Section 2: General Conditions of Contract-Services**  
**(To be read in conjunction with other sections of the bid documents)**

## DEFINITIONS

### 1. Definition of Terms:

- 1.1 In this CONTRACT (as here-in-after defined) the following words and expressions shall have the meanings hereby assigned to them except where the context otherwise required.
- 1.1.1 The "Employer/Service Receiver/Company/Owner" means Haridwar Natural Gas Pvt. Ltd. (HNGPL), a public limited company, incorporated under the Company's Act 1956 and having its Registered office at Bharat Petroleum Corporation Ltd., Landhora, Roorkee, Haridwar, Uttarakand -247667 and includes its successors, assigns and Site(s)/work center(s).
- 1.1.2 The "CONTRACTOR" means the person or the persons, firm or Company or corporation whose tender has been accepted by the EMPLOYER and includes the CONTRACTOR's legal Representatives his successors and permitted assigns.
- 1.1.3 The ENGINEER/ENGINEER-IN-CHARGE" shall mean the person designated from time to time by the HNGPL and shall include those who are expressly authorized by him to act for and on his behalf for operation of this CONTRACT.
- 1.1.4 The "WORK" shall mean and include all items and things to be supplied/ done and services and activities to be performed by the CONTRACTOR in pursuant to and in accordance with CONTRACT or part thereof as the case may be and shall include all extra, additional, altered or substituted works as required for purpose of the CONTRACT.
- 1.1.5 The "PERMANENT WORK" means and includes works which will be incorporated in and form a part of the work to be handed over to the EMPLOYER by the CONTRACTOR on completion of the CONTRACT.
- 1.1.6 "CONSTRUCTION EQUIPMENT" means all appliances/equipment and things whatsoever nature for the use in or for the execution, completion, operation, or maintenance of the work or temporary works (as hereinafter defined) but does not include materials or other things intended to form or to be incorporated into the WORK, or camping facilities
- 1.1.7 "CONTRACT DOCUMENTS" means collectively the Tender Documents, Designs, Drawings, Specification, Schedule of Quantities and Rates, Letter of Acceptance and agreed variations if any, and such other documents constituting the tender and acceptance thereof.
- 1.1.8 CONSULTANT: means            who are the consulting engineer to the Employer for this project and having registered office at -----  
-----
- 1.1.9 The "SUB-CONTRACTOR" means any person or firm or Company (other than the CONTRACTOR) to whom any part of the work has been entrusted by the CONTRACTOR, with the written consent of the ENGINEER-IN-CHARGE, and the legal representatives, successors and permitted assigns of such person, firm or company. 1
- 1.1.10 The "CONTRACT" shall mean the Agreement between the EMPLOYER and the CONTRACTOR for the execution of the works including therein all contract documents.
- 1.1.11 The "SPECIFICATION" shall mean all directions the various technical specifications, provisions attached and referred to the Tender Documents which pertain to the method and manner of performing the work or works to the quantities and qualities of the work or works and the materials to be furnished under the CONTRACT for the work or works, as may be amplified or modified by the HNGPL or ENGINEER-IN-CHARGE during the performance of CONTRACT in order to provide the unforeseen conditions or in the best interests of the work or works. It shall also include the latest edition of relevant Standard Specifications including all addenda/corrigenda published before entering into CONTRACT.

- 1.1.12 The "DRAWINGS" shall include maps, plans and tracings or prints or sketches thereof with any modifications approved in writing by the ENGINEER- IN-CHARGE and such other drawing as may, from time to time, be furnished or approved in writing by the ENGINEER-IN-CHARGE.
- 1.1.13 The "TENDER" means the proposal along with supporting documents submitted by the CONTRACTOR for consideration by the EMPLOYER.
- 1.1.14 The "CHANGE ORDER" means an order given in writing by the ENGINEER-IN-CHARGE to effect additions to or deletion from and alteration in the works.
- 1.1.15 The "COMPLETION CERTIFICATE" shall mean the certificate to be issued by the ENGINEER-IN-CHARGE when the works have been completed entirely in accordance with CONTRACT DOCUMENT to his satisfaction.
- 1.1.16 The "FINAL CERTIFICATE" in relation to a work means the certificate regarding the satisfactory compliance of various provision of the CONTRACT by the CONTRACTOR issued by the ENGINEER-IN- CHARGE/EMPLOYER after the period of liability is over.
- 1.1.17 "DEFECT LIABILITY PERIOD" in relation to a work means the specified period from the date of COMPLETION CERTIFICATE upto the date of issue of FINAL CERTIFICATE during which the CONTRACTOR stands responsible for rectifying all defects that may appear in the works executed by the CONTRACTOR in pursuance of the CONTRACT and includes warranties against Manufacturing/Fabrication/ Erection/Construction defects covering all materials plants, equipment, components, and the like supplied by the CONTRACTOR, works executed against workmanship defects.
- 1.1.18 The "APPOINTING AUTHORITY" for the purpose of arbitration shall be the CHAIRMAN and MANAGING DIRECTOR or any other person so designated by the EMPLOYER.
- 1.1.19 "TEMPORARY WORKS" shall mean all temporary works of every kind required in or about the execution, completion or maintenance of works.
- 1.1.20 "PLANS" shall mean all maps, sketches and layouts as are incorporated in the CONTRACT in order to define broadly the scope and specifications of the work or works, and all reproductions thereof.
- 1.1.21 "SITE" shall mean the lands and other places on, under, in or through which the permanent works are to be carried out and any other lands or places provided by the EMPLOYER for the purpose of the CONTRACT.
- 1.1.22 "NOTICE IN WRITING OR WRITTEN NOTICE" shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received by the addressee) by registered post to the latest known private or business address or registered office of the addressee and shall be deemed to have been received in the ordinary course of post it would have been delivered.
- 1.1.23 "APPROVED" shall mean approved in writing including subsequent written confirmation of previous verbal approval and "APPROVAL" means approval in writing including as aforesaid. 1.1.24 "LETTER OF INTENT/FAX OF INTENT" shall mean intimation by a Fax/Letter to Tenderer(s) that the tender has been accepted in accordance with the provisions contained in the letter.
- 1.1.24 "DAY" means a day of 24 hours from midnight to midnight irrespective of the number of hours worked in that day.
- 1.1.25 "WORKING DAY" means any day which is not declared to be holiday or rest day by the EMPLOYER.
- 1.1.26 "WEEK" means a period of any consecutive seven days.
- 1.1.27 "METRIC SYSTEM" - All technical documents regarding the construction of works are given in the

metric system and all work in the project should be carried out according to the metric system. All documents concerning the work shall also be maintained in the metric system.

- 1.1.28 "VALUE OF CONTRACT" or "TOTAL CONTRACT PRICE" shall mean the sum accepted or the sum calculated in accordance with the prices accepted in tender and/or the CONTRACT rates as payable to the CONTRACTOR for the entire execution and full completion of the work, including change order.
- 1.1.29 "LANGUAGE FOR DRAWINGS AND INSTRUCTION" All the drawings, titles, notes, instruction, dimensions, etc. shall be in English Language.
- 1.1.30 "MOBILIZATION" shall mean establishment of sufficiently adequate infrastructure by the CONTRACTOR at "SITE" comprising of construction equipments, aids, tools tackles including setting of site offices with facilities such as power, water, communication etc. establishing manpower organisation comprising of Resident Engineers, Supervising personnel and an adequate strength of skilled, semi-skilled and un-skilled workers, who with the so established infrastructure shall be in a position to commence execution of work at site(s), in accordance with the agreed Time Schedule of Completion of Work. "MOBILISATION" shall be considered to have been achieved, if the CONTRACTOR is able to establish infrastructure as per Time Schedule, where so warranted in accordance with agreed schedule of work implementation to the satisfaction of ENGINEER-IN-CHARGE/ EMPLOYER.

"COMMISSIONING" shall mean pressing into service of the system including the plant(s), equipment(s), vessel(s), pipeline, machinery(ies), or any other section or sub-section of installation(s) pertaining to the work of the CONTRACTOR after successful testing and trial runs of the same. "COMMISSIONING" can be either for a completed system or a part of system of a combination of systems or sub-systems and can be performed in any sequence as desired by EMPLOYER and in a manner established to be made suited according to availability of pre-requisites. Any such readjustments made by EMPLOYER in performance of "COMMISSIONING" activity will not be construed to be violating CONTRACT provisions and CONTRACTOR shall be deemed to have provided for the same.

**SECTION-II**  
**GENERAL INFORMATION**

**2. General Information**

**2.1** a) Location of Site: The proposed location of Project site is defined in the Special Conditions of Contract.

b) Access by Road: CONTRACTOR, if necessary, shall build other temporary access roads to the actual site of construction for his own work at his own cost. The CONTRACTOR shall be required to permit the use of the roads so constructed by him for vehicles of any other parties who may be engaged on the project site. The CONTRACTOR shall also facilitate the construction of the permanent roads should the construction there of start while he is engaged on this work. He shall make allowance in his tender for any inconvenience he anticipates on such account. Non-availability of access roads, railway siding and railway wagons for the use of the CONTRACTOR shall in no case condone any delay in the execution of WORK nor be the cause for any claim for compensation against the EMPLOYER.

Scope of Work: The scope of WORK is defined in the Technical Part of the tender document. The CONTRACTOR shall provide all necessary materials, equipment, labour etc. for the execution and maintenance of the WORK till completion unless otherwise mentioned in the Tender Document.

**2.2** Water Supply: Contractor will have to make his own arrangements for supply of water to his labour camps and for works. All pumping installations, pipe net work and distribution system will have to be carried out by the Contractor at his own risk and cost. Alternatively the Employer at his discretion may endeavour to provide water to the Contractor at the Employer's source of supply provided the Contractor makes his own arrangement for the water METERS which shall be in custody of the Employer and other pipe net works from source of supply and such distribution pipe network shall have prior approval of the Engineer-in-Charge so as not to interfere with the layout and progress of the other construction works. In such case, the rate for water shall be deducted from the running account bills. However, the Employer does not guarantee the supply of water and this does not relieve the Contractor of his responsibility in making his own arrangement and for the timely completion of the various works as stipulated.

**2.4 Power Supply:**

**2.4.1** Subject to availability, EMPLOYER will supply power at 400/440 V at only one point at the nearest sub-station, from where the CONTRACTOR will make his own arrangement for temporary distribution. The point of supply will not be more than 500 m away from the CONTRACTOR'S premises. All the works will be done as per the applicable regulations and passed by the ENGINEER- IN-CHARGE. The temporary line will be removed forthwith after the completion of work or if there is any hindrance caused to the other works due to the alignment of these lines, the CONTRACTOR will re-route or remove the temporary lines at his own cost. The CONTRACTOR at his cost will also provide suitable electric METERSs, fuses, switches, etc. for purposes of payment to the EMPLOYER which should be in the custody and control of the EMPLOYER. The cost of power supply shall be payable to the EMPLOYER every month for Construction Works power which would be deducted from the running account bills. The EMPLOYER shall not, however, guarantee the supply of electricity nor have any liability in respect thereof. No claim for compensation for any failure or short supply of electricity will be admissible.

**2.4.2** It shall be the responsibility of the CONTRACTOR to provide and maintain the complete installation on the load side of the supply with due regard to safety requirement at site. All cabling, equipment, installations etc. shall comply in all respects with the latest statutory requirements and safety provisions i.e., as per the Central/State Electricity Acts and Rules etc. The CONTRACTOR will ensure that his equipment and Electrical Wiring etc., are installed, modified, maintained by a licensed Electrician/Supervisor. A test certificate is to be produced to the ENGINEER-IN-CHARGE for his approval, before power is made available.

**2.4.3** At all times, IEA regulations shall be followed failing which the EMPLOYER has a right to disconnect the power supply without any reference to the CONTRACTOR. No claim shall be entertained for such

disconnection by the ENGINEER-IN-CHARGE. Power supply will be reconnected only after production of fresh certificate from authorized electrical supervisors.

- 2.4.4** The EMPLOYER is not liable for any loss or damage to the CONTRACTOR's equipment as a result of variation in voltage or frequency or interruption in power supply or other loss to the CONTRACTOR arising there from.

The CONTRACTOR shall ensure that the Electrical equipment installed by him are such that average power factors does not fall below 0.90 at his premises. In case power factor falls below 0.90 in any month, he will reimburse to the EMPLOYER at the penal rate determined by the EMPLOYER for all units consumed during the month.

- 2.4.5** The power supply required for CONTRACTOR's colony near the plant site will be determined by the EMPLOYER and shall be as per State Electricity Board's Rules and other statutory provisions applicable for such installations from time to time. In case of power supply to CONTRACTOR's colony, the power will be made available at a single point and the CONTRACTOR shall make his own arrangement at his own cost for distribution to the occupants of the colony as per Electricity Rules and Acts. The site and colony shall be sufficiently illuminated to avoid accidents.

- 2.4.6** The CONTRACTOR will have to provide and install his own lights and power METERSs which will be governed as per Central/State Government Electricity Rules. The metres shall be sealed by the EMPLOYER.

- 2.4.7** In case of damage of any of the EMPLOYER's equipment on account of fault, intentional or unintentional on the part of the CONTRACTOR, the EMPLOYER reserves the right to recover the cost of such damage from the CONTRACTOR's bill. Cost of HRC Fuses replaced at the EMPLOYER's terminals due to any fault in the CONTRACTOR's installation shall be to CONTRACTOR's account at the rates decided by the ENGINEER-IN-CHARGE.

- 2.4.8** Only motors upto 3 HP will be allowed to be started direct on line. For motors above 3 HP and upto 100 HP a suitable Starting device approved by the ENGINEER- IN-CHARGE shall be provided by the CONTRACTOR. For motors above 100 HP slipring induction motors with suitable starting devices as approved by the ENGINEER- IN-CHARGE shall be provided by the CONTRACTOR.

- 2.4.9** The CONTRACTOR shall ensure at his cost that all electrical lines and equipment and all installations are approved by the State Electricity Inspector before power can be supplied to the EMPLOYER.

- 2.4.10** The total requirement of power shall be indicated by the tenderer alongwith his tender. 2.5 Land for Contractor's Field Office, Godown and Workshop: The EMPLOYER will, at his own discretion and convenience and for the duration of the execution of the work make available near the site, land for construction of CONTRACTOR's Temporary Field Office, godowns workshops and assembly yard required for the execution of the CONTRACT. The CONTRACTOR shall at his own cost construct all these temporary buildings and provide suitable water supply and sanitary arrangement and get the same approved by the ENGINEER-IN-CHARGE. On completion of the works undertaken by the CONTRACTOR, he shall remove all temporary works erected by him and have the SITE cleaned as directed by ENGINEER-IN-CHARGE. If the CONTRACTOR shall fail to comply with these requirements, the ENGINEER-IN-CHARGE may at he expenses of the CONTRACTOR remove such surplus, and rubbish materials and dispose off the same as he deems fit and get the site cleared as aforesaid; and CONTRACTOR shall forthwith pay the amount of all expenses so incurred and shall have no claim in respect of any such surplus materials disposed off as aforesaid. But the EMPLOYER reserves the right to ask the CONTRACTOR any time during the pendency of the CONTRACT to vacate the land by giving 7 days notice on security reasons or on national interest or otherwise. Rent may be charged for the land so occupied from contractor by the Employer. The CONTRACTOR shall put up temporary structures as required by them for their office, fabrication shop and construction stores only in the area allocated to them on the project site by the EMPLOYER or his authorised representative. No tea

stalls/canteens should be put up or allowed to be put up by any CONTRACTOR in the allotted land or complex area without written permission of the EMPLOYER. No unauthorized

Buildings, constructions or structures should be put up by the CONTRACTOR anywhere on the project site. For uninterrupted fabrication work, the CONTRACTOR shall put up temporary covered structures at his cost within Area in the location allocated to them in the project site by the EMPLOYER or his authorised representative. No person except for authorised watchman shall be allowed to stay in the plant area/CONTRACTOR's area after completion of the day's job without prior written permission from ENGINEER-IN-CHARGE. 2.6 Land for Residential Accommodation:-: No Land shall be made available for residential accommodation for staff and labour of CONTRACTOR.

### **SECTION-III** **GENERAL INSTRUCTIONS TO TENDERERS**

#### **3 Submission of Tender:**

- 3.4** TENDER must be submitted without making any additions, alterations, and as per details given in other clauses hereunder. The requisite details shall be filled in by the TENDERER at space provided under "Submission of Tender at the beginning of GCC of Tender Document. The rate shall be filled only in the schedule given in this Tender Document.
- 3.5** Addenda/Corrigenda to this Tender Document, if issued, must be signed, submitted alongwith the Tender Document. the tenderer should write clearly the revised quantities in Schedule of Rates of Tender Document and should price the WORK based on revised quantities when amendments of quantities are issued in addenda.
- 3.6** Covering letter alongwith its enclosures accompanying the Tender Document and all further correspondence shall be submitted in duplicate.
- 3.7** Tenderers are advised to submit quotations based strictly on the terms and conditions and specifications contained in the Tender Documents and not to stipulate any deviations.
- 3.8** Tenders should always be placed in double sealed covers, superscribing ["QUOTATION DO NOT OPEN" Tender for \_\_\_\_\_ Project of Haridwar Natural Gas Pvt. Ltd. due for opening on \_\_\_\_\_]. The *Full Name, Address and Telegraphic Address, Fax No. of the Tenderers* shall be written on the bottom left hand corner of the sealed cover.

#### **4 Documents:**

- 4.4** General: The tenders as submitted, will consist of the following:
- i) Complete set of Tender Documents (Original) as sold duly filled in and signed by the tenderer as prescribed in different clauses of the Tender Documents.
  - ii) Earnest money in the manner specified in Clause 6 hereof.
  - iii) Power of Attorney or a true copy thereof duly attested by a Gazetted Officer in case an authorised representative has signed the tender, as required by Clause 14 hereof.
  - iv) Information regarding tenderers in the proforma enclosed.
  - v) Details of work of similar type and magnitude carried out by the Tenderer in the proforma provided in the tender document.
  - vi) Organisation chart giving details of field management at site, the tenderer proposes to have for this job.
  - vii) Details of construction plant and equipments available with the tenderer for using in this work.
  - viii) Solvency Certificate from Scheduled Bank to prove the financial ability to carry out the work tendered for.
  - ix) Latest Balance Sheet and Profit & Loss Account duly audited.



- x) Details of present commitment as per proforma enclosed to tender.
- xi) Data required regarding SUB-CONTRACTOR(s)/ Supplier/ Manufacturers and other technical information's the tenderer wish to furnish.
- xii) Provident fund registration certificate
- xiii) List showing all enclosures to tender.
- 4.5** All pages are to be Initialed: All signatures in Tender Documents shall be dated, as well as, all the pages of all sections of Tender Documents shall be initialed at the lower right hand corner and signed wherever required in the tender papers by the TENDERER or by a person holding power of attorney authorizing him to sign on behalf of the tenderer before submission of tender.
- 4.6** Rates to be in Figures and Words: The tender should quote in English both in figures as well as in words the rates and amounts tendered by him in the Schedule of Rates of Tender submitted by the CONTRACTOR for each item and in such a way that interpolation is not possible. The amount for each item should be worked out and entered and requisite total given of all items, both in figures and in words. The tendered amount for the work shall be entered in the tender and duly signed by the Tenderer. If some discrepancies are found between the RATES in FIGURES and WORDS or the AMOUNT shown in the tender, the following procedure shall be followed: a) When there is difference between the rates in figures and words, the rate which corresponds to the amount worked out by the tenderer shall be taken as correct. b) When the rate quoted by the tenderer in figures and words tally but the amount is incorrect the rate quoted by the tenderer shall be taken as correct. c) When it is not possible to ascertain the correct rate by either of above methods, the rate quoted in words shall be taken as correct.
- 4.7** Corrections and Erasures: All correction(s) and alteration(s) in the entries of tender paper shall be signed in full by the TENDERER with date. No erasure or over writing is permissible.
- 4.8** Signature of Tenderer:
- 4.8.1** The TENDERER shall contain the name, residence and place of business of person or persons making the tender and shall be signed by the TENDERER with his usual signature. Partnership firms shall furnish the full names of all partners in the tender. It should be signed in the partnership's name by all the partners or by duly authorised representatives followed by the name and designation of the person signing. Tender by a corporation shall be signed by an authorised representative, and a Power of Attorney in that behalf shall accompany the tender. A copy of the constitution of the firm with names of all partners shall be furnished.
- 4.8.2** When a tenderer signs a tender in a language other than English, the total amount tendered should, in addition, be written in the same language. The signature should be attested by at least one witness.
- 4.9** Witness: Witness and sureties shall be persons of status and property and their names, occupation and address shall be stated below their signature.
- 4.10** Details of Experience: The tenderer should furnish, along with his tender, details of previous experience in having successfully completed in the recent past works of this nature, together with the names of Employers, location of sites and value of contract, of commencement and completion of work, delays if any, reasons of delay and other details along with documentary evidence(s).
- 4.11** Liability of Government of India: It is expressly understood and agreed by and between Bidder or/Contractor and M/s Haridwar Natural Gas Pvt. Ltd., and that M/s HNGPL., is entering into this agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that the Government of India is not a party to this agreement and has no liabilities, obligations or rights hereunder. It is expressly understood and agreed that M/s HNGPL. is an independent legal entity with power and authority to enter into contracts solely on its own behalf under the applicable Laws of India and general principles of Contract Law. The Bidder/Contractor expressly agrees, acknowledges and understands that M/s HNGPL. is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the contract. Accordingly, Bidder/Contractor hereby expressly waives, releases and foregoes any and all actions or

claims, including cross claims, impleader claims or counter claims against the Government of India arising out of this contract and covenants not to sue to Government of India as to any manner, claim, cause of action or thing whatsoever arising of or under this agreement.

## **5 Transfer of Tender Documents:**

5.4 Transfer of Tender Documents purchased by one intending tenderer to another is not permissible.

## **6 Earnest Money:**

6.4 The bidder must pay Earnest Money as given in the letter /notice inviting tenders and attach the official receipt with the tender failing which the tender is liable to be rejected and representatives of such tenderers will not be allowed to attend the tender opening. Earnest Money can be paid in Demand Drafts or Bank Guarantee or Banker's Cheque or Letter of Credit from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve Bank of India as scheduled foreign bank. However, other than the Nationalised Indian Banks, the banks whose BGs are furnished, must be commercial banks having net worth in excess of Rs. 100 crores and a declaration to this effect should be made by such commercial bank either in the bank guarantee itself or separately on a letter head. The bid guarantee shall be submitted in the prescribed format . Note: The Bank Guarantee so furnished by the tenderer shall be in the proforma prescribed by the EMPLOYER. No interest shall be paid by the EMPLOYER on the Earnest Money deposited by the tenderer. The Bank Guarantee furnished in lieu of Earnest Money shall be kept valid for a period of "SIX MONTHS" from the date of opening of tender.(TWO MONTHS beyond the bid validity). The Earnest Money deposited by successful tenderer shall be forfeited if the Contractor fails to furnish the requisite Contract Performance Security as per clause 24 hereof and /or fails to start work within a period of 15 days or fails to execute the AGREEMENT within 15 days of the receipt by him of the Notification of Acceptance of Tender.

Note: The Earnest Money of the unsuccessful bidder will be returned by EMPLOYER /CONSULTANT, directly to the tenderer (s), within a reasonable period of time but not later than 30 days after the expiration of the period of bid validity prescribed by EMPLOYER.

## **7 Validity:**

7.1 Tender submitted by tenderers shall remain valid for acceptance for a period of "4 MONTHS" from the date of opening of the tender. The tenderers shall not be entitled during the said period of 4 months, without the consent in writing of the EMPLOYER, to revoke or cancel his tender or to vary the tender given or any term thereof. In case of tender revoking or canceling his tender or varying any term in regard thereof without the consent of EMPLOYER in writing, the EMPLOYER shall forfeit Earnest Money paid by him along with tender.

## **8 Addenda/Corrigenda**

8.1 Addenda/ Corrigenda to the Tender Documents will be issued in duplicate prior to the date of opening of the tenders to clarify documents or to reflect modification in design or CONTRACT terms. 8.2 Each addenda/ corrigendum issued will be issued in duplicate to each person or organisation to which set of Tender Documents has been issued. Recipient will retain tenderer's copy of each Addendum/Corrigendum and attach original copy duly signed along with his offer. All Addenda/Corrigenda issued shall become part of Tender Documents.

## **9 Right of Employer to Accept or Reject Tender:**

- 9.1 The right to accept the tender will rest with the EMPLOYER. The EMPLOYER, however, does not bind himself to accept the lowest tender, and reserves to itself the authority to reject any or all the tenders received without assigning any reason whatsoever. At the option of the Employer, the work for which the tender had been invited, may be awarded to one Contractor or split between more than one bidders, in which case the award will be made for only that part of the work, in respect of which the bid has been accepted. The quoted rates should hold good for such eventualities. Tenders in which any of the particulars and prescribed information are missing or are incomplete in any respect and/or the prescribed conditions are not fulfilled are liable to be rejected. The Tender containing uncalled for remarks or any additional conditions are liable to be rejected. Canvassing in connection with tenders is strictly prohibited and tenders submitted by the Tenderers who resort to canvassing will be liable to rejection.

## **10 Time Schedule**

The WORK shall be executed strictly as per the TIME SCHEDULE specified in TENDER/CONTRACT Document. The period of construction given in Time Schedule includes the time required for mobilisation as well as testing, rectifications if any, retesting and completion in all respects to the entire satisfaction of the ENGINEER-IN-CHARGE.

A joint programme of execution of the WORK will be prepared by the ENGINEER-IN-CHARGE and CONTRACTOR based on priority requirement of this project. This programme will take into account the time of completion mentioned in 10.1 above and the time allowed for the priority works by the ENGINEER-IN-CHARGE.

Monthly/Weekly construction programme will; be drawn up by the ENGINEER-IN-CHARGE jointly with the CONTRACTOR, based on availability of work fronts and the joint construction programme as per 10.2 above. The CONTRACTOR shall scrupulously adhere to these targets /programmes by deploying adequate personnel, construction tools and tackles and he shall also supply himself all materials of his scope of supply in good time to achieve the targets/programmes. In all matters concerning the extent of targets set out in the weekly and monthly programmes and the degree of achievements the decision of the ENGINEER-IN-CHARGE will be final and binding on the CONTRACTOR.

## **11 Tenderer's Responsibility**

- 11.1 The intending tenderers shall be deemed to have visited the SITE and familiarised submitting the tender. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the works in strict conformity with the DRAWINGS and SPECIFICATIONS or for any delay in performance.

## **12 Retired Government or Company Officers**

- 12.1 No Engineer of Gazetted rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of the States/ Central Government or of the EMPLOYER is allowed to work as a CONTRACTOR for a period of two years after his retirement from Government Service, or from the employment of the EMPLOYER without the previous permission of the EMPLOYER. The CONTRACT, if awarded, is liable to be cancelled if either the CONTRACTOR or any of his employees is found at any time to be such a person, who has not obtained the permission of the State/Central Government or of the EMPLOYER as aforesaid before submission of tender, or engagement in the CONTRACTOR'S service as the case may be.

**13 Signing of the Contract:**

13.1 The successful tenderer shall be required to execute an AGREEMENT in the proforma attached with TENDER DOCUMENT within 15 days of the receipt by him of the Notification of Acceptance of Tender. In the event of failure on the part of the successful tenderer to sign the AGREEMENT within the above stipulated period, the Earnest Money or his initial deposit will be forfeited and the acceptance of the tender shall be considered as cancelled.

**14 Field Management & Controlling/Coordinating Authority:**

The field management will be the responsibility of the ENGINEER-IN-CHARGE, who will be nominated by the EMPLOYER. The ENGINEER-IN-CHARGE may also authorise his representatives to assist in performing his duties and functions.

The ENGINEER-IN-CHARGE shall coordinate the works of various agencies engaged at site to ensure minimum disruption of work carried out by different agencies. It shall be the responsibility of the CONTRACTOR to plan and execute the work strictly in accordance with site instructions to avoid hindrance to the work being executed by other agencies.

**15 Note to Schedule of Rates:**

The Schedule of Rates should be read in conjunction with all the other sections of the tender.

The tenderer shall be deemed to have studied the DRAWINGS, SPECIFICATIONS and details of work to be done within TIME SCHEDULE and to have acquainted himself of the condition prevailing at site.

Rates must be filled in the Schedule of Rates of original Tender Documents. If quoted in separate typed sheets no variation in item description or specification shall be accepted. Any exceptions taken by the tenderer to the Schedule of Rates shall be brought out in the terms and conditions of the offer.

The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted.

The EMPLOYER reserves the right to interpolate the rates for such items of work falling between similar items of lower and higher magnitude.

**16 Policy for Tenders Under Consideration:**

Only Those Tenders which are complete in all respects and are strictly in accordance with the Terms and Conditions and Technical Specifications of Tender Document, shall be considered for evaluation. Such Tenders shall be deemed to be under consideration immediately after opening of Tender and until such time an official intimation of acceptance /rejection of Tender is made by HNGPL to the Bidder.

Zero Deviation: Bidders to note that this is a ZERO DEVIATION TENDER. HNGPL will appreciate submission of offer based on the terms and conditions in the enclosed General Conditions of Contract (GCC), Special Conditions of Contract (SCC), Instructions to Bidders (ITB), Scope of Work, technical specifications etc. to avoid wastage of time and money in seeking clarifications on technical/ commercial aspects of the offer. Bidder may note that no technical and commercial clarifications will be sought for after the receipt of the bids. In case of any deviation/nonconformity observed in the bid, it will be liable for rejection.

**17 Award of Contract**

The Acceptance of Tender will be intimated to the successful Tenderer by HNGPL either by Telex/ Telegram/ Fax or by Letter or like means-defined as LETTER OF ACCEPTANCE OF TENDER.

HNGPL will be the sole judge in the matter of award of CONTRACT and the decision of HNGPL shall be final and binding.

**18 Clarification of Tender Document:**

The Tender is required to carefully examine the Technical Specifications, Conditions of Contract, Drawings and other details relating to WORK and given in Tender Document and fully inform himself as to all conditions and matters which may in any way affect the WORK or the cost thereof. In case the Tenderer is in doubt about the completeness or correctness of any of the contents of the Tender Documents he should request in writing for an interpretation/clarification to HNGPL in triplicate. HNGPL will then issue interpretation/clarification to Tenderer in writing. Such clarifications and or interpretations shall form part of the Specifications and Documents and shall accompany the tender which shall be submitted by tenderer within time and date as specified in invitations to tender.

Verbal clarification and information given by HNGPL or its employee(s) or its representatives shall not in any way be binding on HNGPL.

**19 Local Conditions:**

It will be imperative on each tenderer to inform himself of all local conditions and factors which may have any effect on the execution of WORK covered under the Tender Document. In their own interest, the tenderer are requested to familiarise themselves with the Indian Income Tax Act 1961, Indian Companies Act 1956, Indian Customs Act 1962 and other related Acts and Laws and Regulations of India with their latest amendments, as applicable HNGPL shall not entertain any requests for clarifications from the tenderer regarding such local conditions.

It must be understood and agreed that such factors have properly been investigated and considered while submitting the tender. No claim for financial or any other adjustments to VALUE OF CONTRACT, on lack of clarity of such factors shall be entertained.

**20 Abnormal Rates:**

- 20.1 The tenderer is expected to quote rate for each item after careful analysis of cost involved for the performance of the completed item considering all specifications and Conditions of Contract. This will avoid loss of profit or gain in case of curtailment or change of specification for any item. In case it is noticed that the rates quoted by the tenderer for any item are unusually high or unusually low, it will be sufficient cause for the rejection of the tender unless the EMPLOYER is convinced about the reasonableness after scrutiny of the analysis for such rate(s) to be furnished by the tenderer (on demand).

**SECTION-IV**

**GENERAL OBLIGATIONS**

**21 Priority of Contract Documents**

- 21.1 Except if and the extent otherwise provided by the Contract, the provisions of the General Conditions of Contract and Special Conditions shall prevail over those of any other documents forming part of the CONTRACT. Several documents forming the CONTRACT are to be taken as mutually explanatory of one another, but in case of ambiguities or discrepancies the same shall be explained and adjusted by the ENGINEER-IN-CHARGE who shall thereupon issue to the Contractor instructions thereon and in such event, unless otherwise provided in the Contract, the priority of the documents forming the Contract shall be as follows :

- 1) The Contract Agreement ;
- 2) The Letter of Acceptance;
- 3) The (Instructions to Bidders)ITB;
- 4) Special Conditions of Contract (SCC);
- 5) General Conditions of Contract (GCC)
- 6) Any other document forming part of the Contract. Works shown in the DRAWING but not mentioned in the SPECIFICATIONS OR described in the SPECIFICATIONS without being shown in the DRAWINGS shall nevertheless be deemed to be included in the same manner as if they had been specifically shown upon the DRAWINGS and described in the SPECIFICATIONS.

21.2 Headings and Marginal Notes: All headings and marginal notes to the clauses of these General Conditions of Contract or to the SPECIFICATIONS or to any other Tender Document are solely for the purpose of giving a concise indication and not a summary of the contents thereof, and they shall never be deemed to be part thereof or be used in the interpretation or construction thereof the CONTRACT.

21.3 Singular and Plural: In CONTRACT DOCUMENTS unless otherwise stated specifically, the singular shall include the plural and vice versa wherever the context so requires.

21.4 Interpretation: Words implying 'Persons' shall include relevant 'Corporate Companies / Registered Associations/ Body of Individuals/ Firm of Partnership' as the case may be.

## **22 Special Conditions of Contract:**

22.1 Special Conditions of Contract shall be read in conjunction with the General Conditions of Contract, specification of Work, Drawings and any other documents forming part of this CONTRACT wherever the context so requires.

22.2 Notwithstanding the sub-division of the documents into these separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

22.3 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears the provisions of the Special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

22.4 Wherever it is mentioned in the specifications that the CONTRACTOR shall perform certain WORK or provide certain facilities, it is understood that the CONTRACTOR shall do so at his cost and the VALUE OF CONTRACT shall be deemed to have included cost of such performance and provisions, so mentioned.

22.5 The materials, design and workmanship shall satisfy the relevant INDIAN STANDARDS, the JOB SPECIFICATIONS contained herein and CODES referred to. Where the job specification stipulate requirements in addition to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.

## **23. Contractor to obtain his own Information:**

23.1 The CONTRACTOR in fixing his rate shall for all purpose whatsoever reason may be, deemed to have himself independently obtained all necessary information for the purpose of preparing his tender and his tender as accepted shall be deemed to have taken into account all contingencies as may arise due to such information or lack of same. The correctness of the details, given in the Tender Document to help the CONTRACTOR to make up the tender is not guaranteed. The CONTRACTOR shall be deemed to have examined the CONTRACT DOCUMENTS, to have generally obtained his own information in all matters whatsoever that might affect the carrying out of the works at the schedules rates and to have satisfied himself to the sufficiency of his tender. Any error in description of quantity or omission therefrom shall not vitiate the CONTRACT or release the CONTRACTOR from executing the work comprised in the CONTRACT according to DRAWINGS and SPECIFICATIONS at the scheduled rates. He is deemed to have known the scope, nature and magnitude of the WORKS and the requirements

of materials and labour involved etc., and as to what all works he has to complete in accordance with the CONTRACT documents whatever be the defects, omissions or errors that may be found in the DOCUMENTS. The CONTRACTOR shall be deemed to have visited surroundings, to have satisfied himself to the nature of all existing structures, if any, and also as to the nature and the conditions of the Railways, Roads, Bridges and Culverts, means of transport and communication, whether by land, water or air, and as to possible interruptions thereto and the access and egress from the site, to have made enquiries, examined and satisfied himself as to the sites for obtaining sand, stones, bricks and other materials, the sites for disposal of surplus materials, the available accommodation as to whatever required, depots and such other buildings as may be necessary for executing and completing the works, to have made local independent enquiries as to the sub-soil, subsoil water and variations thereof, storms, prevailing winds, climatic conditions and all other similar matters effecting these works. He is deemed to have acquainted himself as to his liability of payment of Government Taxes, Customs duty and other charges, levies etc. Any neglect or omission or failure on the part of the CONTRACTOR in obtaining necessary and reliable information upon the foregoing or any other matters affecting the CONTRACT shall not relieve him from any risks or liabilities or the entire responsibility from completion of the works at the scheduled rates and times in strict accordance with the CONTRACT. It is, therefore, expected that should the CONTRACTOR have any doubt as to the meaning of any portion of the CONTRACT DOCUMENT he shall set forth the particulars thereof in writing to EMPLOYER in duplicate, before submission of tender. The EMPLOYER may provide such clarification as may be necessary in writing to CONTRACTOR, such clarifications as provided by EMPLOYER shall form part of CONTRACT DOCUMENTS. No verbal agreement or inference from conversation with any effect or employee of the EMPLOYER either before, during or after the execution of the CONTRACT agreement shall in any way affect or modify and of the terms or obligations herein contained. Any change in layout due to site conditions or technological requirement shall be binding on the CONTRACTOR and no extra claim on this account shall be entertained.

**24. Contract Performance Security:**

- 24.1** The CONTRACTOR shall furnish to the EMPLOYER, within 15 days from the date of notification of award, a security in the sum of 10% of the accepted value of the tender or the actual value of work to be done whichever is applicable due to any additional work or any other reasons, in the form of a Bank draft/Banker's cheque or Bank Guarantee or irrevocable Letter of credit (as per proforma enclosed) as Contract Performance Security with the EMPLOYER which will be refunded after the expiry of DEFECTS LIABILITY PERIOD.
- 24.2** CONTRACTOR can furnish the Contract Performance Security in the form of Demand Draft or through a Bank Guarantee or through an irrevocable Letter of Credit from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve Bank of India as scheduled foreign bank. However, other than the Nationalised Indian Banks, the banks whose BGs are furnished, must be commercial banks having net worth in excess of Rs. 100 crores and a declaration to this effect should be made by such commercial bank either in the bank guarantee itself or separately on a letter head. The bank guarantee or the Letter of Credit shall be submitted in the prescribed format.
- 24.3** If the CONTRACTOR/SUB-CONTRACTOR or their employees or the CONTRACTOR's agents and representatives shall damage, break, deface or destroy any property belonging to the EMPLOYER or others during the execution of the CONTRACT, the same shall be made good by the CONTRACTOR at his own expenses and in default thereof, the ENGINEER-IN-CHARGE may cause the same to be made good by other agencies and recover expenses from the CONTRACTOR (for which the certificate of the ENGINEER- IN-CHARGE shall be final).
- 24.4** All compensation or other sums of money payable by the CONTRACTOR to the EMPLOYER under terms of this CONTRACT may be deducted from or paid by the encashment or sale of a sufficient part of his Contract Performance Security or from any sums which may be due or may become due to the CONTRACTOR by the EMPLOYER of any account whatsoever and in the event of his Contract Performance Security being reduced by reasons of any such deductions or sale of aforesaid, the CONTRACTOR shall within ten days thereafter make good in cash, bank drafts as aforesaid any sum or sums which may have been deducted from or realised by sale of his Contract Performance Security, or any part thereof. No interest shall be payable by the EMPLOYER for sum deposited as Contract

Performance Security.

**24.5** Failure of the successful bidder to comply with the requirements of this Clause shall constitute sufficient grounds for the annulment of the award and the forfeiture of bid security.

**25. Time of Performance:**

**25.1** Time for Mobilisation The work covered by this CONTRACT shall be commenced within fifteen (15) days, the date of letter/Fax of Intent and be completed in stages on or before the dates as mentioned in the TIME SCHEDULE OF COMPLETION OF WORK. The CONTRACTOR should bear in mind that time is the essence of this agreement. Request for revision of construction time after tenders are opened will not receive consideration. The above period of fifteen (15) days is included within the overall COMPLETION SCHEDULE, not over and above the completion time to any additional work or any other reasons.

**25.2 Time Schedule of Construction:**

**25.2.1** The general Time Schedule of construction is given in the TENDER DOCUMENT. CONTRACTOR should prepare a detailed monthly or weekly construction program jointly with the ENGINEER-IN-CHARGE within 15 days of receipt of LETTER/FAX OF INTENT or ACCEPTANCE OF TENDER. The WORK shall be executed strictly as per the Time Schedule given in the CONTRACT DOCUMENT. The period of construction given includes the time required for mobilization testing, rectifications, if any, retesting and completion in all respects in accordance with CONTRACT DOCUMENT to the entire satisfaction of the ENGINEER-IN-CHARGE.

**25.2.2** The CONTRACTOR shall submit a detailed PERT network within the time frame agreed above consisting of adequate number of activities covering various key phases of the WORK such as design, procurement, manufacturing, shipment and field erection activities within fifteen (15) days from the date of LETTER/FAX OF INTENT. This network shall also indicate the interface facilities to be provided by the EMPLOYER and the dates by which such facilities are needed.

**25.2.3** CONTRACTOR shall discuss the network so submitted with the EMPLOYER and the agreed network which may be in the form as submitted with the EMPLOYER or in revised form in line with the outcome of discussions shall form part of the CONTRACT, to be signed within fifteen (15) days from the date of LETTER OF ACCEPTANCE OF TENDER. During the performance of the CONTRACT, if in the opinion of the EMPLOYER proper progress is not maintained suitable changes shall be made in the CONTRACTOR's operation to ensure proper progress. The above PERT network shall be reviewed periodically and reports shall be submitted by the CONTRACTOR as directed by EMPLOYER.

**26. Force Majeure:**

**26.1** CONDITIONS FOR FORCE MAJEURE In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the CONTRACT the relative obligation of the party affected by such Force Majeures shall upon notification to the other party be suspended for the period during which Force Majeures event lasts. The cost and loss sustained by the either party shall be borne by the respective parties. The term "Force Majeures" as employed herein shall mean acts of God, earthquake, war (declared or undeclared), revolts, riots, fires, floods, rebellions, explosions, hurricane, sabotage, civil commotions and acts and regulations of respective Government of the two parties, namely the EMPLOYER and the CONTRACTOR.

Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 72 (Seventy-two) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim. Time for performance of the relative obligation suspended by the Force Majeures shall then stand extended by the period for which such cause lasts. If deliveries of bought out items and/or works to be executed by the CONTRACTOR are suspended by Force Majeure conditions lasting for more than 2 (two) months the EMPLOYER shall have the option to terminate the CONTRACT or re-negotiate the contract provisions.



**26.2 OUTBREAK OF WAR**

**26.2.1** If during the currency of the CONTRACT there shall be an out-break of war whether declared or not, in that part of the World which whether financially or otherwise materially affect the execution of the WORK the CONTRACTOR shall unless and until the CONTRACT is terminated under the provisions in this clause continue to use his best endeavour to complete the execution of the WORK, provided always that the EMPLOYER shall be entitled, at any time after such out-break of war to terminate or re-negotiate the CONTRACT by giving notice in writing to the CONTRACTOR and upon such notice being given the CONTRACT shall, save as to the rights of the parties under this clause and to the operation of the clauses entitled settlement of Disputes and Arbitration hereof, be terminated but without prejudice to the right of either party in respect of any antecedent breach thereof.

**26.2.2** If the CONTRACT shall be terminated under the provisions of the above clause, the CONTRACTOR shall with all reasonable diligence remove from the SITE all the CONTRACTOR's equipment and shall give similar facilities to his SUB-CONTRACTORS to do so.

**27. Price reduction schedule:**

**27.1** Time is the essence of the CONTRACT. In case the CONTRACTOR fails to complete the WORK within the stipulated period, then, unless such failure is due to Force Majeure as defined in Clause 26 here above or due to EMPLOYER's defaults, the Total Contract price shall be reduced by ½ % of the total Contract Price per complete week of delay or part thereof subject to a maximum of 5 % of the Total Contract Price, by way of reduction in price for delay and not as penalty. The said amount will be recovered from amount due to the Contractor/ Contractor's Contract Performance Security payable on demand. The decision of the ENGINEER-IN-CHARGE in regard to applicability of Price Reduction Schedule shall be final and binding on the CONTRACTOR.

**27.2** All sums payable under this clause is the reduction in price due to delay in completion period at the above agreed rate. Bonus For Early Completion (\*) : Not Applicable for the instant case.

**27.3** BONUS FOR EARLY COMPLETION If the Contractor achieves completion of Works in all respect prior to the time schedule stipulated in the SCC, the Employer shall pay to the Contractor the relevant sum, if mentioned specifically in SCC, as bonus for early completion. The bonus for early completion, if provided specifically in SCC, shall be payable to the maximum ceiling of 2½ % of the total contract price. (\*) Partial earlier completion may not always produce net benefits to the Employer, for example where utilization of the completed Works requires (a) the fulfillment of all parts of the Contract (e.g. the training of personnel); or (b) the completion of all Sections (e.g. in pipeline laying, where early completion of the laying of pipeline would not be useful if the compressor is still under installation); or (c) certain seasonal effects to take place (e.g. onset of the rainy season, for impounding a reservoir); or (d) other circumstances. Also a more rapid drawdown of budgeted funds may be required. All such factors should be considered prior to the inclusion of a bonus clause in the Contract.

**28 Rights of the employer to forfeit contract performance security:**

**28.1** Whenever any claim against the CONTRACTOR for the payment of a sum of money arises out or under the CONTRACT, the EMPLOYER shall be entitled to recover such sum by appropriating in part or whole the Contract Performance Security of the CONTRACTOR. In the event of the security being insufficient or if no security has been taken from the CONTRACTOR, then the balance or the total sum recoverable, as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to the CONTRACTOR. The CONTRACTOR shall pay to the EMPLOYER on demand any balance remaining due.

**29. Failure by the contractor to comply with the provisions of the contract:**

**29.1** If the CONTRACTOR refuses or fails to execute the WORK or any separate part thereof with such diligence as will ensure its completion within the time specified in the CONTRACT or extension thereof or fails to perform any of his obligation under the CONTRACT or in any manner commits a breach of

any of the provisions of the CONTRACT it shall be open to the EMPLOYER at its option by written notice to the CONTRACTOR:

- a) TO DETERMINE THE CONTRACT in which event the CONTRACT shall stand terminated and shall cease to be in force and effect on and from the date appointed by the EMPLOYER on that behalf, whereupon the CONTRACTOR shall stop forthwith any of the CONTRACTOR's work then in progress, except such WORK as the EMPLOYER may, in writing, require to be done to safeguard any property or WORK, or installations from damage, and the EMPLOYER, for its part, may take over the work remaining unfinished by the CONTRACTOR and complete the same through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR, and any of his sureties if any, shall be liable to the EMPLOYER for any excess cost occasioned by such work having to be so taken over and completed by the EMPLOYER over and above the cost at the rates specified in the schedule of quantities and rate/prices.
- b) WITHOUT DETERMINING THE CONTRACT to take over the work of the CONTRACTOR or any part thereof and complete the same through a fresh contractor or by other means at the risk and cost of the CONTRACTOR. The CONTRACTOR and any of his sureties are liable to the EMPLOYER for any excess cost over and above the cost at the rates specified in the Schedule of Quantities/ rates, occasioned by such works having been taken over and completed by the EMPLOYER.
- 29.2** In such events of Clause 29.1(a) or (b) above. a) The whole or part of the Contract Performance Security furnished by the CONTRACTOR is liable to be forfeited without prejudice to the right of the EMPLOYER to recover from the CONTRACTOR the excess cost referred to in the sub-clause aforesaid, the EMPLOYER shall also have the right of taking possession and utilising in completing the works or any part thereof, such as materials equipment and plants available at work site belonging to the CONTRACTOR as may be necessary and the CONTRACTOR shall not be entitled for any compensation for use or damage to such materials, equipment and plant. b) The amount that may have become due to the CONTRACTOR on account of work already executed by him shall not be payable to him until after the expiry of Six (6) calendar months reckoned from the date of termination of CONTRACT or from the taking over of the WORK or part thereof by the EMPLOYER as the case may be, during which period the responsibility for faulty materials or workmanship in respect of such work shall, under the CONTRACT, rest exclusively with the CONTRACTOR. This amount shall be subject to deduction of any amounts due from the CONTRACT to the EMPLOYER under the terms of the CONTRACT authorised or required to be reserved or retained by the EMPLOYER.
- 29.3** Before determining the CONTRACT as per Clause 29.1(a) or (b) provided in the judgement of the EMPLOYER, the default or defaults committed by the CONTRACTOR is/are curable and can be cured by the CONTRACTOR if an opportunity given to him, then the EMPLOYER may issue Notice in writing calling the CONTRACTOR to cure the default within such time specified in the Notice.
- 29.4** The EMPLOYER shall also have the right to proceed or take action as per 29.1(a) or (b) above, in the event that the CONTRACTOR becomes bankrupt, insolvent, compounds with his creditors, assigns the CONTRACT in favour of his creditors or any other person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the EMPLOYER to give any prior notice to the CONTRACTOR.
- 29.5** Termination of the CONTRACT as provided for in sub- clause 29.1(a) above shall not prejudice or affect their rights of the EMPLOYER which may have accrued upto the date of such termination.
- 30. Contractor remains liable to pay compensation if**
- 30.1** In any case in which any of the powers conferred upon the EMPLOYER BY CLAUSE 29.0 thereof shall have become action not taken under clause 29: exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in .the event of any further case of default by the CONTRACTOR for which by any clause or clauses hereof he is declared liable to pay compensation amounting to the whole of his Contract Performance Security, and the liability of the CONTRACTOR for past and future compensation shall remain unaffected. In the event of the EMPLOYER putting in force the power under

above sub-clause (a), (b) or (c) vested in him under the preceding clause he may, if he so desired, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the CONTRACTOR or procured by him and intended to be used for the execution of the WORK or any part thereof paying or allowing for the same in account at the CONTRACT rates or in case of these not being applicable at current market rates to be certified by the ENGINEER-IN-CHARGE whose certificate thereof shall be final, otherwise the ENGINEER-IN-CHARGE may give notice in writing to the CONTRACTOR or his clerk of the works, foreman or other authorised agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice), and in the event of the CONTRACTOR failing to comply with any such requisition, the ENGINEER-IN-CHARGE may remove them at the CONTRACTOR's expense or sell them by auction or private sale on account of the CONTRACTOR and at his risk in all respects without any further notice as to the date, time or place of sale and the certificate of the ENGINEER-IN-CHARGE as to the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the CONTRACTOR.

**31. Change in constitution:**

**31.1** Where the CONTRACTOR is a partnership firm, the prior approval of the EMPLOYER shall be obtained in writing, before any change is made in the constitution of the firm. Where the CONTRACTOR is an individual or a Hindu undivided family business concern, such approval as aforesaid shall, likewise be obtained before such CONTRACTOR enters into any agreement with other parties, where under, the reconstituted firm would have the right to carry out the work hereby undertaken by the CONTRACTOR. In either case if prior approval as aforesaid is not obtained, the CONTRACT shall be deemed to have been allotted in contravention of clause 37 hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

**32. Termination of contract**

**32(A) TERMINATION OF CONTRACT FOR DEATH:** If the CONTRACTOR is an individual or a proprietary concern and the individual or the proprietor dies or if the CONTRACTOR is a partnership concern and one of the partner dies then unless, the EMPLOYER is satisfied that the legal representative of the individual or the proprietary concern or the surviving partners are capable of carrying out and completing CONTRACT, he (the EMPLOYER) is entitled to cancel the CONTRACT for the uncompleted part without being in any way liable for any compensation payment to the estate of the deceased CONTRACTOR and/or to the surviving partners of the CONTRACTOR'S firm on account of the cancellation of CONTRACT. The decision of the EMPLOYER in such assessment shall be final and binding on the parties. In the event of such cancellation, the EMPLOYER shall not hold the estate of the deceased CONTRACTOR and/or the surviving partners of the CONTRACTOR'S firm liable for any damages for non-completion of CONTRACT.

**32(B) TERMINATION OF CONTRACT IN CASE OF LIQUIDATION / BANKRUPTCY ETC.** If the Contractor shall dissolve or become bankrupt or insolvent or cause or suffer any receiver to be appointed of his business of any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, EMPLOYER shall be at liberty :- To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Contractor or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to his providing a guarantee upto an amount to be agreed upon by EMPLOYER for due and faithful performance of the contract.

**32(C) TERMINATION OF CONTRACT FOR NON-PERFORMANCE AND SUBSEQUENTLY PUTTING**

THE CONTRACTOR ON HOLIDAY: In case of termination of CONTRACT herein set forth (under clause 29.0) except under conditions of Force Majeure and termination after expiry of contract, the CONTRACTOR shall be put under holiday [i.e. neither any enquiry will be issued to the party by HNGPL. against any type of tender nor their offer will be considered by HNGPL against any ongoing tender (s) where contract between HNGPL and that particular CONTRACTOR (as a bidder) has not been finalized] for three years from the date of termination by HNGPL. to such CONTRACTOR.

**33. Members of the employer not individually liable :**

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

**34. Employer not bound by personal representations:**

**34.1** The CONTRACTOR shall not be entitled to any increase on the scheduled rates or any other right or claim whatsoever by reason of any representation, explanation statement or alleged representation, promise or guarantees given or alleged to have been given to him by any person

**35. Contractor's office at site:**

**35.1** The CONTRACTOR shall provide and maintain an office at the site for the accommodation of his agent and staff and such office shall be open at all reasonable hours to receive instructions, notice or other communications. The CONTRACTOR at all time shall maintain a site instruction book and compliance of these shall be communicated to the ENGINEER-IN CHARGE from time to time and the whole document to be preserved and handed over after completion of works.

**36. Contractor's subordinate staff and their conduct**

**36.1** The CONTRACTOR, on or after award of the WORK shall name and depute a qualified engineer having sufficient experience in carrying out work of similar nature, to whom the equipments, materials, if any, shall be issued and instructions for works given. The CONTRACTOR shall also provide to the satisfaction of the ENGINEER-IN- CHARGE sufficient and qualified staff to superintend the execution of the WORK, competent sub-agents, foremen and leading hands including those specially qualified by previous experience to supervise the types of works comprised in the CONTRACT in such manner as will ensure work of the best quality, expeditious working. Whenever in the opinion of the ENGINEER-IN- CHARGE additional properly qualified supervisory staff is considered necessary, they shall be employed by the CONTRACTOR without additional charge on accounts thereof. The CONTRACTOR shall ensure to the satisfaction of the ENGINEER-IN-CHARGE that SUB- CONTRACTORS, if any, shall provide competent and efficient supervision, over the work entrusted to them.

**36.2** If and whenever any of the CONTRACTOR's or SUB- CONTRACTOR'S agents, sub-agents, assistants, foremen, or other employees shall in the opinion of ENGINEER-IN- CHARGE be guilty of any misconduct or be incompetent or insufficiently qualified or negligent in the performance of their duties of that in the opinion of the EMPLOYER or the ENGINEER-IN-CHARGE, it is undesirable for administrative or any other reason for such person or persons to be employed in the works, the CONTRACTOR, is so directed by the ENGINEER-IN-CHARGE, shall at once remove such person or persons from employment thereon. Any person or persons so removed from the works shall not again be employed in connection with the WORKS without the written permission of the ENGINEER-IN-CHARGE. Any person so removed from the WORK shall be immediately re-placed at the expense of the CONTRACTOR by a qualified and competent substitute. Should the CONTRACTOR be requested to repatriate any person removed from the works he shall do so and shall bear all costs in connection herewith.

**36.3** The CONTRACTOR shall be responsible for the proper behaviour of all the staff, foremen, workmen, and others, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the CONTRACTOR shall be bound to prohibit and prevent any employees from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupiers of land and properties in the neighborhood and in the event of such employee so trespassing, the CONTRACTOR shall be responsible therefore and relieve the EMPLOYER of all consequent claims or actions for damages or injury or any other grounds whatsoever. The decision of the ENGINEER-IN-CHARGE upon any matter arising under this clause shall be final. The CONTRACTOR shall be liable for any liability to EMPLOYER on account of deployment of CONTRACTOR's staff etc. or incidental or arising out of the execution of CONTRACT. The CONTRACTOR shall be liable for all acts or omissions on the part of his staff, Foremen and Workmen and others in his employment, including misfeasance or negligence of whatever kind in the course of their work or during their employment, which are connected directly or indirectly with the CONTRACT.

**36.4** If and when required by the EMPLOYER and CONTRACTOR's personnel entering upon the EMPLOYER's premises shall be properly identified by badges of a type acceptable to the EMPLOYER which must be worn at all times on EMPLOYER's premises. CONTRACTOR may be required to obtain daily entry passes for his staff/employees from EMPLOYER to work within operating areas.

These being safety requirements, no relaxations on this account shall be given to CONTRACTOR.

**37. Sub-letting of works:**

**37.1** No part of the CONTRACT nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the CONTRACTOR directly or indirectly to any person, firm or corporation whatsoever without the consent in writing, of the ENGINEER/EMPLOYER except as provided for in the succeeding sub-clause.

- i. SUB-CONTRACTS FOR TEMPORARY WORKS ETC.: The EMPLOYER may give written consent to Sub- contract for the execution of any part of the WORK at the site, being entered in to by CONTRACTOR provided each individual Sub- contract is submitted to the ENGINEER-IN-CHARGE before being entered into and is approved by him.
  - i) LIST OF SUB-CONTRACTORS TO BE SUPPLIED: At the commencement of every month the CONTRACTOR shall furnish to the ENGINEER-IN- CHARGE list of all SUB-CONTRACTORS or other persons or firms engaged by the CONTRACTOR and working at the SITE during the previous month with particulars of the general nature of the Subcontract or works done by them.
  - ii) CONTRACTOR'S LIABILITY NOT LIMITED BY SUB- CONTRACTORS: Notwithstanding any sub-letting with such approval as aforesaid and notwithstanding that the ENGINEER-I N-CHARGE shall have received copies of any Subcontracts, the contractor shall be and shall remain solely responsible for the quality, proper and expeditious execution of the Contract in all respects as if such sub-letting or Subcontracting had not taken place, and as if such work had been done directly by the CONTRACTOR. The CONTRACTOR shall bear all responsibility for any act or omission on the part of sub-contractors in regard to work to be performed under the CONTRACT.
  - iii) EMPLOYER MAY TERMINATE SUB-CONTRACTS: If any SUB-CONTRACTOR engaged upon the works at the site executes any works which in the opinion of the ENGINEER-IN-CHARGE is not in accordance with the CONTRACT documents, the EMPLOYER may by written notice to the CONTRACTOR request him to terminate such subcontract and the CONTRACTOR upon the receipt of such notice shall terminate such Subcontract and dismiss the SUB-CONTRACTOR(S) and the later shall forthwith leave the works, failing which the EMPLOYER shall have the right to remove such SUB-CONTRACTOR(S) from the site.
  - iv) NO REMEDY FOR ACTION TAKEN UNDER THIS CLAUSE: No action taken by the EMPLOYER under the clause shall relieve the CONTRACTOR of any of his liabilities under the CONTRACT or give rise to any right or compensation, extension of time or otherwise failing which the EMPLOYER shall have the right to remove such SUB-CONTRACTOR(S) from the site.

**38. Power of entry:**

**38.1** If the CONTRACTOR shall not commence the WORK in the manner previously described in the CONTRACT documents or if he shall at any time in the opinion of the ENGINEER-IN-CHARGE.

- i) fail to carry out the WORK in conformity with the CONTRACT documents, or
- ii) fail to carry out the WORK in accordance with the Time Schedule, or
- iii) substantially suspend work or the WORK for a period of fourteen days without authority from the ENGINEER-IN-CHARGE, or
- iv) fail to carry out and execute the WORK to the satisfaction of the ENGINEER-IN-CHARGE, or
- v) fail to supply sufficient or suitable construction plant, temporary works, labour, materials or things, or
- vi) Commit, suffer, or permit any other breach of any of the provisions of the CONTRACT on his part to be performed or observed or persist in any of the above mentioned breaches of the CONTRACT for fourteen days, after notice in writing shall have been given to the CONTRACTOR by the ENGINEER-IN-CHARGE requiring such breach to be remedied, or
- vii) if the CONTRACTOR shall abandon the WORK , or
- viii) If the CONTRACTOR during the continuance of the CONTRACT shall become bankrupt, make any arrangement or composition with his creditors, or permit any execution to be levied or go into liquidation whether compulsory or voluntary not being merely a voluntary liquidation for the purpose of amalgamation or reconstruction then in any such case, the EMPLOYER shall have the power to enter upon the WORK and take possession thereof and of the materials, temporary WORK, construction plant, and stock thereon, and to revoke the CONTRACTOR's licence to use the same, and to complete the WORK by his agents, other CONTRACTORS or workmen or to relate the same upon any terms and to such other person, firm or corporation as the EMPLOYER in his absolute discretion may think proper to employ and for the purpose aforesaid to use or authorise the use of any materials, temporary work, CONSTRUCTION PLANT, and stock as aforesaid, without making payment or allowance to the CONTRACTOR for the said materials other than such as may be certified in writing by the ENGINEER-IN-CHARGE to be reasonable, and without making any payment or allowance to the CONTRACTOR for the use of the temporary said works, construction plant and stock or being liable for any loss or damage thereto, and if the EMPLOYER shall by reason of his taking possession of the WORK or of the WORK being completed by other CONTRACTOR (due account being taken of any such extra work or works which may or be omitted) then the amount of such excess as certified by the ENGINEER-IN-CHARGE shall be deducted from any money which may be due for work done by the CONTRACTOR under the CONTRACT and not paid for. Any deficiency shall forthwith be made good and paid to the EMPLOYER by the CONTRACTOR and the EMPLOYER shall have power to sell in such manner and for such price as he may think fit all or any of the construction plant, materials etc. constructed by or belonging to and to recoup and retain the said deficiency or any part thereof out of proceeds of the sale.

**39.** Contractor's responsibility with the mechanical, electrical, intercommunication system, airconditioning contractors and other agencies:

**39.1** Without repugnance of any other condition, it shall be the responsibility of the CONTRACTOR executing the work of civil construction, to work in close cooperation and coordinate the WORK with the Mechanical, Electrical, Air-conditioning and Intercommunication Contractor's and other agencies or their authorised representatives, in providing the necessary grooves, recesses, cuts and opening etc., in wall, slabs beams and columns etc. and making good the same to the desired finish as per specification, for the placement of electrical, intercommunication cables, conduits, air-conditioning inlets and outlets grills and other equipments etc. where required. For the above said requirements in the false ceiling and other partitions, the CONTRACTOR before starting-up the work shall in consultation with the Electrical, Mechanical, Intercommunication, Air-conditioning contractor and other agencies prepare and put-up a joint scheme, showing the necessary openings, grooves, recesses, cuts, the methods of fixing required for the WORK of the aforesaid, and the finishes therein, to the ENGINEER-IN-CHARGE and get the approval. The CONTRACTOR before finally submitting the scheme to the ENGINEER-IN-CHARGE, shall have the written agreement of the other agencies. The ENGINEER-IN-CHARGE, before communicating his approval to the scheme, with any required modification, shall get the final agreement of all the agencies, which shall be binding. No claim shall be entertained on account of the above. The CONTRACTOR shall confirm in all respects with provision of any statutory regulations, ordinances or byelaws of any local or duly constituted authorities or public bodies which may be applicable from time to time to the WORK or any temporary works. The CONTRACTOR shall keep the EMPLOYER

indemnified against all penalties and liabilities of every kind, arising out of non-adherence to such stains, ordinances, laws, rules, regulations, etc.

**40. Other agencies at site:**

**40.1** The CONTRACTOR shall have to execute the WORK in such place and conditions where other agencies will also be engaged for other works such as site grading, filling, and levelling, electrical and mechanical engineering works, etc. No claim shall be entertained due to WORK being executed in the above circumstances.

**41. Notice:**

**41.1** TO THE CONTRACTOR: Any notice hereunder may be served on the CONTRACTOR or his duly authorised representative at the job site or may be served by registered mail direct to the address furnished by the CONTRACTOR. Proof of issue of any such notice could be conclusive of the CONTRACTOR having been duly informed of all contents therein.

**41.2** TO THE EMPLOYER: Any notice to be given to the EMPLOYER under the terms of the CONTRACTOR shall be served by sending the same by Registered mail to or delivering the same at the respective site offices of M/S. HNGPL. addressed to the HEAD/SITE-IN-CHARGE.

**42. Right of various interests:**

**42.1** The EMPLOYER reserves the right to distribute the work between more than one agency(ies). The CONTRACTOR shall cooperate and afford other agency(ies) reasonable opportunity for access to the WORK for the carriage and storage of materials and execution of their works. ii) Wherever the work being done by any department of the EMPLOYER or by other agency(ies) employed by the EMPLOYER is contingent upon WORK covered by this CONTRACT, the respective rights of the various interests involved shall be determined by the ENGINEER-IN-CHARGE to secure the completion of the various portions of the work in general harmony.

**43. Patents and royalties:**

**43.1** The CONTRACTOR, if licensed under any patent covering equipment, machinery, materials or compositions of matter to be used or supplied or methods and process to be practised or employed in the performance of this CONTRACT, agrees to pay all royalties and license fees which may be due with respect thereto. If any equipment, machinery, materials, composition of matters, be used or supplied or methods and processes to be practiced or employed in the performance of this CONTRACT, is covered by a patent under which the CONTRACTOR is not licensed then the CONTRACTOR before supplying or using the equipment, machinery materials, composition method or processes shall obtain such licenses and pay such royalties and license fees as may be necessary for performance of this CONTRACT. In the event the CONTRACTOR fails to pay any such royalty or obtain any such license, any suit for infringement of such patents which is brought against the CONTRACTOR or the EMPLOYER as a result such failure will be defended by the CONTRACTOR at his own expense and the CONTRACTOR will pay any damages and costs awarded in such suit. The CONTRACTOR shall promptly notify the EMPLOYER if the CONTRACTOR has acquired the knowledge of any plant under which a suit for infringement could be reasonably brought because of the use by the EMPLOYER of any equipment, machinery, materials, process, methods to be supplied hereunder. The CONTRACTOR agrees to and does hereby grant to EMPLOYER, together with the right to extend the same to any of the subsidiaries of the EMPLOYER as irrevocable, royalty free licence to use in any country, any invention made by the CONTRACTOR or his employee in or as result of the performance of the WORK under the CONTRACT.

**43.2** All charges on account of royalty, tollage, rent, octroi terminal or sales tax and/or other duties or any other levy on materials obtained for the work or temporary work or part thereof (excluding materials provided by the EMPLOYER) shall be borne by the CONTRACTOR.

**43.3** The CONTRACTOR shall not sell or otherwise dispose of or remove except for the purpose of this CONTRACT, the sand, stone, clay, ballast, earth, rock or other substances, or materials obtained from

any excavation made for the purpose of the WORK or any building or produce upon the site at the time of delivery of the possession thereof, but all such substances, materials, buildings and produce shall be the property of the EMPLOYER provided that the CONTRACTOR may with the permission of the ENGINEER-IN-CHARGE, use the same for the purpose of the work by payment of cost of the same at such a rate as may be determined by the ENGINEER-IN-CHARGE.

**43.4** The EMPLOYER shall indemnify and save harmless the CONTRACTOR from any loss on account of claims against CONTRACTOR for the contributory infringement of patent rights arising out and based upon the claim that the use of the EMPLOYER of the process included in the design prepared by the EMPLOYER and used in the operation of the plant infringes on any patent right. With respect to any subcontract entered into by CONTRACTOR pursuant to the provisions of the relevant clause hereof, the CONTRACTOR shall obtain from the SUB-CONTRACTOR an undertaking to provide the EMPLOYER with the same patent protection that CONTRACTOR is required to provide under the provisions of this clause.

**44. Liens:**

**44.1** If, at any time there should be evidence or any lien or claim for which the EMPLOYER might have become liable and which is chargeable to the CONTRACTOR, the EMPLOYER shall have the right to retain out of any payment then due or thereafter to become due an amount sufficient to completely indemnify the EMPLOYER against such lien or claim and if such lien or claim be valid, the EMPLOYER may pay and discharge the same and deduct the amount so paid from any money which may be or may become due and payable to the CONTRACTOR. If any lien or claim remain unsettled after all payments are made, the CONTRACTOR shall refund or pay to the EMPLOYER all money that the latter may be compelled to pay in discharging such lien or claim including all costs and reasonable expenses. EMPLOYER reserves the right to do the same.

**44.2** The EMPLOYER shall have lien on all materials, equipments including those brought by the CONTRACTOR for the purpose of erection, testing and commissioning of the WORK.

**44.3** The final payment shall not become due until the CONTRACTOR delivers to the ENGINEER-IN-CHARGE a complete release or waiver of all liens arising or which may arise out of his agreement or receipt in full or certification by the CONTRACTOR in a form approved by ENGINEER-IN-CHARGE that all invoices for labour, materials, services have been paid in lien thereof and if required by the ENGINEER-IN-CHARGE in any case an affidavit that so far as the CONTRACTOR has knowledge or information the releases and receipts include all the labour and material for which a lien could be filled.

**44.4** CONTRACTOR will indemnify and hold the EMPLOYER harmless, for a period of two years after the issue of FINAL CERTIFICATE, from all liens and other encumbrances against the EMPLOYER on account of debts or claims alleged to be due from the CONTRACTOR or his SUB-CONTRACTOR to any person including SUB- CONTRACTOR and on behalf of EMPLOYER will defend at his own expense, any claim or litigation brought against the EMPLOYER or the CONTRACTOR in connection therewith. CONTRACTOR shall defend or contest at his own expense any fresh claim or litigation by any person including his SUB-CONTRACTOR, till its satisfactory settlement even after the expiry of two years from the date of issue of FINAL CERTIFICATE.

**45. Delays by employer or his authorised agents:**

**45.1** In case the CONTRACTOR's performance is delayed due to any act or omission on the part of the EMPLOYER or his authorised agents, then the CONTRACTOR shall be given due extension of time for the completion of the WORK, to the extent such omission on the part of the EMPLOYER has caused delay in the CONTRACTOR's performance of his WORK. 45.2 No adjustment in CONTRACT PRICE shall be allowed for reasons of such delays and extensions granted except as provided in TENDER DOCUMENT, where the EMPLOYER reserves the right to seek indulgence of CONTRACTOR to maintain the agreed Time Schedule of Completion. In such an event the CONTRACTOR shall be obliged for working by CONTRACTOR's personnel for additional time beyond stipulated working hours as also Sundays and Holidays and achieve the completion date/interim targets.



**46. Payment if the contract is terminated:**

**46.1** If the CONTRACT shall be terminated as per Tender pursuant to Clause no. 29 of GCC, the CONTRACTOR shall be paid by the EMPLOYER in so far as such amounts or items shall not have already been covered by payments of amounts made to the CONTRACTOR for the WORK executed and accepted by ENGINEER-IN-CHARGE prior to the date of termination at the rates and prices provided for in the CONTRACT and in addition to the following:

- a) The amount payable in respect of any preliminary items, so far as the Work or service comprised therein has been carried out or performed and an appropriate portion as certified by ENGINEER-IN-CHARGE of any such items or service comprised in which has been partially carried out or performed.
- b) Any other expenses which the CONTRACTOR has expended for performing the WORK under the CONTRACT subject to being duly recommended by ENGINEER-IN-CHARGE and approved by EMPLOYER for payment, based on documentary evidence of his having incurred such expenses.

**46.2** The CONTRACTOR will be further required to transfer the title and provide the following in the manner and as directed by the EMPLOYER.

- a) Any and all completed works.
- b) Such partially completed WORK including drawings, informations and CONTRACT rights as the CONTRACTOR has specially performed, produced or acquired for the performance of the CONTRACTOR.

**47. No waiver of rights:**

**47.1** Neither the inspection by the EMPLOYER or any of their officials, employees, or agents nor any order by the EMPLOYER for payment of money or any payment for or acceptance of the whole or any part of the Work by the EMPLOYER nor any extension of time, nor any possession taken by EMPLOYER shall operate as a waiver of any provision of the CONTRACT, or of any power herein reserved to the EMPLOYER, or any right to damages herein provided, nor shall any waiver of any breach in the CONTRACT be held to be a waiver of any other subsequent breach.

**48. Certificate not to affect right of employer and liability of contractor:**

**48.1** No interim payment certificate(s) issued by the Engineer-in-Charge of the EMPLOYER, nor any sum paid on account by the EMPLOYER, nor any extension of time for execution of the work granted by EMPLOYER shall affect or prejudice the rights of the Employer against the CONTRACTOR or relieve the CONTRACTOR of his obligations for the due performance of the CONTRACT, or be interpreted as approval of the WORK done or of the equipment supplied and no certificate shall create liability for the EMPLOYER to pay for alterations, amendments, variations or additional works not ordered, in writing, by EMPLOYER or discharge the liability of the CONTRACTOR for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify the EMPLOYER.

**49. Language and measures:**

All documents pertaining to the CONTRACT including Specifications, Schedules, Notices, Correspondence, operating and maintenance Instructions, DRAWINGS, or any other writing shall be written in English language. The Metric System of measurement shall be used in the CONTRACT unless otherwise specified.

**50. Transfer of title:**

The title of Ownership of supplies furnished by the CONTRACTOR shall not pass on to the EMPLOYER for all Supplies till the same are finally accepted by the EMPLOYER after the successful completion of PERFORMANCE TEST and GUARANTEE TEST and issue of FINAL CERTIFICATE. However, the EMPLOYER shall have the lien on all such works performed as soon as any advance or progressive

payment is made by the EMPLOYER to the CONTRACTOR and the CONTRACTOR shall not subject these works for use other than those intended under this CONTRACT.

**51. Release of information:**

The CONTRACTOR shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs, or other reproduction of the Work under this CONTRACT or description of the site dimensions, quantity, quality or other information, concerning the Work unless prior written permission has been obtained from the EMPLOYER.

**52. Brand names:**

The specific reference in the SPECIFICATIONS and documents to any material by trade name, make or catalogue number shall be construed as establishing standard or quality and performance and not as limited competition. However, TENDERER may offer other similar equipments provided it meets the specified standard design and performance requirements.

**53. Completion of contract:**

Unless otherwise terminated under the provisions of any other relevant clause, this CONTRACT shall be deemed to have been completed at the expiration of the PERIOD OF LIABILITY as provided for under the CONTRACT.

**54. Spares:**

**54.1** The CONTRACTOR shall furnish to the EMPLOYER all spares required for COMMISSIONING of the plants, recommendatory and/or mandatory spares, which are required essential by the manufacturer/supplier. The same shall be delivered at SITE, 3(Three) months before COMMISSIONING. Also the CONTRACTOR should furnish the manufacturing drawings for fast wearing spares.

**54.2** The CONTRACTOR guarantees the EMPLOYER that before the manufacturers of the equipments, plants and machineries go out of production of spare parts for the equipment furnished and erected by him, he shall give at least twelve (12) months' advance notice to the EMPLOYER, so that the latter may order his requirement of spares in one lot, if he so desires.

**SECTION-V**  
**PERFORMANCE OF WORK**

**55. Execution of work:**

All the Works shall be executed in strict conformity with the provisions of the CONTRACT Documents and with such explanatory detailed drawings, specification and instructions as may be furnished from time to time to the CONTRACTOR by the ENGINEER-IN-CHARGE whether mentioned in the CONTRACT or not. The CONTRACTOR shall be responsible for ensuring that works throughout are executed in the most substantial, proper and workmanlike manner with the quality of material and workmanship in strict accordance with the SPECIFICATIONS and to the entire satisfaction of the ENGINEER-IN-CHARGE. The CONTRACTOR shall provide all necessary materials equipment labour etc. for execution and maintenance of WORK till completion unless otherwise mentioned in the CONTRACT.

**56. Co-ordination and inspection of work:**

The coordination and inspection of the day-to-day work under the CONTRACT shall be the responsibility of the ENGINEER-IN-CHARGE. The written instruction regarding any particular job will normally be

passed by the ENGINEER-IN-CHARGE or his authorised representative. A work order book will be maintained by the CONTRACTOR for each sector in which the aforesaid written instructions will be entered. These will be signed by the CONTRACTOR or his authorised representative by way of acknowledgement within 12 hours.

**57. Work in monsoon and dewatering:**

Unless otherwise specified elsewhere in the tender, the execution of the WORK may entail working in the monsoon also. The CONTRACTOR must maintain a minimum labour force as may be required for the job and plan and execute the construction and erection according to the prescribed schedule. No extra rate will be considered for such work in monsoon.

During monsoon and other period, it shall be the responsibility of the CONTRACTOR to keep the construction work site free from water at his own cost.

**58. Work on Sundays and Holidays:**

For carrying out Work on Sundays, and Holidays, the CONTRACTOR will approach the ENGINEER- IN-CHARGE or his representative at least two days in advance and obtain permission in writing. The CONTRACTOR shall observe all labour laws and other statutory rules and regulations in force. In case of any violations of such laws, rules and regulations, consequence if any, including the cost thereto shall be exclusively borne by the CONTRACTOR and the EMPLOYER shall have no liability whatsoever on this account.

**59. General conditions for construction and erection work:**

**59.1** The working time at the site of work is 48 hours per week. Overtime work is permitted in cases of need and the EMPLOYER will not compensate the same. Shift working at 2 or 3 shifts per day will become necessary and the CONTRACTOR should take this aspect into consideration for formulating his rates for quotation. No extra claims will be entertained by the EMPLOYER on this account. For carrying out work beyond working hours the CONTRACTOR will approach the ENGINEER-IN-CHARGE or his authorised representative and obtain his prior written permission.

**59.2** The CONTRACTOR must arrange for the placement of workers in such a way that the delayed completion of the WORK or any part thereof for any reason whatsoever will not affect their proper employment. The EMPLOYER will not entertain any claim for idle time payment whatsoever.

**59.3** The CONTRACTOR shall submit to the EMPLOYER/ENGINEER-IN- CHARGE reports at regular intervals regarding the state and progress of WORK. The details and proforma of the report will mutually be agreed after the award of CONTRACT. The CONTRACTOR shall provide display boards showing progress and labour strengths at worksite, as directed by the ENGINEER-IN-CHARGE.

**60. Alterations in specifications, design and extra works:**

**60.1** The WORK covered under this CONTRACT having to be executed by the CONTRACTOR on a lumpsum firm price/item rate quoted by him, the EMPLOYER will not accept any proposals for changes in VALUE OF CONTRACT or extension in time on account of any such changes which may arise to the CONTRACTOR's scope of WORK as a result of detailed Engineering and thereafter during the execution of WORK. The only exception to this will be a case where the EMPLOYER requests in writing to the CONTRACTOR to upgrade the SPECIFICATIONS or the size of any major pieces of equipments, plant or machinery beyond what is normally required to meet the scope of WORK as defined in the CONTRACT DOCUMENT. In such cases, a change order will be initialled by the CONTRACTOR at the appropriate time for the EMPLOYER's prior approval giving the full back-up data for their review and for final

settlement of any impact on price within 30 (thirty) days thereafter.

**60.2** The ENGINEER-IN-CHARGE shall have to make any alterations in, omission from, additions to or substitutions for, the Schedule of Rates, the original specifications, drawings, designs and instructions that may appear to him to be necessary or advisable during the progress of the WORK and the CONTRACTOR shall be bound to carry out the such altered/ extra/ new items of WORK in accordance with any instructions which may be given to him in writing signed by the ENGINEER-IN- CHARGE, and such alterations, omissions, additions or substitutions shall not invalidate the CONTRACT and any altered, additional or substituted work which the CONTRACTOR may be directed to do in the manner above specified as part of the WORK shall be carried out by the CONTRACTOR on the same conditions in all respects on which he agreed to do the main WORK. The time of completion of WORK may be extended for the part of the particular job at the discretion of the ENGINEER-IN- CHARGE, for only such alterations, additions or substitutions of the WORK, as he may consider as just and reasonable. The rates for such additional, altered or substituted WORK under this clause shall be worked out in accordance with the following provisions:-

I. For Item Rate Contract

- a) If the rates for the additional, altered or substituted WORK are specified in the CONTRACT for the WORK, the CONTRACTOR is bound to carry on the additional, altered or substituted WORK at the same rates as are specified in the CONTRACT.
  - b) If the rates for the additional, altered or substituted WORK are not specifically provided in the CONTRACT for the WORK, the rates will be derived from the rates for similar class of WORK as are specified in the CONTRACT for the WORK. The opinion of the ENGINEER-IN- CHARGE, as to whether or not the rates can be reasonably so derived from the items in this CONTRACT will be final and binding on the CONTRACTOR.
  - c) If the rates for the altered, additional or substituted WORK cannot be determined in the manner specified in sub-clause(s) and (b) above, then the CONTRACTOR shall, within 7 days of the date of receipt of order to carry out the WORK, inform the ENGINEER-IN-CHARGE of the rates which it is his intention to charge for such class of WORK, supported by analysis of the rate or rates claimed, and the ENGINEER-IN-CHARGE shall determine the rate or rates on the basis of the prevailing market rates, labour cost at schedule of labour rates plus 10% to cover contractor's supervision, overheads and profit and pay the CONTRACTOR accordingly. The opinion of the ENGINEER- IN-CHARGE as to current market rates of materials and the quantum of labour involved per unit of measurement will be final and binding on the CONTRACTOR.
  - d) Where the item of work will be executed through nominated specialist agency as approved by the ENGINEER-IN-CHARGE, then the actual amount paid to such nominated agency supported by documentary evidence and as certified by ENGINEER-IN-CHARGE shall be considered plus 10% (ten percent) to cover all contingencies, overhead, profits to arrive at the rates.
  - e) Provisions contained in the Sub-clause (a) & (d) above shall, however, not apply for the following:-  
Where the value of additions of new items together with the value of alterations, additions/deletions or substitutions does not exceed by or is not less than plus/minus (+\_)25% of the VALUE OF CONTRACT. The item rates in the Schedule of Rates shall hold good for all such variations between the above mentioned limits, irrespective of any increase/decrease of quantities in the individual items of Schedule of Rates. Where the value of addition of new items together with the value of alterations, additions/deletions or substitutions reduces more than 25% of the contract value but is within the following limits the tenderer shall be paid compensation for decrease in the value of work, as follows:  
S.No. Range of Variation Percentage compensation for decrease in the value of work in the respective range. a) Beyond (+) 25% No increase and/or upto& inclusive of decrease shall be (+) 50% applicable for the Schedule of Rates (The rates quoted for this increase shall be valid). b) Beyond (-) 25% upto& For reduction beyond inclusive of (-) 50% 25%contractor shall be compensated by an amount equivalent to 10% of the reduction in value of the contract as awarded. For example if the actual contract value is 70% of awarded value then compensation shall be 10% of (75-70) i.e. 0.5% of awarded contract value.
- II. For Lumpsum Contracts CONTRACTOR shall, within 7 days of the date of receipt of order to carry out the WORK, inform the ENGINEER-IN- CHARGE of the rates which it is his intention to charge for

such class of WORK, supported by analysis of the rate or rates claimed, and the ENGINEER-IN-CHARGE shall determine the rate or rates on the basis of the prevailing market rates, labour cost at schedule of labour rates plus 10% to cover contractor's supervision, overheads and profit and pay the CONTRACTOR accordingly. The opinion of the ENGINEER-IN-CHARGE as to current market rates of materials and the quantum of labour involved per unit of measurement will be final and binding on the CONTRACTOR.

### **60.3 Drawings to be supplied by the employer**

The drawings attached with tender are only for the general guidance to the CONTRACTOR to enable him to visualize the type of work contemplated and scope of work involved. The CONTRACTOR will be deemed to have studied the DRAWINGS and formed an idea about the WORK involved.

Detailed working drawings on the basis of which actual execution of the WORK is to proceed, will be furnished from time to time during the progress of the work. The CONTRACTOR shall be deemed to have gone through the DRAWINGS supplied to him thoroughly and carefully and in conjunction with all other connected drawings and bring to the notice of the ENGINEER-IN-CHARGE discrepancies, if any, therein before actually carrying out the Work. 61.3 Copies of all detailed working drawings relating to the WORK shall be kept at the CONTRACTOR's office on the site and shall be made available to the ENGINEER-IN-CHARGE at any time during the CONTRACT. The drawings and other documents issued by the EMPLOYER shall be returned to the EMPLOYER on completion of the WORK.

### **60.4 Drawings to be supplied by the contractor:**

The drawings/date which are to be furnished by the CONTRACTOR are enumerated in the special conditions of contract, and shall be furnished within the specified time.

Where approval/review of drawings before manufacture/ construction/fabrication has been specified, it shall be CONTRACTOR's responsibility to have these drawings prepared as per the directions of ENGINEER-IN-CHARGE and got approved before proceeding with manufacture/construction/fabrication as the case may be. Any change that may have become necessary in these drawings during the execution of the work shall have to be carried out by the CONTRACTOR to the satisfaction of ENGINEER-IN-CHARGE at no extra cost. All final drawings shall bear the certification stamp as indicated below duly signed by both the CONTRACTOR and ENGINEER-IN-CHARGE. "Certified true for \_\_\_\_\_ (Name of Work) Agreement No. \_\_\_\_\_ (CONTRACTOR) (ENGINEER-IN-CHARGE)

Signed: \_\_\_\_\_ The DRAWINGS submitted by the CONTRACTOR shall be reviewed by the ENGINEER-IN-CHARGE as far as practicable within 3 (Three) weeks and shall be modified by the CONTRACTOR, if any modifications and/or corrections are required by the ENGINEER-IN-CHARGE. The CONTRACTOR shall incorporate such modifications and/or corrections and submit the final drawings for approval. Any delays arising out of failure by the CONTRACTOR to rectify the drawing in good time shall not alter the Contract Completion Time.

As built drawings showing all corrections, adjustments etc. shall be furnished by the CONTRACTOR in six copies and one transparent for record purposed to the EMPLOYER.

### **63. Setting out works:**

**63.1** The ENGINEER-IN-CHARGE shall furnish the CONTRACTOR with only the four corners of the Works site and a level bench mark and the CONTRACTOR shall set out the Works and shall provide an efficient staff for the purpose and shall be solely responsible for the accuracy of such setting out.

**63.2** The CONTRACTOR shall provide, fix and be responsible for the maintenance of all stakes, templates, level marks, profiles and other similar things and shall take all necessary precautions to prevent their removal or disturbance and shall be responsible for the consequence of such removal or disturbance should the same take place and for their efficient and timely reinstatement. The CONTRACTOR shall also be responsible for the maintenance of all existing survey marks, boundary marks, distance marks and center

line marks, either existing or supplied and fixed by the CONTRACTOR. The work shall be set out to the satisfaction of the ENGINEER-IN-CHARGE. The approval there of joining with the CONTRACTOR by the ENGINEER- IN-CHARGE in setting out the work, shall not relieve the CONTRACTOR of any of his responsibility.

**63.3** Before beginning the Works, the CONTRACTOR shall at his own cost, provide all necessary reference and level posts, pegs, bamboos, flags, ranging rods, strings and other materials for proper layout of the works in accordance with the schemes for bearing marks acceptable to the ENGINEER-IN-CHARGE. The center, longitudinal or face lines and cross lines shall be marked by means of small masonry pillars. Each pillar shall have distinct mark at the centre to enable theodolite to be set over it. No work shall be started until all these points are checked and approved by the ENGINEER-IN-CHARGE in writing but such approval shall not relieve the CONTRACTOR of any of his responsibilities. The CONTRACTOR shall also provide all labour, material and other facilities, as necessary, for the proper checking of layout and inspection of the points during construction.

**63.4** Pillars bearing geodetic marks located at the sites of units of WORKS under construction should be protected and fenced by the CONTRACTOR. **63.5** On completion of WORK, the CONTRACTOR must submit the geodetic documents according to which the WORK was carried out.

**64. Responsibility for level and alignment:**

**64.1** The CONTRACTOR shall be entirely and exclusively responsible for the horizontal and vertical alignment, the levels and correctness of every part of the WORK and shall rectify effectively any errors or imperfections therein, such rectifications shall be carried out by the CONTRACTOR, at his own cost, when instructions are issued to that effect by the ENGINEER- IN-CHARGE.

**65. Materials to be supplied by contractor:**

**65.1** The CONTRACTOR shall procure and provide within the VALUE OF CONTRACT the whole of the materials required for the construction including steels, cement and other building materials, tools, tackles, construction plant and equipment for the completion and maintenance of the WORK except the materials which will be issued by the EMPLOYER and shall make his own arrangement for procuring such materials and for the transport thereof. The EMPLOYER may give necessary recommendation to the respective authority if so desired by the CONTRACTOR but assumes no further responsibility of any nature. The EMPLOYER will insist on the procurement of materials which bear ISI stamp and/or which are supplied by reputed suppliers.

**65.2** The CONTRACTOR shall properly store all materials either issued to him or brought by him to the SITE to prevent damages due to rain, wind, direct exposure to sun, etc. as also from theft, pilferage, etc. for proper and speedy execution of his works. The CONTRACTOR shall maintain sufficient stocks of all materials required by him.

**65.3** No material shall be despatched from the CONTRACTOR's stores before obtaining the approval in writing of the ENGINEER-IN-CHARGE.

**66. Stores supplied by the employer:**

**66.1** If the SPECIFICATION of the WORK provides for the use of any material of special description to be supplied from the EMPLOYER's stores or it is required that the CONTRACTOR shall use certain stores to be provided by the ENGINEER-IN-CHARGE, such materials and stores, and price to be charged there for as hereinafter mentioned being so far as practicable for the convenience of the CONTRACTOR, but not so as in any way to control the meaning or effect of the CONTRACT, the CONTRACTOR shall be bound to purchase and shall be supplied such materials and stores as are from time to time required to be used by him for the purpose of the CONTRACT only. The sums due from the CONTRACTOR for the value of materials supplied by the EMPLOYER will be recovered from the running account bill on the basis of the actual consumption of materials in the works covered and for which the running account bill has been prepared. After the completion of the WORK, however, the CONTRACTOR has to account for the full quantity of materials supplied to him as per relevant clauses in this document.

**66.2** The value of the stores/materials as may be supplied to the CONTRACTOR by the EMPLOYER will be debited to the CONTRACTOR's account at the rates shown in the schedule of materials and if they are not entered in the schedule, they will be debited at cost price, which for the purpose of the CONTRACT shall include the cost of carriage and all other expenses whatsoever such as normal storage supervision charges which shall have been incurred in obtaining the same at the EMPLOYER's stores. All materials so supplied to the CONTRACTOR shall remain the absolute property of the EMPLOYER and shall not be removed on any account from the SITE of the WORK, and shall be at all times open for inspection to the ENGINEER-IN-CHARGE. Any such materials remaining unused at the time of the completion or termination of the CONTRACT shall be returned to the EMPLOYER's stores or at a place as directed by the ENGINEER-IN-CHARGE in perfectly good condition at CONTRACTOR's cost.

**67. Conditions for issue of materials:**

**67.1**

- i. Materials specified as to be issued by the EMPLOYER will be supplied to the CONTRACTOR by the EMPLOYER from his stores. It shall be responsibility of the CONTRACTOR to take delivery of the materials and arrange for its loading, transport and unloading at the SITE of WORK at his own cost. The materials shall be issued between the working hours and as per the rules of the EMPLOYER as framed from time to time.
- ii. The CONTRACTOR shall bear all incidental charges for the storage and safe custody of materials at site after these have been issued to him.
- iii. Materials specified as to be issued by the EMPLOYER shall be issued in standard sizes as obtained from the manufacturers.
- iv. The CONTRACTOR shall construct suitable Godowns at the SITE of WORK for storing the materials safe against damage by rain, dampness, fire, theft etc. He shall also employ necessary watch and ward establishment for the purpose.
- v. It shall be duty of the CONTRACTOR to inspect the materials supplied to him at the time of taking delivery and satisfy himself that they are in good condition. After the materials have been delivered by the EMPLOYER, it shall be the responsibility of the CONTRACTOR to keep them in good condition and if the materials are damaged or lost, at any time, they shall be repaired and/or replaced by him at his own cost according to the instructions of the ENGINEER-IN-CHARGE.
- vi. The EMPLOYER shall not be liable for delay in supply or non-supply of any materials which the EMPLOYER has undertaken to supply where such failure or delay is due to natural calamities, act of enemies, transport and procurement difficulties and any circumstances beyond the control of the EMPLOYER. In no case, the CONTRACTOR shall be entitled to claim any compensation or loss suffered by him on this account.
- vii. It shall be responsibility of the CONTRACTOR to arrange in time all materials required for the WORK other than those to be supplied by the EMPLOYER. If, however, in the opinion of the ENGINEER-IN-CHARGE the execution of the WORK is likely to be delayed due to the CONTRACTOR's inability to make arrangements for supply of materials which normally he has to arrange for, the ENGINEER-IN-CHARGE shall have the right at his own discretion to issue such materials, if available with the EMPLOYER or procure the materials from the market or as elsewhere and the CONTRACTOR will be bound to take such materials at the rates decided by the ENGINEER-IN-CHARGE. This, however, does not in any way absolve the CONTRACTOR from responsibility of making arrangements for the supply of such materials in part or in full, should such a situation occur nor shall this constitute a reason for the delay in the execution of the WORK.
- viii. None of the materials supplied to the CONTRACTOR will be utilised by the CONTRACTOR for manufacturing item which can be obtained as supplied from standard manufacturer in finished form.
- ix. The CONTRACTOR shall, if desired by the ENGINEER-IN-CHARGE, be required to execute an

Indemnity Bond in the prescribed form for safe custody and accounting of all materials issued by the EMPLOYER.

- x. The CONTRACTOR shall furnish to the ENGINEER-IN- CHARGE sufficiently in advance a statement showing his requirement of the quantities of the materials to be supplied by the EMPLOYER and the time when the same will be required by him for the works, so as to enable the ENGINEER-IN-CHARGE to make necessary arrangements for procurement and supply of the material.
- xi. Account of the materials issued by the EMPLOYER shall be maintained by CONTRACTOR indicating the daily receipt, consumption and balance in hand. This account shall be maintained in a manner prescribed by the ENGINEER-IN-CHARGE along with all connected papers viz. requisitions, issues, etc., and shall be always available for inspection in the CONTRACTOR's office at SITE.
- xii. The CONTRACTOR should see that only the required quantities of materials are got issued. The CONTRACTOR shall not be entitled to cartage and incidental charges for returning the surplus materials, if any, to the stores wherefrom they were issued or to the place as directed by the ENGINEER-IN-CHARGE.
- xiii. Materials/Equipment(s) supplied by EMPLOYER shall not be utilised for any purpose(s) than issued for.

**68. Material procured with assistance of employer/return of surplus:**

**68.1** Notwithstanding anything contained to the contrary in any or all the clauses of this CONTRACT where any materials for the execution of the CONTRACT are procured with the assistance of the EMPLOYER either by issue from EMPLOYER's stock or purchases made under order or permits or licences issued by Government, the CONTRACTOR shall hold the said materials as trustee for the EMPLOYER and use such materials economically and solely for the purpose of the CONTRACT and not dispose them off without the permission of the EMPLOYER and return, if required by the ENGINEER-IN-CHARGE, shall determine having due regard to the condition of the materials. The price allowed to the CONTRACTOR, however, shall not exceed the amount charged to him excluding the storage charges, if any. The decision of the ENGINEER-IN-CHARGE shall be final and conclusive in such matters. In the event of breach of the aforesaid condition, the CONTRACTOR shall, in terms of the licences or permits and/or criminal breach of trust, be liable to compensate the EMPLOYER at double rate or any higher rate, in the event of those materials at that time having higher rate or not being available in the market, then any other rate to be determined by the ENGINEER-IN-CHARGE and his decision shall be final and conclusive.

**69. Materials obtained from dismantling:**

If the CONTRACTOR in the course of execution of the WORK is called upon to dismantle any part for reasons other than those stipulated in Clauses 74 and 77 hereunder, the materials obtained in the WORK of dismantling etc., will be considered as the EMPLOYER's property and will be disposed off to the best advantage of the EMPLOYER.

**70. Articles of value found:**

All gold, silver and other minerals of any description and all precious stones, coins, treasure relics, antiquities and other similar things which shall be found in, under or upon the SITE, shall be the property of the EMPLOYER and the CONTRACTOR shall duly preserve the same to the satisfaction of the ENGINEER-IN-CHARGE and shall from time to time deliver the same to such person or persons indicated by the EMPLOYER.

**71. Discrepancies between instructions:**



Should any discrepancy occur between the various instructions furnished to the CONTRACTOR, his agent or staff or any doubt arises as to the meaning of any such instructions or should there be any misunderstanding between the CONTRACTOR's staff and the ENGINEER-IN-CHARGE's staff, the CONTRACTOR shall refer the matter immediately in writing to the ENGINEER-IN-CHARGE whose decision thereon shall be final and conclusive and no claim for losses alleged to have been caused by such discrepancies between instructions, doubts, or misunderstanding shall in any event be admissible.

**72. Action where no specification is issued:**

In case of any class of WORK for which there is no SPECIFICATION supplied by the EMPLOYER as mentioned in the Tender Documents such WORK shall be carried out in accordance with Indian Standard Specifications and if the Indian Standard Specifications do not cover the same, the WORK should be carried out as per standard Engineering Practice subject to the approval of the ENGINEER-IN-CHARGE.

**73. Inspection of works:**

**73.1** The ENGINEER-IN-CHARGE will have full power and authority to inspect the WORK at any time wherever in progress either on the SITE or at the CONTRACTOR's premises/workshops wherever situated, premises/ workshops of any person, firm or corporation where WORK in connection with the CONTRACT may be in hand or where materials are being or are to be supplied, and the CONTRACTOR shall afford or procure for the ENGINEER-IN-CHARGE every facility and assistance to carry out such inspection. The CONTRACTOR shall, at all time during the usual working hours and at all other time at which reasonable notice of the intention of the ENGINEER-IN-CHARGE or his representative to visit the WORK shall have been given to the CONTRACTOR, either himself be present or receive orders and instructions, or have a responsible agent duly accredited in writing, present for the purpose. Orders given to the CONTRACTOR's agent shall be considered to have the same force as if they had been given to the CONTRACTOR himself. The CONTRACTOR shall give not less than seven days notice in writing to the ENGINEER-IN-CHARGE before covering up or otherwise placing beyond reach of inspection and measurement of any work in order that the same may be inspected and measured. In the event of breach of above the same shall be uncovered at CONTRACTOR's expense for carrying out such measurement or inspection.

**73.2** No material shall be despatched from the CONTRACTOR's stores before obtaining the approval in writing of the Engineer-in-Charge. The CONTRACTOR is to provide at all time during the progress of the WORK and the maintenance period, proper means of access with ladders, gangways etc. and the necessary attendance to move and adopt as directed for inspection or measurements of the WORK by the ENGINEER-IN-CHARGE.

**73.3** The CONTRACTOR shall make available to the ENGINEER-IN-CHARGE free of cost all necessary instruments and assistance in checking or setting out of WORK and in the checking of any WORK made by the CONTRACTOR for the purpose of setting out and taking measurements of WORK.

**74. Tests for quality of work:**

**74.1** All workmanship shall be of the respective kinds described in the CONTRACT DOCUMENTS and in accordance with the instructions of the ENGINEER-IN-CHARGE and shall be subjected from time to time to such test at CONTRACTOR's cost as the ENGINEER-IN-CHARGE may direct at the place of manufacture or fabrication or on the site or at all or any such places. The CONTRACTOR shall provide assistance, instruments, labour and materials as are normally required for examining, measuring and testing any workmanship as may be selected and required by the ENGINEER-IN-CHARGE.

**74.2** All the tests that will be necessary in connection with the execution of the WORK as decided by the ENGINEER-IN-CHARGE shall be carried out at the field testing laboratory of the EMPLOYER by

paying the charges as decided by the EMPLOYER from time to time. In case of non-availability of testing facility with the EMPLOYER, the required test shall be carried out at the cost of CONTRACTOR at Government or any other testing laboratory as directed by ENGINEER-IN-CHARGE.

- 74.3** If any tests are required to be carried out in conjunction with the WORK or materials or workmanship not supplied by the CONTRACTOR, such tests shall be carried out by the CONTRACTOR as per instructions of ENGINEER-IN-CHARGE and cost of such tests shall be reimbursed by the EMPLOYER.

**75. Samples for approval:**

The CONTRACTOR shall furnish to the ENGINEER-IN-CHARGE for approval, when requested or if required by the specifications, adequate samples of all materials and finished to be used in the WORK. Such samples shall be submitted before the WORK is commenced and in ample time to permit tests and examinations thereof. All materials furnished and finishes applied in actual WORK shall be fully equal to the approved samples.

**76. Action and compensation in case of bad work:**

If it shall appear to the ENGINEER-IN-CHARGE that any work has been executed with unsound, imperfect or unskilled workmanship, or with materials of any inferior description, or that any materials or articles provided by the CONTRACTOR for the execution of the WORK are unsound, or of a quality inferior to that contracted for, or otherwise not in accordance with the CONTRACT, the CONTRACTOR shall on demand in writing from the ENGINEER-IN-CHARGE or his authorised representative specifying the WORK, materials or articles complained of notwithstanding that the same may have been inadvertently passed, certified and paid for, forthwith rectify or remove and reconstruct the WORK so specified and provide other proper and suitable materials or articles at his own cost and in the event of failure to do so within the period specified by the ENGINEER-IN-CHARGE in his demand aforesaid, the CONTRACTOR shall be liable to pay compensation at the rate of 1 % (One percent) of the estimated cost of the whole WORK, for every week limited to a maximum of 10% (ten percent) of the value of the whole WORK, while his failure to do so shall continue and in the case of any such failure the ENGINEER-IN-CHARGE may on expiry of notice period rectify or remove and re-execute the WORK or remove and replaced with others, the materials or articles complained of to as the case may be at the risk and expense in all respects of the CONTRACTOR. The decision of the Engineering-in-charge as to any question arising under this clause shall be final and conclusive.

**77. Suspension of works:**

**77.1**

- I. Subject to the provisions of sub-para (ii) of this clause, the CONTRACTOR shall, if ordered in writing by the ENGINEER-IN-CHARGE, or his representative, temporarily suspend the WORKS or any part thereof for such written order, proceed with the WORK therein ordered to be suspended until, he shall have received a written order to proceed therewith. The CONTRACTOR shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the WORKS aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the WORKS as aforesaid will be granted to the CONTRACTOR should he apply for the same provided that the suspension was not consequent to any default or failure on the part of the CONTRACTOR.
- II. In case of suspensions of entire WORK, ordered in writing by ENGINEER-IN-CHARGE, for a period of more than two months, the CONTRACTOR shall have the option to terminate the CONTRACT.

**78. Employer may do part of work:**

**78.1** Upon failure of the CONTRACTOR to comply with any instructions given in accordance with the provisions of this CONTRACT the EMPLOYER has the alternative right, instead of assuming charge of entire WORK, to place additional labour force, tools, equipments and materials on such parts of the WORK, as the EMPLOYER may designate or also engage another CONTRACTOR to carry out the WORK. In such cases, the EMPLOYER shall deduct from the amount which otherwise might become due to the CONTRACTOR, the cost of such work and material with ten percent (10%) added to cover all departmental charges and should the total amount thereof exceed the amount due to the CONTRACTOR, the CONTRACTOR shall pay the difference to the EMPLOYER.

**79. Possession prior to completion:**

**79.1** The ENGINEER-IN-CHARGE shall have the right to take possession of or use any completed or partially completed WORK or part of the WORK. Such possession or use shall not be deemed to be an acceptance of any work completed in accordance with the CONTRACT agreement. If such prior possession or use by the ENGINEER-IN-CHARGE delays the progress of WORK, equitable adjustment in the time of completion will be made and the CONTRACT agreement shall be deemed to be modified accordingly.

**80. Defects Liability Period (Twelve months period of liability from the date of issue of completion certificate):**

**80.1** The CONTRACTOR shall guarantee the installation/WORK for a period of 12 months from the date of completion of WORK as certified by the ENGINEER-IN-CHARGE which is indicated in the Completion Certificate. Any damage or defect that may arise or lie undiscovered at the time of issue of Completion Certificate, connected in any way with the equipment or materials supplied by him or in the workmanship, shall be rectified or replaced by the CONTRACTOR at his own expense as deemed necessary by the ENGINEER-IN-CHARGE or in default, the ENGINEER-IN-CHARGE may carry out such works by other work and deduct actual cost incurred towards labour, supervision and materials consumables or otherwise plus 100% towards overheads (of which the certificate of ENGINEER-IN-CHARGE shall be final) from any sums that may then be or at any time thereafter, become due to the CONTRACTOR or from his Contract Performance Security, or the proceeds of sale thereof or a sufficient part on thereof.

**80.2** If the CONTRACTOR feels that any variation in WORK or in quality of materials or proportions would be beneficial or necessary to fulfil the guarantees called for, he shall bring this to the notice of the ENGINEER-IN-CHARGE in writing. If during the period of liability any portion of the WORK/equipment, is found defective and is rectified/ replaced, the period of liability for such equipment/ portion of WORK shall be operative from the date such rectification/ replacement are carried out and Contract Performance Guarantee shall be furnished separately for the extended period of liability for that portion of WORK/ equipment only. Notwithstanding the above provisions the supplier's, guarantees/warantees for the replaced equipment shall also be passed on to the EMPLOYER.

**80.3** LIMITATION OF LIABILITY Notwithstanding anything contrary contained herein, the aggregate total liability of CONTRACTOR under the Agreement or otherwise shall be limited to 100% of Agreement / Contract Value. However, neither party shall be liable to the other party for any indirect and consequential damages, loss of profits or loss of production.

**81. Care of works:**

**81.1** From the commencement to completion of the WORK, the CONTRACTOR shall take full responsibility for the care for all works including all temporary works and in case any damages, loss or injury shall happen to the WORK or to any part thereof or to any temporary works from any cause whatsoever, shall at his own cost repair and make good the same so that at completion the WORK shall be in good order and in conformity in every respects with the requirement of the CONTRACT and the ENGINEER-IN-CHARGE's instructions.

**81.2 DEFECTS PRIOR TO TAKING OVER:** If at any time, before the WORK is taken over, the ENGINEER-IN-CHARGE shall: a) Decide that any works done or materials used by the CONTRACTOR or by any SUB-CONTRACTOR is defective or not in accordance with the CONTRACT, or that the works or any portion thereof are defective, or do not fulfill the requirements of CONTRACT (all such matters being hereinafter, called 'Defects' in this clause), and b) As soon as reasonably practicable, gives to the CONTRACTOR notice in writing of the said decision, specifying particulars of the defects alleged to exist or to have occurred, then the CONTRACTOR shall at his own expenses and with all speed make good the defects so specified. In case CONTRACTOR shall fail to do so, the EMPLOYER may take, at the cost of the CONTRACTOR, such steps as may in all circumstances, be reasonable to make good such defects. The expenditure so incurred by the EMPLOYER will be recovered from the amount due to the CONTRACTOR. The decision of the ENGINEER-IN-CHARGE with regard to the amount to be recovered from the CONTRACTOR will be final and binding on the CONTRACTOR. As soon as the WORK has been completed in accordance with the CONTRACT (except in minor respects that do not affect their use for the purpose for which they are intended and except for maintenance there of provided in clause 80.1 of General Conditions of Contract) and have passed the tests on completion, the ENGINEER-IN-CHARGE shall issue a certificate (hereinafter called Completion Certificate) in which he shall certify the date on which the WORK have been so completed and have passed the said tests and the EMPLOYER shall be deemed to have taken over the WORK on the date so certified. If the WORK has been divided into various groups in the CONTRACT, the EMPLOYER shall be entitled to take over any group or groups before the other or others and there upon the ENGINEER-IN-CHARGE shall issue a Completion Certificate which will, however, be for such group or groups so taken over only. In such an event if the group /section/ part so taken over is related, to the integrated system of the work, not withstanding date of grant of Completion Certificate for group/ section/ part. The period of liability in respect of such group/ section/ part shall extend 12 (twelve) months from the date of completion of WORK. **81.2 DEFECTS AFTER TAKING OVER:** In order that the CONTRACTOR could obtain a COMPLETION CERTIFICATE he shall make good, with all possible speed, any defect arising from the defective materials supplied by the CONTRACTOR or workmanship or any act or omission of the CONTRACT or that may have been noticed or developed, after the works or groups of the works has been taken over, the period allowed for carrying out such WORK will be normally one month. If any defect be not remedied within a reasonable time, the EMPLOYER may proceed to do the WORK at CONTRACTOR's risk and expense and deduct from the final bill such amount as may be decided by the EMPLOYER. If by reason of any default on the part of the CONTRACTOR a COMPLETION CERTIFICATE has not been issued in respect of any portion of the WORK within one month after the date fixed by the CONTRACT for the completion of the WORK, the EMPLOYER shall be at liberty to use the WORK or any portion thereof in respect of which a completion certificate has not been issued, provided that the WORK or the portion thereof so used as aforesaid shall be afforded reasonable opportunity for completing these works for the issue of Completion Certificate.

**82. Guarantee/transfer of guarantee:**

For works like water-proofing, acid and alkali resisting materials, pre-construction soil treatment against termite or any other specialized works etc. the CONTRACTOR shall invariably engage SUB-CONTRACTORS who are specialists in the field and firms of repute and such a SUB-CONTRACTOR shall furnish guarantees for their workmanship to the EMPLOYER, through the CONTRACTOR. In case such a SUB-CONTRACTOR/ firm is not prepared to furnish a guarantee to the EMPLOYER, the CONTRACTOR shall give that guarantee to the EMPLOYER directly.

**83. Training of employer's personnel:**

The CONTRACTOR undertakes to provide training to Engineering personnel selected and sent by the EMPLOYER at the works of the CONTRACTOR without any cost to the EMPLOYER. The period and the nature of training for the individual personnel shall be agreed upon mutually between the

CONTRACTOR and the EMPLOYER. These engineering personnel shall be given special training at the shops, where the equipment will be manufactured and/ or in their collaborator's works and where possible, in any other plant where equipment manufactured by the CONTRACTOR or his collaborators is under installation or test to enable those personnel to become familiar with the equipment being furnished by the CONTRACTOR. EMPLOYER shall bear only the to and fro fare of the said engineering personnel.

**84. Replacement of defective parts and materials:**

If during the progress of the WORK, EMPLOYER shall decide and inform in writing to the CONTRACTOR, that the CONTRACTOR has manufactured any plant or part of the plant unsound or imperfect or has furnished plant inferior to the quality specified, the CONTRACTOR on receiving details of such defects or deficiencies shall at his own expenses within 7 (seven) days of his receiving the notice, or otherwise within such time as may be reasonably necessary for making it good, proceed to alter, reconstruct or remove such work and furnish fresh equipment's upto the standards of the specifications. In case the CONTRACTOR fails to do so, EMPLOYER may on giving the CONTRACTOR 7 (seven) day's notice in writing of his intentions to do so, proceed to remove the portion of the WORK so complained of and at the cost of CONTRACTOR's, perform all such works or furnish all such equipment's provided that nothing in the clause shall be deemed to deprive the EMPLOYER of or affect any rights under the CONTRACT, the EMPLOYER may otherwise have in respect of such defects and deficiencies.

The CONTRACTOR's full and extreme liability under this clause shall be satisfied by the payments to the EMPLOYER of the extra cost, of such replacements procured including erection/installation as provided for in the CONTRACT; such extra cost being the ascertained difference between the price paid by the EMPLOYER for such replacements and the CONTRACT price portion for such defective plants and repayments of any sum paid by the EMPLOYER to the CONTRACTOR in respect of such defective plant. Should the EMPLOYER not so replace the defective plant the CONTRACTOR's extreme liability under this clause shall be limited to the repayment of all such sums paid by the EMPLOYER under the CONTRACT for such defective plant.

**85. Indemnity**

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

**86. Construction aids, equipments, tools & tackles:**

CONTRACTOR shall be solely responsible for making available for executing the WORK, all requisite CONSTRUCTION EQUIPMENTS, Special Aids, Barges, Cranes and the like, all Tools, Tackles and Testing Equipment and Appliances, including imports of such equipment etc. as required. In case of import of the same the rates applicable for levying of Custom Duty on such Equipment, Tools, & Tackles and the duty drawback applicable thereon shall be ascertained by the CONTRACTOR from the concerned authorities of Government of India. It shall be clearly understood that EMPLOYER shall not in any way be responsible for arranging to obtain Custom Clearance and/or payment of any duties and/or duty draw backs etc. for such equipments so imported by the CONTRACTOR and the CONTRACTOR shall be fully responsible for all taxes, duties and documentation with regard to the same. Tenderer in his own interest may contact, for any clarifications in the matter, concerned agencies/Dept./Ministries of Govt. of India. All

clarifications so obtained and interpretations thereof shall be solely the responsibility of the CONTRACTOR.

**SECTION-VI**  
**CERTIFICATES AND PAYMENTS**

**87. Schedule of rates and payments:**

**87.1**

- I. **CONTRACTOR'S REMUNERATION:** The price to be paid by the EMPLOYER to CONTRACTOR for the whole of the WORK to be done and for the performance of all the obligations undertaken by the CONTRACTOR under the CONTRACT DOCUMENTS shall be ascertained by the application of the respective Schedule of Rates (the inclusive nature of which is more particularly defined by way of application but not of limitation, with the succeeding sub-clause of this clause) and payment to be made accordingly for the WORK actually executed and approved by the ENGINEER- IN-CHARGE. The sum so ascertained shall (excepting only as and to the extent expressly provided herein) constitute the sole and inclusive remuneration of the CONTRACTOR under the CONTRACT and no further or other payment whatsoever shall be or become due or payable to the CONTRACTOR under the CONTRACT.
- II. **SCHEDULE OF RATES TO BE INCLUSIVE:** The prices/rates quoted by the CONTRACTOR shall remain firm till the issue of FINAL CERTIFICATE and shall not be subject to escalation. Schedule of Rates shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing, completing and handing over the WORK to the EMPLOYER by the CONTRACTOR. The CONTRACTOR shall be deemed to have known the nature, scope, magnitude and the extent of the WORK and materials required though the CONTRACT DOCUMENT may not fully and precisely furnish them. Tenderer's shall make such provision in the Schedule of Rates as he may consider necessary to cover the cost of such items of WORK and materials as may be reasonable and necessary to complete the WORK. The opinion of the ENGINEER-IN-CHARGE as to the items of WORK which are necessary and reasonable for COMPLETION OF WORK shall be final and binding on the CONTRACTOR, although the same may not be shown on or described specifically in CONTRACT DOCUMENTS. Generality of this present provision shall not be deemed to cut down or limit in any way because in certain cases it may and in other cases it may not be expressly stated that the CONTRACTOR shall do or perform a work or supply articles or perform services at his own cost or without addition of payment or without extra charge or words to the same effect or that it may be stated or not stated that the same are included in and covered by the Schedule of Rates.
- III. **SCHEDULE OF RATES TO COVER CONSTRUCTION EQUIPMENTS, MATERIALS, LABOUR ETC.:** Without in any way limiting the provisions of the preceding sub-clause the Schedule of Rates shall be deemed to include and cover the cost of all construction equipment, temporary WORK (except as provided for herein), pumps, materials, labour, insurance, fuel, consumables, stores and appliances to be supplied by the CONTRACTOR and all other matters in connection with each item in the Schedule of Rates and the execution of the WORK or any portion thereof finished, complete in every respect and maintained as shown or described in the CONTRACT DOCUMENTS or as may be ordered in writing during the continuance of the CONTRACT.
- IV. **SCHEDULE OF RATES TO COVER ROYALTIES, RENTS AND CLAIMS:** The Schedule of Rates (i.e., VALUE OF CONTRACT) shall be deemed to include and cover the cost of all royalties and fees for the articles and processes, protected by letters, patent or otherwise incorporated in or used in connection with the WORK, also all royalties, rents and other payments in connection with obtaining materials of whatsoever kind for the WORK and shall include an indemnity to the EMPLOYER which the CONTRACTOR hereby gives against all actions, proceedings, claims, damages, costs and expenses arising from the incorporation in or use on the WORK of any such articles, processes or materials, octroi or other municipal or local Board Charges, if levied on materials, equipment or machineries to be brought to site for use on

WORK shall be borne by the CONTRACTOR.

- V. SCHEDULE OF RATES TO COVER TAXES AND DUTIES: No exemption or reduction of Customs Duties, Excise Duties, Sales Tax, Sales Tax on works Contract quay or any port dues, transport charges, stamp duties or Central or State Government or local Body or Municipal Taxes or duties, taxes or charges (from or of any other body), whatsoever, will be granted or obtained, all of which expenses shall be deemed to be included in and covered by the Schedule or Rates. The CONTRACTOR shall also obtain and pay for all permits or other privileges necessary to complete the WORK.
- VI. SCHEDULE OF RATES TO COVER RISKS OF DELAY: The Schedule of Rates shall be deemed to include and cover the risk of all possibilities of delay and interference with the CONTRACTOR's conduct of WORK which occur from any causes including orders of the EMPLOYER in the exercise of his power and on account of extension of time granted due to various reasons and for all other possible or probable causes of delay.
- VII. SCHEDULE OF RATES CANNOT BE ALTERED: For WORK under unit rate basis, no alteration will be allowed in the Schedule of Rates by reason of works or any part of them being modified, altered, extended, diminished or committed. The Schedule of Rates are fully inclusive of rates which have been fixed by the CONTRACTOR and agreed to by the EMPLOYER and cannot be altered. For lumpsum CONTRACTS, the payment will be made according to the WORK actually carried out, for which purpose an item wise, or work wise Schedule of Rates shall be furnished, suitable for evaluating the value of WORK done and preparing running account bill. Payment for any additional work which is not covered in the Schedule of Rates, shall only be released on issuance of change order.

#### **88. Procedure for measurement and billing of work in progress:**

- 88.1 BILLING PROCEDURE:** Following procedures shall be adopted for billing of works executed by the CONTRACTOR.
- 88.1.1** All measurements shall be recorded in sextuplicate on standard measurement sheets supplied by EMPLOYER and submitted to EMPLOYER/CONSULTANT for scrutiny and passing.
- 88.1.2** EMPLOYER/CONSULTANT shall scrutinise and check the measurements recorded on the sheets and shall certify correctness of the same on the measurement sheets.
- 88.1.3** ENGINEER-IN-CHARGE shall pass the bills after carrying out the comprehensive checks in accordance with the terms and conditions of the CONTRACTS, within 7 days of submission of the bills, complete in all respects and send the same to the Employer to effect payment to the CONTRACTOR.
- 88.1.4** HNGPL shall make all endeavour to make payments of undisputed amount of the bills submitted based on the joint measurements within 15 (Fifteen) days from the date of certification by the Engineer-in-Charge.
- 88.1.5** Measurements shall be recorded as per the methods of measurement spelt out in EMPLOYER / CONSULTANT SPECIFICATIONS / CONTRACT DOCUMENT. EMPLOYER /CONSULTANT shall be fully responsible for checking the measurements quantitatively and qualitatively as recorded in the Measurement Books/ Bills.
- 88.1.6** While preparing the final bills overall measurements will not be taken again. Only volume of work executed since the last measured bill alongwith summary of final measurements will be considered for the final bill. However, a detailed check shall be made as to missing measurements and in case there are any missing items or measurements the same shall be recorded.
- 88.1.7** COMPUTERISED BILLING SYSTEM : Haridwar Natural Gas Pvt. Ltd. has introduced Computerised Billing System whereby when the Bills are submitted in HNGPL by a Contractor, a receipt number is generated. The Contractor can know the status of the Bill through HNGPL website



**88.1 SECURED ADVANCE ON MATERIAL:** Unless otherwise provided elsewhere in the tender, no 'Secured Advance' on security of materials brought to site for execution of contracted items(s) shall be paid to the Contractor whatsoever.

**88.2 DISPUTE IN MODE OF MEASUREMENT:** In case of any dispute as to the mode of measurement not covered by the CONTRACT to be adopted for any item of WORK, mode of measurement as per latest Indian Standard Specifications shall be followed.

**88.3 ROUNDING-OFF OF AMOUNTS:** In calculating the amount of each item due to the CONTRACTOR in every certificate prepared for payment, sum of less than 50 paise shall be omitted and the total amount on each certificate shall be rounded off to the nearest rupees, i.e., sum of less than 50 paise shall be omitted and sums of 50 paise and more upto one rupee shall be reckoned as one rupee.

**89. Lumpsum in tender:**

The payment against any Lumpsum item shall be made only on completion of that item as per the provision of the CONTRACT after certification by ENGINEER-IN-CHARGE.

**90. Running account payments to be regarded as advance:**

All running account payments shall be regarded as payment by way of advance against the final payment only and not as payments for WORK actually done and completed and shall not preclude the requiring of bad, unsound and imperfect or unskilled work to be removed and taken away and reconstructed or re-erected or be considered as an admission of the due performance of the CONTRACT, or any part thereof, in this respect, or of the accruing of any claim by the CONTRACTOR, nor shall it conclude, determine or affect in any way the powers of the EMPLOYER under these conditions or any of them as to the final settlement and adjustment of the accounts or otherwise, or in any other way vary or affect the CONTRACT. The final bill shall be submitted by the CONTRACTOR within one month of the date of physical completion of the WORK, otherwise, the ENGINEER-IN-CHARGE's certificate of the measurement and of total amount payable for the WORK accordingly shall be final and binding on all parties

**91. Notice of claims for additional payments:**

Should the CONTRACTOR consider that he is entitled to any extra payment for any extra/additional WORKS or MATERIAL change in original SPECIFICATIONS carried out by him in respect of WORK he shall forthwith give notice in writing to the ENGINEER-IN-CHARGE that he claims extra payment. Such notice shall be given to the ENGINEER-IN-CHARGE upon which CONTRACTOR bases such claims and such notice shall contain full particulars of the nature of such claim with full details of amount claimed. Irrespective of any provision in the CONTRACT to the contrary, the CONTRACTOR must intimate his intention to lodge claim on the EMPLOYER within 10 (ten) days of the commencement of happening of the event and quantify the claim within 30 (thirty) days, failing which the CONTRACTOR will lose his right to claim any compensation/reimbursement/damages etc. or refer the matter to arbitration. Failure on the part of CONTRACTOR to put forward any claim without the necessary particulars as above within the time above specified shall be an absolute waiver thereof. No omission by EMPLOYER to reject any such claim and no delay in dealing therewith shall be waiver by EMPLOYER of any of this rights in respect thereof.

ENGINEER-IN-CHARGE shall review such claims within a reasonable period of time and cause to discharge these in a manner considered appropriate after due deliberations thereon. However, CONTRACTOR shall be obliged to carry on with the WORK during the period in which his claims are under consideration by the EMPLOYER, irrespective of the outcome of such claims, where additional payments for WORKS considered extra are justifiable in accordance with the CONTRACT provisions, EMPLOYER shall arrange to release the same in the same manner as for normal WORK payments. Such of the extra works so admitted by EMPLOYER shall be governed by all the terms, conditions, stipulations and specifications as are applicable for the CONTRACT. The rates for extra works shall generally be the unit rates provided for in the CONTRACT. In the event unit rates for extra works so executed are not

available as per CONTRACT, payments may either be released on day work basis for which daily/hourly rates for workmen and hourly rates for equipment rental shall apply, or on the unit rate for WORK executed shall be derived by interpolation/ extrapolation of unit rates already existing in the CONTRACT. In all the matters pertaining to applicability of rate and admittance of otherwise of an extra work claim of CONTRACTOR the decision of ENGINEER-IN-CHARGE shall be final and binding.

**92. Payment of contractor's bill:**

No payment shall be made for works estimated to cost less than Rs.10,000/- till the whole of the work shall have been completed and a certificate of completion given. But in case of works estimated to cost more than Rs.10,000/-, that CONTRACTOR on submitting the bill thereof be entitled to receive a monthly payment proportionate to the part thereof approved and passed by the ENGINEER-IN-CHARGE, whose certificate of such approval and passing of the sum so payable shall be final and conclusive against the CONTRACTOR. This payment will be made after making necessary corrections/deductions as stipulated elsewhere in the CONTRACT DOCUMENT for materials, Contract Performance Security, taxes etc. 92.2 Payment due to the CONTRACTOR shall be made by the EMPLOYER by Account Payee cheque forwarding the same to registered office or the notified office of the CONTRACTOR. In no case will EMPLOYER be responsible if the cheque is mislaid or misappropriated by unauthorised person/persons. In all cases, the CONTRACTOR shall present his bill duly pre-receipted on proper revenue stamp payment shall be made in Indian Currency. 92.3 In general payment of final bill shall be made to CONTRACTOR within 60 days of the submission of bill on joint measurements, after completion of all the obligations under the CONTRACT.

**93. Receipt for payment:**

Receipt for payment made on account of work when executed by a firm, must be signed by a person holding due power of attorney in this respect on behalf of the CONTRACTOR, except when the CONTRACTOR's are described in their tender as a limited company in which case the receipts must be signed in the name of the company by one of its principal officers or by some other person having authority to give effectual receipt for the company.

**94. Completion certificate:**

**94.1 APPLICATION FOR COMPLETION CERTIFICATE:** When the CONTRACTOR fulfils his obligation under Clause 81.1 he shall be eligible to apply for COMPLETION CERTIFICATE. The ENGINEER-IN-CHARGE shall normally issue to the CONTRACTOR the COMPLETION CERTIFICATE within one month after receiving any application therefore from the CONTRACTOR after verifying from the completion documents and satisfying himself that the WORK has been completed in accordance with and as set out in the construction and erection drawings, and the CONTRACT DOCUMENTS. The CONTRACTOR, after obtaining the COMPLETION CERTIFICATE, is eligible to present the final bill for the WORK executed by him under the terms of CONTRACT.

**94.2 COMPLETION CERTIFICATE:** Within one month of the completion of the WORK in all respects, the CONTRACTOR shall be furnished with a certificate by the ENGINEER-IN-CHARGE of such completion, but no certificate shall be given nor shall the WORK be deemed to have been executed until all scaffolding, surplus materials and rubbish is cleared off the SITE completely nor until the WORK shall have been measured by the ENGINEER-IN-CHARGE whose measurement shall be binding and conclusive. The WORKS will not be considered as complete and taken over by the EMPLOYER, until all the temporary works, labour and staff colonies are cleared to the satisfaction of the ENGINEER-IN-CHARGE. If the CONTRACTOR fails to comply with the requirements of this clause on or before the date fixed for the completion of the WORK, the ENGINEER-IN-CHARGE may at the expense of the CONTRACTOR remove such scaffolding, surplus materials and rubbish and dispose off the same as he thinks fit and clean off such dirt as aforesaid, and the CONTRACTOR shall forthwith pay the amount of all expenses so incurred and shall have no claim in respect of any such scaffolding or surplus materials as aforesaid except for any sum actually realised by the sale thereof.

**94.3** COMPLETION CERTIFICATE DOCUMENTS: For the purpose of Clause 94.0 the following documents will be deemed to form the completion documents:

- i) The technical documents according to which the WORK was carried out.
- ii) Six (6) sets of construction drawings showing therein the modification and correction made during the course of execution and signed by the ENGINEER-IN-CHARGE.
- iii) COMPLETION CERTIFICATE for 'embedded' and 'covered' up work.
- iv) Certificates of final levels as set out for various works.
- v) Certificates of tests performed for various WORKS.
- vi) Material appropriation, Statement for the materials issued by the EMPLOYER for the WORK and list of surplus materials returned to the EMPLOYER's store duly supported by necessary documents.

**95. Final decision and final certificate:**

Upon expiry of the period of liability and subject to the ENGINEER-IN-CHARGE being satisfied that the WORKS have been duly maintained by the CONTRACTOR during monsoon or such period as hereinbefore provided in Clause 80 & 81 and that the CONTRACTOR has in all respect duly made-up any subsidence and performed all his obligations under the CONTRACT, the ENGINEER-IN-CHARGE shall (without prejudice to the rights of the EMPLOYER to retain the provisions of relevant Clause hereof) otherwise give a certificate herein referred to as the FINAL CERTIFICATE to that effect and the CONTRACTOR shall not be considered to have fulfilled the whole of his obligations under CONTRACT until FINAL CERTIFICATE shall have been given by the ENGINEER-IN-CHARGE notwithstanding any previous entry upon the WORK and taking possession, working or using of the same or any part thereof by the EMPLOYER.

**96. Certificate and payments on evidence of completion:**

Except the FINAL CERTIFICATE, no other certificates or payments against a certificate or on general account shall be taken to be an admission by the EMPLOYER of the due performance of the CONTRACT or any part thereof or of occupancy or validity of any claim by the CONTRACTOR.

**97. Deductions from the contract price:**

All costs, damages or expenses which EMPLOYER may have paid or incurred, which under the provisions of the CONTRACT, the CONTRACTOR is liable/will be liable, will be claimed by the EMPLOYER. All such claims shall be billed by the EMPLOYER to the CONTRACTOR regularly as and when they fall due. Such claims shall be paid by the CONTRACTOR within 15 (fifteen) days of the receipt of the corresponding bills and if not paid by the CONTRACTOR within the said period, the EMPLOYER may, then, deduct the amount from any moneys due i.e., Contract Performance Security or becoming due to the CONTRACTOR under the CONTRACT or may be recovered by actions of law or otherwise, if the CONTRACTOR fails to satisfy the EMPLOYER of such claims.

**SECTION-VII**  
**TAXES AND INSURANCE**

**98. Taxes, Duties, Octroi etc:**

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the payment of any and all Taxes, Duties, including Excise duty, octroi etc. now or hereafter imposed, increased, modified, all the sales taxes, duties, octrois etc. now in force and hereafter increased, imposed or modified, from time to time in respect of WORKS and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Government authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to the persons employed by the CONTRACTOR and the CONTRACTOR shall be responsible for the compliance of all SUB-CONTRACTORS, with all applicable Central, State, Municipal and local law and regulation and requirement of any Central, State or local Government agency or authority. CONTRACTOR further agrees to defend, indemnify and hold EMPLOYER harmless from any liability or penalty which may be imposed by the Central, State or Local authorities by reason or any violation by CONTRACTOR or SUB-CONTRACTOR of such laws, suits or proceedings that may be brought against the EMPLOYER arising under, growing out of, or by reason of the work provided for by this CONTRACT, by third parties, or by Central or State Government authority or any administrative sub-division thereof. Tax deductions will be made as per the rules and regulations in force in accordance with acts prevailing from time to time.

**99. Sales tax/Turnover tax:**

Tenderer should quote all inclusive prices including the liability of Sales Tax/Turnover Tax whether on the works contract as a whole or in respect of bought out components used by the CONTRACTOR in execution of the CONTRACT. EMPLOYER shall not be responsible for any such liability of the CONTRACTOR in respect of this CONTRACT.

**100. Statutory variations**

Tenderer should quote prices inclusive of excise-duty and sales tax applicable on finished product. Any statutory variations in Excise Duty and sales tax on finished product during the contractual completion period, shall be to the Employer's account for which the Contractor will furnish documentary evidence(s) in support of their claims to HNGPL. However, any increase in the rate of these taxes and duties (E.D. and S.T.) beyond the contractual completion period shall be to Contractor's account and any decrease shall be passed on to HNGPL.

**101. Insurance:**

**101.1 GENERAL**

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the EMPLOYER as follows: CONTRACTOR at his cost shall arrange, secure and maintain insurance as may be necessary and to its full value for all such amounts to protect the WORKS in progress from time to time and the interest of EMPLOYER against all risks as detailed herein. The form and the limit of such insurance, as defined here in together with the under works thereof in each case should be as acceptable to the EMPLOYER. However, irrespective of work acceptance the responsibility to maintain adequate insurance coverage at all times during the period of CONTRACT shall be that of CONTRACTOR alone. CONTRACTOR's failure in this regard shall not relieve him of any of his responsibilities and obligations under CONTRACT.

Any loss or damage to the equipment, during ocean transportation, port/custom clearance, inland and port handling, inland transportation, storage, erection and commissioning till such time the WORK is taken over by EMPLOYER, shall be to the account of CONTRACTOR. CONTRACTOR shall be

responsible for preferring of all claims and make good for the damage or loss by way of repairs and/or replacement of the parts of the Work damaged or lost. CONTRACTOR shall provide the EMPLOYER with a copy of all insurance policies and documents taken out by him in pursuance of the CONTRACT. Such copies of document shall be submitted to the EMPLOYER immediately upon the CONTRACTOR having taken such insurance coverage. CONTRACTOR shall also inform the EMPLOYER at least 60(Sixty) days in advance regarding the expiry cancellation and/or changes in any of such documents and ensure revalidation/renewal etc., as may be necessary well in time. Statutory clearances, if any, in respect of foreign supply required for the purpose of replacement of equipment lost in transit and/or during erection, shall be made available by the EMPLOYER. CONTRACTOR shall, however, be responsible for obtaining requisite licences, port clearances and other formalities relating to such import. The risks that are to be covered under the insurance shall include, but not be limited to the loss or damage in handling, transit, theft, pilferage, riot, civil commotion, weather conditions, accidents of all kinds, fire, war risk (during ocean transportation only) etc. The scope of such insurance shall cover the entire value of supplies of equipments, plants and materials to be imported from time to time. All costs on account of insurance liabilities covered under CONTRACT will be to CONTRACTOR's account and will be included in VALUE OF CONTRACT. However, the EMPLOYER may from time to time, during the currency of the CONTRACT, ask the CONTRACTOR in writing to limit the insurance coverage risk and in such a case, the parties to the CONTRACT will agree for a mutual settlement, for reduction in VALUE OF CONTRACT to the extent of reduced premium amounts. CONTRACTOR as far as possible shall cover insurance with Indian Insurance Companies, including marine Insurance during ocean transportation.

- i) **EMPLOYEES STATE INSURANCE ACT:** The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold EMPLOYER harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB-CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the EMPLOYER arising under, growing out of or by reasons of the work provided for by this CONTRACTOR, by third parties or by Central or State Government authority or any political sub- division thereof. The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB-CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB- CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employees Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall secure the agreement of the SUB- CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB- CONTRACTOR's account. The EMPLOYER shall retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.
- ii) **WORKMEN COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE:** Insurance shall be effected for all the CONTRACTOR's employees engaged in the performance of this CONTRACT. If any of the work is sublet, the CONTRACTOR shall require the SUB-CONTRACTOR to provide workman's Compensation and employer's liability insurance for the later's employees if such employees are not covered under the CONTRACTOR's Insurance.
- iii) **ACCIDENT OR INJURY TO WORKMEN:** The EMPLOYER shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the EMPLOYER, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the EMPLOYER against all such

damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

- iv) **TRANSIT INSURANCE** In respect of all items to be transported by the CONTRACTOR to the SITE of WORK, the cost of transit insurance should be borne by the CONTRACTOR and the quoted price shall be inclusive of this cost.
- v) **COMPREHENSIVE AUTOMOBILE INSURANCE** This insurance shall be in such a form as to protect the Contractor against all claims for injuries, disability, disease and death to members of public including EMPLOYER's men and damage to the property of others arising from the use of motor vehicles during on or off the 'site' operations, irrespective of the Employership of such vehicles.
- vi) **COMPREHENSIVE GENERAL LIABILITY INSURANCE**
  - a) This insurance shall protect the Contractor against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Contractor, his agents, his employees, his representatives and Sub-Contractor's or from riots, strikes and civil commotion.
  - b) Contractor shall take suitable Group Personal Accident Insurance Cover for taking care of injury, damage or any other risks in respect of his Engineers and other Supervisory staff who are not covered under Employees State Insurance Act.
  - c) The policy shall cover third party liability. The third party (liability shall cover the loss/ disablement of human life (person not belonging to the Contractor) and also cover the risk of damage to others materials/ equipment/ properties during construction, erection and commissioning at site. The value of third party liability for compensation for loss of human life or partial/full disablement shall be of required statutory value but not less than Rs. 2 lakhs per death, Rs. 1.5 lakhs per full disablement and Rs. 1 lakh per partial disablement and shall nevertheless cover such compensation as may be awarded by Court by Law in India and cover for damage to others equipment/ property as approved by the Purchaser. However, third party risk shall be maximum to Rs. 10(ten) lakhs to death.
  - d) The Contractor shall also arrange suitable insurance to cover damage, loss, accidents, risks etc., in respect of all his plant, equipments and machinery, erection tools & tackles and all other temporary attachments brought by him at site to execute the work. e) The Contractor shall take out insurance policy in the joint name of EMPLOYER and Contractor from one or more nationalised insurance company from any branch office at Project site. f) Any such insurance requirements as are hereby established as the minimum policies and coverages which Contractor must secure and keep in force must be complied with, Contractor shall at all times be free to obtain additional or increased coverages at Contractor's sole expenses. vii) **ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY EMPLOYER:** CONTRACTOR shall also carry and maintain any and all other insurance(s) which he may be required under any law or regulation from time to time without any extra cost to EMPLOYER. He shall also carry and maintain any other insurance which may be required by the EMPLOYER.

## **102. Damage to Property or to any Person or any Third Party**

- 102.1 i) CONTRACTOR shall be responsible for making good to the satisfaction of the EMPLOYER any loss or any damage to structures and properties belonging to the EMPLOYER or being executed or procured or being procured by the EMPLOYER or of other agencies within in the premises of all the work of the EMPLOYER, if such loss or damage is due to fault and/or the negligence or willful acts or omission of the CONTRACTOR, his employees, agents, representatives or SUB-CONTRACTORS.
- ii) The CONTRACTOR shall take sufficient care in moving his plants, equipments and materials from one place to another so that they do not cause any damage to any person or to the property of the EMPLOYER or any third party including overhead and underground cables and in the event of any damage resulting to the property of the EMPLOYER or of a third party during the movement of the aforesaid plant, equipment or materials the cost of such damages including eventual loss of production, operation or services in any plant or establishment as estimated by the EMPLOYER or ascertained or

demanded by the third party shall be borne by the CONTRACTOR. Third party liability risk shall be Rupees One lakh for single accident and limited to Rupees Ten lakhs.

iii) The CONTRACTOR shall indemnify and keep the EMPLOYER harmless of all claims for damages to property other than EMPLOYER's property arising under or by reason of this agreement, if such claims result from the fault and/or negligence or willful acts or omission of the CONTRACTOR, his employees, agents, representative of SUB-CONTRACTOR.

**SECTION-VIII**  
**LABOUR LAWS**

**103. Labour laws:**

- 103.1 i) No labour below the age of 18 (eighteen) years shall be employed on the WORK.
- ii) The CONTRACTOR shall not pay less than what is provided under law to labourers engaged by him on the WORK.
- iii) The CONTRACTOR shall at his expense comply with all labour laws and keep the EMPLOYER indemnified in respect thereof.
- iv) The CONTRACTOR shall pay equal wages for men and women in accordance with applicable labour laws.
- v) If the CONTRACTOR is covered under the Contract labour (Regulation and Abolition) Act, he shall obtain a licence from licensing authority (i.e. office of the labour commissioner) by payment of necessary prescribed fee and the deposit, if any, before starting the WORK under the CONTRACT. Such fee/deposit shall be borne by the CONTRACTOR.
- vi) The CONTRACTOR shall employ labour in sufficient numbers either directly or through SUB-CONTRACTOR's to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the CONTRACT and to the satisfaction of the ENGINEER-IN-CHARGE.
- vii) The CONTRACTOR shall furnish to the ENGINEER-IN- CHARGE the distribution return of the number and description, by trades of the work people employed on the works. The CONTRACTOR shall also submit on the 4th and 19th of every month to the ENGINEER-IN-CHARGE a true statement showing in respect of the second half of the preceding month and the first half of the current month (1) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (2) the number of female workers who have been allowed Maternity Benefit as provided in the Maternity Benefit Act 1961 on Rules made thereunder and the amount paid to them.
- viii) The CONTRACTOR shall comply with the provisions of the payment of Wage Act 1936, Employee Provident Fund Act 1952, Minimum Wages Act 1948. Employers Liability Act 1938. Workmen's Compensation Act 1923, Industrial Disputes Act 1947, the Maternity Benefit Act 1961 and Contract Labour Regulation and Abolition Act 1970, Employment of Children Act 1938 or any modifications thereof or any other law relating thereto and rules made thereunder from time to time.
- ix) The ENGINEER-IN-CHARGE shall on a report having been made by an Inspecting Officer as defined in Contract Labour (Regulation and Abolition) Act 1970 have the power to deduct from the money due to the CONTRACTOR any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non- fulfillment of the Conditions of the Contract for the benefit of workers, non-payment of wages or of deductions made from his or their wages which are not justified by the terms of the Contract or non-observance of the said regulations.
- x) The CONTRACTOR shall indemnify the EMPLOYER against any payments to be made under and for the observance of the provisions of the aforesaid Acts without prejudice to his right to obtain indemnity from his SUB-CONTRACTOR's. In the event of the CONTRACTOR committing a default or breach of any of the provisions of the aforesaid Acts as amended from time to time, of furnishing any information or submitting or filling and Form/ Register/ Slip under the provisions of these Acts which is materially incorrect then on the report of the inspecting Officers, the CONTRACTOR shall without prejudice to any other liability pay to the EMPLOYER a sum not exceeding Rs.50.00 as Liquidated Damages for every default, breach or furnishing, making, submitting, filling materially incorrect statement as may be fixed by the ENGINEER-IN- CHARGE and in the event of the CONTRACTOR's



default continuing in this respect, the Liquidated Damages may be enhanced to Rs.50.00 per day for each day of default subject to a maximum of one percent of the estimated cost of the WORK put to tender. The ENGINEER-IN-CHARGE shall deduct such amount from bills or Contract Performance Security of the CONTRACTOR and credit the same to the Welfare Fund constitute under these acts. The decision of the ENGINEER-IN-CHARGE in this respect shall be final and binding.

**104. Implementation of Apprentices Act, 1961:**

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

**105. Contractor to indemnify the Employer:**

**105.1** i) The CONTRACTOR shall indemnify the EMPLOYER and every member, office and employee of the EMPLOYER, also the ENGINEER-IN-CHARGE and his staff against all actions, proceedings, claims, demands, costs and expenses whatsoever arising out of or in connection with the matters referred to in Clause 102.0 and elsewhere and all actions, proceedings, claims, demands, costs and expenses which may be made against the EMPLOYER for or in respect of or arising out of any failure by the CONTRACTOR in the performance of his obligations under the CONTRACT DOCUMENT. The EMPLOYER shall not be liable for or in respect of or arising out of any failure by the CONTRACTOR in the performance of his obligations under the CONTRACT DOCUMENT. The EMPLOYER shall not be liable for or in respect of any demand or compensation payable by law in respect or in consequence of any accident or injury to any workmen or other person. In the employment of the CONTRACTOR or his SUB-CONTRACTOR the CONTRACTOR shall indemnify and keep indemnified the EMPLOYER against all such damages and compensations and against all claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

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

iii) In every case in which by virtue of the provisions of Section 12, Sub-section (i) of workmen's compensation Act, 1923 or other applicable provision of Workmen Compensation Act or any other Act, the EMPLOYER is obliged to pay compensation to a workman employed by the CONTRACTOR in execution of the WORK, the EMPLOYER will recover from the CONTRACTOR the amount of the compensation so paid, and without prejudice to the rights of EMPLOYER under Section 12, Sub-section (2) of the said act, EMPLOYER shall be at liberty to recover such amount or any part thereof by deducting it from the Contract Performance Security or from any sum due to the CONTRACTOR

whether under this CONTRACT or otherwise. The EMPLOYER shall not be bound to contest any claim made under Section 12, Sub-section (i) of the said act, except on the written request of the CONTRACTOR and upon his giving to the EMPLOYER full security for all costs for which the EMPLOYER might become liable in consequence of contesting such claim.

**106. Health and sanitary arrangements for workers:**

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

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

**SECTION-IX**  
**APPLICABLE LAWS AND SETTLEMENT OF DISPUTES**

**107. Arbitration:**

**107.1** Unless otherwise specified, the matters where decision of the Engineer-in-Charge is deemed to be final and binding as provided in the Agreement and the issues/disputes which cannot be mutually resolved within a reasonable time, all disputes shall be referred to arbitration by Sole Arbitrator. The Employer [HNGPL.] shall suggest a panel of three independent and distinguished persons to the bidder/contractor/supplier/buyer (as the case may be) to select any one among them to act as the Sole Arbitrator. In the event of failure of the other parties to select the Sole Arbitrator within 30 days from the receipt of the communication suggesting the panel of arbitrators, the right of selection of the sole arbitrator by the other party shall stand forfeited and the EMPLOYER (HNGPL) shall have discretion to proceed with the appointment of the Sole Arbitrator. The decision of Employer on the appointment of the sole arbitrator shall be final and binding on the parties. The award of sole arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the sole arbitrator, the cost of arbitration proceedings shall be shared equally by the parties. The Arbitration proceedings shall be in English language and venue shall be Haridwar, India. Subject to the above, the provisions of (Indian) Arbitration & Conciliation ACT 1996 and the Rules framed there under shall be applicable. All matter relating to this contract are subject to the exclusive jurisdiction of the court situated in the state of Uthrakhand Bidders/suppliers/contractors may please note that the Arbitration & Conciliation Act 1996 was enacted by the Indian Parliament and is based on United Nations Commission on International Trade Law (UNCITRAL model law), which were prepared after extensive consultation with Arbitral Institutions and centers of International Commercial Arbitration. The United Nations General Assembly vide resolution 31/98 adopted the UNCITRAL Arbitration rules on 15 December 1976.

**107.2** FOR THE SETTLEMENT OF DISPUTES BETWEEN GOVERNMENT DEPARTMENT AND ANOTHER AND ONE GOVERNMENT DEPARTMENT AND PUBLIC ENTERPRISE AND ONE PUBLIC ENTERPRISE AND ANOTHER THE ARBITRATION SHALL BE AS FOLLOWS: "In the event of any dispute or difference between the parties hereto, such dispute or difference shall be resolved amicably by mutual consultation or through the good offices of empowered agencies of the Government. If such resolution is not possible, then, the unresolved dispute or difference shall be referred to arbitration of an arbitrator to be nominated by Secretary, Department of Legal Affairs ("Law Secretary") in terms of the Office Memorandum No.55/3/1/75-CF, dated the 19th December 1975 issued by the Cabinet Secretariat (Department of Cabinet Affairs), as modified from time to time. The Arbitration Act 1940 (10 of 1940) shall not be applicable to the arbitration under this clause. The award of the Arbitrator shall be binding upon parties to the dispute. Provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to Law Secretary whose decision shall bind the parties finally and conclusively.

**108. Jurisdiction:**

The CONTRACT shall be governed by and constructed according to the laws in force in INDIA. The CONTRACTOR hereby submits to the jurisdiction of the Courts situated at HARIDWAR for the purposes of disputes, actions and proceedings arising out of the CONTRACT, the courts at HARIDWAR only will have the jurisdiction to hear and decide such disputed, actions and proceedings.

**SECTION-X**  
**SAFETY CODES**

**109. General:**

**109.1** CONTRACTOR shall adhere to safe construction practice and guard against hazardous, and unsafe working conditions and shall comply with EMPLOYER's safety rules as set forth herein. Prior to start of construction, CONTRACTOR will be furnished copies of EMPLOYER's "Safety Code" for information and guidance, if it has been prepared.

**110. Safety regulations:**

110.1 i) In respect of all labour, directly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable.

ii) The CONTRACTOR shall observe and abide by all fire and safety regulations of the EMPLOYER. Before starting construction work CONTRACTOR shall consult with EMPLOYER's safety Engineers or ENGINEER-IN-CHARGE and must make good to the satisfaction of the EMPLOYER any loss or damage due to fire to any portion of the work done or to be done under this agreement or to any of the EMPLOYER's existing property.

**111. First aid and industrial injuries:**

111.1 i) CONTRACTOR shall maintain first aid facilities for its employees and those of its SUB- CONTRACTOR.

ii) CONTRACTOR shall make outside arrangements for ambulance service and for the treatment of industrial injuries. Names of those providing these services shall be furnished to EMPLOYER prior to start of construction and their telephone numbers shall be prominently posted in CONTRACTOR's field office.

ii) All critical industrial injuries shall be reported promptly to EMPLOYER, and a copy of CONTRACTOR's report covering each personal injury requiring the attention of a physician shall be furnished to the EMPLOYER.

**112. General rules:**

Smoking within the battery area, tank farm or dock limits is strictly prohibited. Violators of the no smoking rules shall be discharged immediately.

**113. Contractor's barricades:**

i) CONTRACTOR shall erect and maintain barricades required in connection with his operation to guard or protect: -

- a) Excavations
- b) Hoisting Areas.
- c) Areas adjudged hazardous by CONTRACTOR's or EMPLOYER's inspectors.
- d) EMPLOYER's existing property subject to damage by CONTRACTOR's Operations.
- e) Rail Road unloading spots.

ii) CONTRACTOR's employees and those of his SUB- CONTRACTOR's shall become acquainted with EMPLOYER's barricading practice and shall respect the provisions thereof.

iii) Barricades and hazardous areas adjacent to, but not located in normal routes of travel shall be marked by

red flasher lanterns at nights.

#### **114. Scaffolding:**

- 114.1** i) Suitable scaffolding should be provided for workmen for all works that cannot safely be done from the ground or from solid construction except such short period work as can be done safely from ladders. When a ladder is used an extra Mazdoor shall be engaged for holding the ladder and if the ladder is used for carrying material as well, suitable footholds and handholds shall be provided on the ladder and the ladder shall be given an inclination not steeper than 1 in 4 (1 horizontal and 4 vertical).
- ii) Scaffolding or staging more than 4 metres above the ground or floor, swing suspended from an overhead support or erected with stationary support shall have a guard rail properly attached, bolted, braced and otherwise retarded at least one metre high above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such openings as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.
- iii) Working platform, gangway and stairway should be so constructed that they should not sag unduly or unequally and if the height of platform of the gangway or the stairway is more than 4 metres above the ground level or floor level, they should be closely boarded, should have adequate width and should be suitably fastened as in ii) above.
- iv) Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum heights shall be 1 metre.
- v) Safe-means of access shall be provided to all working platforms and other working places, every ladder shall be securely fixed. No portable single ladder shall be over 9 metres in length while the width between side rails in rung ladder shall in no case be less than 30 cms for ladder upto and including 3 metres in length. For longer ladder this width should be increased 5mm for each additional foot of length. Uniform steps spacing shall not exceed 30 cms. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites or work shall be so stacked or placed to cause danger or inconvenience to any person or public. The CONTRACTOR shall also provide all necessary fencing and lights to protect the workers and staff from accidents, and shall be bound to bear the expenses of defense of every suit, action or other proceeding of law that may be brought by any person for injury sustained owing to neglect of the above precautions and pay any damages and costs which may be awarded in any such suit or action or proceeding to any such person or which may with the consent of the CONTRACTOR be paid to compromise any claim by any such person.

#### **115. Excavation and trenching:**

- 115.1** All trenches 1.2 metres or more in depth, shall at all times be supplied with at least one ladder for each 50 metres length or fraction thereof. Ladder shall be extended from bottom of the trenches to atleast 1 metre above the surface of the ground. The sides of the trenches which are 1.5M in depth shall be stepped back to give suitable slope or securely held by timber bracing, so as to avoid the danger of sides to collapse. The excavated materials shall not be placed within 1.5 metres of the edge of the trench or half of the trench width whichever is more. Cutting shall be done from top to bottom. Under no circumstances undermining or under-cutting shall be done.

#### **115.2 Demolition/general safety:**

- i) Before any demolition work is commenced and also during the progress of the demolition work
- a) All roads and open areas adjacent to the work site shall either be closed or suitably protected.
  - b) No electric cable or apparatus which is liable to be a source of danger shall remain electrically charged.
  - c) All practical steps shall be taken to prevent danger to persons employed from risk of fire or explosion

or flooding. No floor, roof or other part of the building shall be so overloaded with debris or materials as to render it unsafe.

ii) All necessary personal safety equipment as considered adequate by the ENGINEER-IN-CHARGE, should be kept available for the use of the persons employed on the SITE and maintained in condition suitable for immediate use, and the CONTRACTOR shall take adequate steps to ensure proper use of equipment by those concerned.

a) Workers employed on mixing asphaltic materials, cement and lime mortars shall be provided with protective footwear and protective gloves.

b) Those engaged in white washing and mixing or stacking or cement bags or any material which are injurious to the eyes be provided with protective goggles.

c) Those engaged in welding and cutting works shall be provided with protective face & eye shield, hand gloves, etc.

d) Stone breakers shall be provided with protective goggles and protective clothing and seated at sufficiently safe intervals.

e) When workers are employed in sewers and manholes, which are in use, the CONTRACTOR shall ensure that the manhole covers are opened and are ventilated atleast for an hour before the workers are allowed to get into the manholes, and the manholes so opened shall be cordoned off with suitable railing and provided with warning signals or board to prevent accident to the public.

f) The CONTRACTOR shall not employ men below the age of 18 years and women on the work of painting with products containing lead in any form. Wherever men above the age of 18 years are employed on the work of lead painting, the following precautions should be taken.

1) No paint containing lead or lead product shall be used except in the form of paste or readymade paint.

2) Suitable face masks should be supplied for use by the workers when paint is applied in the form of spray or a surface having lead paint dry rubbed and scrapped.

3) Overalls shall be supplied by the CONTRACTOR to the workmen and adequate facilities shall be provided to enable the working painters to wash them during and on cessation of work.

iii) When the work is done near any place where there is risk of drowning, all necessary safety equipment should be provided and kept ready for use and all necessary steps taken for prompt rescue of any person in danger and adequate provision should be made for prompt first aid treatment of all injuries likely to be sustained during the course of the work.

iv) Use of hoisting machines and tackles including their attachments, anchorage and supports shall conform to the following standards or conditions:

a) These shall be of good mechanical construction, sound materials and adequate strength and free from patent defect and shall be kept in good working order.

b) Every rope used in hoisting or lowering materials or as means of suspension shall be of durable quality and adequate strength and free from patent defects.

c) Every crane driver or hoisting appliance operator shall be properly qualified and no person under the age of 21 years should be in charge of any hoisting machine including any scaffolding, winch or give signals to the operator.

d) In case of every hoisting machine and of every chain ring hook, shackle, swivel, and pulley block used in hoisting or lowering or as means of suspension, the safe working load shall be ascertained by adequate means. Every hoisting machine and all gears referred to above shall be plainly marked with the safe working load of the conditions under which it is applicable and the same shall be clearly indicated. No part of any machine or any gear referred to above in this paragraph shall be loaded beyond safe

working load except for the purpose of testing.

e) In case of departmental machine, the safe working load shall be notified by the ENGINEER-IN-CHARGE. As regards CONTRACTOR's machines, the CONTRACTOR shall notify the safe working load of the machine to the ENGINEER-IN-CHARGE whenever he brings any machinery to SITE of WORK and get it verified by the Engineer concerned.

v) Motors, gears, transmission lines, electric wiring and other dangerous parts of hoisting appliances should be provided with efficient safeguards. Hoisting appliances should be provided with such means as to reduce to minimum the accidental descent of the load, adequate precautions should be taken to reduce the minimum risk of any part or parts of a suspended load becoming accidentally displaced. When workers are employed on electrical installations which are already energised, insulating mats, wearing apparel, such as gloves, sleeves, and boots as may be necessary should be provided. The workers shall not wear any rings, watches and carry keys or other materials which are good conductors of electricity.

vi) All scaffolds, ladders and other safety devices mentioned or described herein shall be maintained in safe conditions and no scaffolds, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.

vii) These safety provisions should be brought to the notice of all concerned by displaying on a notice board at a prominent place at the work-spot. The person responsible for compliance of the safety code shall be named therein by the CONTRACTOR.

viii) To ensure effective enforcement of the rules and regulations relating to safety precautions, the arrangements made by the CONTRACTOR shall be open to inspection by the Welfare Officer, ENGINEER-IN-CHARGE or safety Engineer of the Administration or their representatives. ix) Notwithstanding the above clauses there is nothing in these to exempt the CONTRACTOR for the operations of any other Act or rules in force in the Republic of India. The work throughout including any temporary works shall be carried out in such a manner as not to interfere in any way whatsoever with the traffic on any roads or footpath at the site or in the vicinity thereto or any existing works whether the property of the Administration or of a third party. In addition to the above, the CONTRACTOR shall abide by the safety code provision as per C.P.W.D. Safety code and Indian Standard Safety Code from time to time.

#### **117. Care in handling inflammable gas:**

117.1 The CONTRACTOR has to ensure all precautionary measures and exercise utmost care in handling the inflammable gas cylinder/inflammable liquids/paints etc. as required under the law and/or as advised by the fire Authorities of the EMPLOYER.

#### **118. Temporary combustibile structures:**

118.1 Temporary combustibile structures will not be built near or around work site.

#### **119. Precautions against fire:**

119.1 The CONTRACTOR will have to provide Fire Extinguishers, Fire Buckets and drums at worksite as recommended by ENGINEER-IN-CHARGE. They will have to ensure all precautionary measures and exercise utmost care in handling the inflammable gas cylinders/ inflammable liquid/ paints etc. as advised by ENGINEER-IN-CHARGE. Temporary combustibile structures will not be built near or around the work-site.

#### **120. Explosives:**

120.1 Explosives shall not be stored or used on the WORK or on the SITE by the CONTRACTOR without the permission of the ENGINEER-IN-CHARGE in writing and then only in the manner and to the extent to which such permission is given. When explosives are required for the WORK they will be stored in a special magazine to be provided at the cost of the CONTRACTOR in accordance with the Explosives Rules. The

CONTRACTOR shall obtain the necessary licence for the storage and the use of explosives and all operations in which or for which explosives are employed shall be at sole risk and responsibility of the CONTRACTOR and the CONTRACTOR shall indemnify the EMPLOYER against any loss or damage resulting directly or indirectly therefrom.

**121. Mines act:**

**SAFETY CODE:** The CONTRACTOR shall at his own expense arrange for the safety provisions as required by the ENGINEER-IN-CHARGE in respect of all labour directly employed for performance of the WORKS and shall provide all facilities in connection therewith. In case the CONTRACTOR fails to make arrangements and provides necessary facilities as aforesaid, the ENGINEER-IN-CHARGE shall be entitled to do so and recover the costs thereof from the CONTRACTOR.

Failure to comply with Safety Code or the provisions relating to report on accidents and to grant of maternity benefits to female workers shall make the CONTRACTOR liable to pay Company Liquidated Damages an amount not exceeding Rs.50/- for each default or materially incorrect statement. The decision of the ENGINEER-IN-CHARGE in such matters based on reports from the Inspecting Officer or from representatives of ENGINEER-IN-CHARGE shall be final and binding and deductions for recovery of such Liquidated Damages may be made from any amount payable to the CONTRACTOR from all the provisions of the Mines Act, 1952 or any statutory modifications or re-enactment thereof the time being in force and any Rules and Regulations made thereunder in respect of all the persons employed by him under this CONTRACT and shall indemnify the EMPLOYER from and against any claim under the Mines Act or the rules and regulations framed thereunder by or on behalf of any persons employed by him or otherwise.

**122. Preservation of place:**

**122.1** The CONTRACTOR shall take requisite precautions and use his best endeavours to prevent any riotous or unlawful behaviour by or amongst his worker and others employed or the works and for the preservation of peace and protection of the inhabitants and security of property in the neighborhood of the WORK. In the event of the EMPLOYER requiring the maintenance of a Special Police Force at or in the vicinity of the site during the tenure of works, the expenses thereof shall be borne by the CONTRACTOR and if paid by the EMPLOYER shall be recoverable from the CONTRACTOR.

**123. Outbreak of infectious diseases:**

The CONTRACTOR shall remove from his camp such labour and their facilities who refuse protective inoculation and vaccination when called upon to do so by the ENGINEER-IN-CHARGE's representative. Should Cholera, Plague or other infectious diseases break out the CONTRACTOR shall burn the huts, beddings, clothes and other belongings or used by the infected parties and promptly erect new huts on healthy sites as required by the ENGINEER-IN-CHARGE failing which within the time specified in the Engineer's requisition, the work may be done by the EMPLOYER and the cost thereof recovered from the CONTRACTOR.

**124. Use of intoxicants:**

The unauthorised sale of spirits or other intoxicants, beverages upon the work in any of the buildings, encampments or tenements owned, occupied by or within the control of the CONTRACTOR or any of his employee is forbidden and the CONTRACTOR shall exercise his influence and authority to the utmost extent to secure strict compliance with this condition. In addition to the above, the CONTRACTOR shall abide by the safety code provision as per C.P.W.D. safety code and Indian Standard Code framed from time to time.

**PROFORMA OF INDEMNITY BOND FOR SUPPLY OF MATERIALS BY EMPLOYER**

(To be executed on non-judicial stamped paper of appropriate value)

WHEREAS HARIDWAR NATURAL GAS PRIVATE LIMITED (hereinafter referred to as HNGPL ) which expression shall unless repugnant to the context includes their legal representatives, successors and assigns having their registered office at Bharat Petroleum Corporation Ltd., Landhora, Roorkee, Haridwar, Uttarakhand, India, 247667 has entered into a CONTRACT with \_\_\_\_\_ (hereinafter referred to as the CONTRACTOR which expression shall unless repugnant to the context include their legal representatives, successors and assigns) for \_\_\_\_\_ on the terms and conditions as set out, inter-alia, in the CONTRACT No..... Dated..... and various documents forming part thereof hereinafter collectively referred to as the "CONTRACT" which expression shall include all amendments, modifications and/or variations thereto.

AND WHEREAS

- i) HNGPL has agreed to supply to the CONTRACTOR, equipment, plants and materials (finished, semi-finished and raw) for the purpose of EXECUTION of the said CONTRACT by the CONTRACTOR (the equipment, plants and materials to be supplied by HNGPL to the CONTRACTOR, hereinafter for the sake of brevity referred to as the "said materials") and pending execution by the CONTRACTOR of the CONTRACT incorporating the said materials, the said materials shall be under the custody and charge of the CONTRACTOR and shall be kept, stored, altered, worked upon and/or fabricated at the sole risk and expense of the CONTRACTOR.
- ii) As a pre-condition to the supply of the said materials by HNGPL to the CONTRACTOR, HNGPL has required the CONTRACTOR to furnish to HNGPL an Indemnity Bond in the manner and upon terms and conditions hereinafter indicated.

NOW, THEREFORE, in consideration of the premises aforesaid the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified HNGPL from and against all loss, damage and destruction (inclusive but not limited to any or all loss or damage or destruction to or of the said materials or any item or part thereof by theft, pilferage, fire, flood, storm, tempest, lightning, explosion, storage, chemical or physical action or reaction, binding, warping, exposure, rusting, faulty workmanship, faulty fabrication, or faulty method or technique of fabrication, strike, riot, civil commotion, or other act or omission or commission whatsoever within or beyond the control of the CONTRACTOR, misuse and misappropriation (inclusive but not limited to the misuse or misappropriation by the CONTRACTOR and the Contractor's servants and/or agents) whatsoever to, or of in the said materials or any part of them thereof from the date that the same or relative part of item thereof was supplied to the CONTRACTOR upto and until the date of return to HNGPL of the said materials or relative part of item thereof or completed fabricated works(s) incorporating the said material and undertake to pay to HNGPL forthwith on demand in writing without protest or demur the value as specified by HNGPL of the said material or item or part thereof, lost, damaged, destroyed, misused and/or misappropriated, as the case may be or, together with HNGPL costs and expenses (inclusive of but not limited to handling, transportation, cartage, insurance, freight, packing and inspection costs/or expenses upto) and aggregate limit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). AND THE CONTRACTOR hereby agrees with HNGPL that:

- i) This Indemnity/Undertaking shall be a continuing Indemnity/ Undertaking and shall remain valid and irrevocable for all claims of HNGPL arising hereunder upto and until the midnight of \_\_\_\_\_ . However, if the CONTRACT for which this



Indemnity/Undertaking is given is not completed by this date, the CONTRACTOR hereby agrees to extend the Indemnity/Undertaking till such time as is required to fulfil the CONTRACT.

- ii) This Indemnity/Undertaking shall not be determined by any change in constitution or upon insolvency of the CONTRACTOR but shall be in all respects and for all purposes be binding and operative until payment of all moneys payable to HNGPL in terms of hereof.
- iii) The mere statement of allegation made by or on behalf of HNGPL in any notice or demand or other writing addressed to the CONTRACTOR as to any of the said material or item or part thereof having been lost, damaged, destroyed, misused or misappropriated while in the custody of the CONTRACTOR and/or prior to completion of the completed fabricated work(s) and delivery to job site thereof incorporating the said materials shall be conclusive of the factum of the said material or item or part thereof having been supplied to the CONTRACTOR and/or the loss, damage, destruction, misuse or misappropriation thereof, as the case may be, while in the custody of the CONTRACTOR and/or prior to the completion of the completed fabricated work(s) and delivery to job site thereof incorporating the said materials without necessity on the part of HNGPL to produce any documentary proof or other evidence whatsoever in support of this.
- iv) The amount stated in any notice of demand addressed by HNGPL to the CONTRACTOR as to the value of such said materials lost, damaged, destroyed, misused or misappropriated, inclusive relative to the costs and expenses incurred by HNGPL in connection therewith shall be conclusive of the value of such said materials and the said cost and expenses as also of the amount liable to be paid to HNGPL to produce any voucher, bill or other documentation or evidence whatsoever in support thereof and such amount shall be paid without any demur and on demand and no dispute shall be raised concerning the same.

The undersigned has full power to execute this Indemnity Bond on behalf of the CONTRACTOR under the Power of Attorney dated\_\_\_\_\_.

(SIGNED BY COMPETENT AUTHORITY)

Place:

Dated:

Official seal of the Contractor

## PROFORMA FOR CONTRACT AGREEMENT

LOA No. HNGPL/

Dated -----

Contract Agreement for the work of ----- of HNGPL Ltd. made on ----- between (Name and Address)-----, hereinafter called the “CONTRACTOR” (which term shall unless excluded by or repugnant to the subject or context include its successors and permitted assignees) of the one part and HARIDWAR NATURAL GAS PVT. LTD. hereinafter called the “EMPLOYER” (which term shall, unless excluded by or repugnant to the subject or context include its successors and assignees) of the other part.

### WHEREAS

- A. The EMPLOYER being desirous of having provided and executed certain work mentioned, enumerated or referred to in the Tender Documents including Letter Inviting Tender, General Tender Notice, General Conditions of Contract, Special Conditions of Contract, Specifications, Drawings, Plans, Time Schedule of completion of jobs, Schedule of Rates, Agreed Variations, other documents has called for Tender.
- B. The CONTRACTOR has inspected the SITE and surroundings of WORK specified in the Tender Documents and has satisfied himself by careful examination before submitting his tender as to the nature of the surface, strata, soil, sub-soil and ground, the form and nature of site and local conditions, the quantities, nature and magnitude of the work, the availability of labour and materials necessary for the execution of work, the means of access to SITE, the supply of power and water thereto and the accommodation he may require and has made local and independent enquiries and obtained complete information as to the matters and thing referred to, or implied in the tender documents or having any connection therewith and has considered the nature and extent of all probable and possible situations, delays, hindrances or interferences to or with the execution and completion of the work to be carried out under the CONTRACT, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and ancillary thereof affecting the execution and completion of the WORK and which might have influenced him in making his tender.
- C. The Tender Documents including the Notice Letter Inviting Tender, General Conditions of Contract, Special Conditions of Contract, Schedule of Rates, General Obligations, SPECIFICATIONS, DRAWINGS, PLANS, Time Schedule for completion of Jobs, Letter of Acceptance of Tender and any statement of agreed variations with its enclosures copies of which are hereto annexed form part of this CONTRACT though separately set out herein and are included in the expression “CONTRACT” wherever herein used.

### AND WHEREAS

The EMPLOYER accepted the Tender of the CONTRACTOR for the provision and the execution of the said WORK at the rates stated in the schedule of quantities of the work and finally approved by EMPLOYER (hereinafter called the "Schedule of Rates") upon the terms and subject to the conditions of CONTRACT.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:-

1. In consideration of the payment to be made to the CONTRACTOR for the WORK to be

executed by him, the CONTRACTOR hereby covenants with EMPLOYER that the CONTRACTOR shall and will duly provide, execute and complete the said work and shall do and perform all other acts and things in the CONTRACT mentioned or described or which are to be implied there from or may be reasonably necessary for the completion of the said WORK and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the contract.

2. In consideration of the due provision execution and completion of the said WORK, EMPLOYER does hereby agree with the CONTRACTOR that the EMPLOYER will pay to the CONTRACTOR the respective amounts for the WORK actually done by him and approved by the EMPLOYER at the Schedule of Rates and such other sum payable to the CONTRACTOR under provision of CONTRACT, such payment to be made at such time in such manner as provided for in the CONTRACT.

A N D

3. In consideration of the due provision, execution and completion of the said WORK the CONTRACTOR does hereby agree to pay such sums as may be due to the EMPLOYER for the services rendered by the EMPLOYER to the CONTRACTOR, such as power supply, water supply and others as set for in the said CONTRACT and such other sums as may become payable to the EMPLOYER towards the controlled items of consumable materials or towards loss, damage to the EMPLOYER'S equipment, materials construction plant and machinery, such payments to be made at such time and in such manner as is provided in the CONTRACT.

It is specifically and distinctly understood and agreed between the EMPLOYER and the CONTRACTOR that the CONTRACTOR shall have no right, title or interest in the SITE made available by the EMPLOYER for execution of the works or in the building, structures or work executed on the said SITE by the CONTRACTOR or in the goods, articles, materials etc., brought on the said SITE (unless the same specifically belongs to the CONTRACTOR) and the CONTRACTOR shall not have or deemed to have any lien whatsoever charge for unpaid bills will not be entitled to assume or retain possession or control of the SITE or structures and the EMPLOYER shall have an absolute and unfettered right to take full possession of SITE and to remove the CONTRACTOR, their servants, agents and materials belonging to the CONTRACTOR and lying on the SITE.

The CONTRACTOR shall be allowed to enter upon the SITE for execution of the WORK only as a licensee simpliciter and shall not have any claim, right, title or interest in the SITE or the structures erected thereon and the EMPLOYER shall be entitled to terminate such license at any time without assigning any reason.

The materials including sand, gravel, stone, loose, earth, rock etc., dug up or excavated from the said SITE shall, unless otherwise expressly agreed under this CONTRACT, exclusively belong to the EMPLOYER and the CONTRACTOR shall have no right to claim over the same and such excavation and materials should be disposed off on account of the EMPLOYER according to the instruction in writing issued from time to time by the ENGINEER-IN-CHARGE.

In Witness whereof the parties have executed these presents in the day and the year first above written.

Signed and Delivered for and on  
on behalf of EMPLOYER.

Signed and Delivered for and  
on behalf of the CONTRACTORS.

HNGPL

(NAME OF THE CONTRACTOR)

\_\_\_\_\_

**IN PRESENCE OF TWO WITNESSES**

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

### **Section 3: Special Conditions of Contract**

**(Attached Separately)**

### **Section 4: Scope of Work**

**(Attached Separately)**

### **Section 5: Schedule of Rates**

**(Attached Separately)**

**CUT-OUT SLIP**

**(To be pasted on the envelope containing Tender Fees, EMD / Bid Security, Power of Attorney & Integrity Pact)**

**DO NOT OPEN - THIS IS A QUOTATION**

***Tender* : HIRING AN AGENCY OF BILLING SERVICE PROVIDER FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION, INCLUDING REVENUE RECOVERY FOR DPNG, COMMERCIAL & INDUSTRIAL CUSTOMERS OF HNGPL IN HARIDWAR GA” FOR THE PERIOD OF TWO YEAR.**

***Tenderno.* : HNGPL/HARIDWAR/BILLING SERVICES/2024-25/01**

***Due Date&Time* : Upto 1400 Hrs. (IST) on 05-08-2024**

***From :***

***M/s* .....**  
.....  
.....  
.....  
.....

***To:***

**CEO,**  
**Haridwar Natural Gas Private Limited,**  
**Transit Camp: House No.-129, New Haridwar Colony, Behind Matrichaya Medical Centre, Ranipur Mode, Haridwar 249401.**  
**Landline: 01334-220333**  
**Email: [info@tenders@hngpl.co.in](mailto:info@tenders@hngpl.co.in)**

**CUT-OUT SLIP**

**(To be pasted on the envelope containing EMD / Bid Security, Power of Attorney & Integrity Pact)**

**DO NOT OPEN – THIS ENVELOPE  
CONTAINING EMD, POA & INTEGRITY  
PACT**

***Tender* : HIRING AN AGENCY OF BILLING SERVICE PROVIDER FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION, INCLUDING REVENUE RECOVERY FOR DPNG, COMMERCIAL & INDUSTRIAL CUSTOMERS OF HNGPL IN HARIDWAR GA” FOR THE PERIOD OF TWO YEAR.**

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***Due Date & Time* : Upto 1400 Hrs. (IST) on 05-08-2024**

***From :***

***M/s* .....**  
.....  
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.....  
.....

***To:***

**Haridwar Natural Gas Private Limited,  
Transit Camp, House No.-129, New  
Haridwar Colony, Behind Matrichaya  
Medical Centre, Ranipur Mode,  
Haridwar (U.K) - 249401.  
Email: [tenders@hngpl.co.in](mailto:tenders@hngpl.co.in)**

**CUT-OUT SLIP**

**(To be pasted on the envelope containing Price Bid)**

**PRICE BID – DO NOT OPEN**

***Tender*** : **HIRING AN AGENCY OF BILLING SERVICE PROVIDER FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION, INCLUDING REVENUE RECOVERY FOR DPNG, COMMERCIAL & INDUSTRIAL CUSTOMERS OF HNGPL IN HARIDWAR GA” FOR THE PERIOD OF TWO YEAR.**

***Tender no.*** : **HNGPL/HARIDWAR/BILLING SERVICES/24-25/01**

***Due Date & Time*** : ***Upto 1400 Hrs. (IST) on 05-08-2024***

***From :***

***M/s*** .....  
.....  
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.....  
.....  
.....

***To:***

**Haridwar Natural Gas Private Limited,  
Transit Camp, House No.-129, New  
Haridwar Colony, Behind Matrichaya  
Medical Centre, Ranipur Mode,  
Haridwar (U.K) - 249401  
Email: [tenders@hngpl.co.in](mailto:tenders@hngpl.co.in)**



**CUT-OUT SLIP**

**(To be pasted on the envelope containing Techno- Commercial Bid)**

**TECHNO-COMMERCIAL BID – DO NOT OPEN**

***Tender* : HIRING AN AGENCY OF BILLING SERVICE PROVIDER FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION, INCLUDING REVENUE RECOVERY FOR DPNG, COMMERCIAL & INDUSTRIAL CUSTOMERS OF HNGPL IN HARIDWAR GA” FOR THE PERIOD OF TWO YEAR.**

***Tender no.* : HNGPL/HARIDWAR/BILLING SERVICES/24-25/01**

***Due Date & Time* : Upto 1400 Hrs. (IST) on 05-08-2024**

***From :***

***M/s* .....**  
.....  
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.....  
.....

***To:***

**Haridwar Natural Gas Private Limited,  
Transit Camp, House No.-129, New  
Haridwar Colony, Behind Matrichaya  
Medical Centre, Ranipur Mode,  
Haridwar (U.K) - 249401.  
Email: [tenders@hngpl.co.in](mailto:tenders@hngpl.co.in)**

## Section 3

### SPECIAL CONDITIONS OF CONTRACT GENERAL

**INFORMATION: -**

The sub divisions of the documents in to separate sections every part of each shall be deemed to be supplementary of every other part and shall be read with and into the Contract so for as it may be practicable to do so. Where any portion of the special conditions of the Contract (**SCC**) is repugnant to or at variance with any provisions of the **GCC** then provision of **SCC** Shall be deemed to override the provision of **GCC** only to the extent of each repugnance or variations. In case of any contradictions the Decision of the Engineer- In- Charge will be final and binding on the Contractor.

**1. Duration of contract:**

The period of contract shall be two (2) years i.e. 24 months from the date of award of contract. This contract may be extended for one year on the same rates, tender terms and conditions, at the sole discretion of HNGPL, after requisite approvals. Quoted rates shall remain valid for the tenure of the contract and for extended period (if any).

**2. Price basis:**

Bidders to quote on the basis of **FIRM** prices inclusive of GST and all applicable taxes and duties as per scope of work defined above. No additional payment shall be admissible over and above the quoted price. The quantities indicated in all SOR items are tentative based on the prevailing as well as projected figure.

**3. Validity of quoted rates:**

The rates quoted and accepted shall remain valid for the entire period of the contract (including extended period) and no escalation whatsoever permissible after the award of contract.

**4. Taxes and duties:**

The rates quoted and accepted shall inclusive of GST and all applicable taxes, duties, service tax and other charges as applicable. HNGPL shall not entertain any such claim whatsoever on this account.

**5. Payment Terms:**

Vendor shall submit monthly running bill for the Meter reading & bill generation taken and other activities undertaken as per the SOR. HNGPL shall endeavor to release Payment within 30 day on the receipt of the verified bill along with requisite documents as advised and duly certified by Engineer-in-Charge.

**DELIVERABLE:**

Apart from submitting a daily / fortnightly / weekly/ report to the Designated Officer from HNGPL, the Contractor will ensure the timely submission of "Exception Reports" as deliverables. Few major exception reports are listed below:

- 1) Premises locked
- 2) Billing not done
- 3) Zero Consumption Cases
- 4) Details of defective meters
- 5) Details of meters with seals broken & glass broken, meter illegible
- 6) Details of same or less meter reading as compared to previous meter reading
- 7) Details of meter number different at site
- 8) Details of customers with meter changed
- 9) Permanent Disconnection (PD)/ Temporary Disconnection (TD) cases
- 10) New connection- First time bills
- 11) Theft/ malpractices observed
- 12) Misuse cases
- 13) Any digging near the transition fitting/MRS installed inside the customer premise.
- 14) Number of leakage cases observed in a fortnight with status.
- 15) Any other report as per the scope of the work would be provided.

**5.1 Terms of Payment for SOR item Meter Reading. bill distribution:**

Payment will be made 100% of the quoted rate w.r.t actual Meter readings received (will be verified by HNGPL representative through billing software's used by HNGPL, for examples as per customer list shared by HNGPL with agency consists 26000 nos. of customers, whereas agency is able to complete the entire billing process for 25000 nos. of customer in billing software, then HNGPL will certify the bill for only 25000 only.) and actual bills distributed. The frequency of Billing also, can be mutually altered depending on the load, performance & business requirements of HNGPL, EIC of the tender reserves the rights.

**6. Rejection of tender:**

HNGPL reserves the right to accept or reject the tender and to waive irregularities and formalities at its own discretion. Any attempt for canvassing shall debar the tender resulting in summarily rejection of the tender

**7. Contract Performance Security:**

The Contractor shall furnish to the Employer, within 30 days from the date of notification (FOI, LOI, LOA, WO) of award, a security of 10% of annualized Order/ Contract Value excl. of taxes & duties and additional security deposit as per SCC.

Contract Performance Security which will be valid for 90 days beyond the contract expiry date shall be refunded after the Defect Liability Period. GCC clause of Contract Performance Security shall be followed. Defect Liability Period (DLP) is 3 months from the date of completion of the contract.

The Contract performance Security shall be released after completion of defect liability period and issuance of completion certificate by EIC/Officer-In- Charge (OIC) of tender.

**8. Additional Security Deposits:**

1. For POS, & thermal printer etc. all equipment/s issued by HNGPL to agency/vendor: per equipment wise security deposit of INR Rs.1,50,000/- shall be deposited to HNGPL from the date of notification (FOI/LOI/LOA/WO) of award in the form of DD/NEFT/RTGS.
2. Meter reading device equipment/s issued by HNGPL to agency/vendor: per equipment wise security deposit of INR 2,50,000/- (as per PO) shall be deposited to HNGPL from the date of notification (FOI/LOI/LOA/WO) of award in the form of DD/NEFT/RTGS.

**9. Contract Agreement:**

The bidder must execute a contract agreement within 15 working days of the award of the work as per the format enclosed in tender Document and deposit all the additional security deposits without fail.

10. Bidder should have PF or ESIC, PAN and GST Registration number in its name.

11. Bidders to reconcile data and payments at the office of HNGPL in Haridwar every 15 days, throughout each month.

**PRICE REDUCTION SCHEDULE & PENALTIES****Price Reduction Schedule and Penalties for meter reading, bill distribution:**

1. In case any invoice to be delivered to the consumer is misplaced / lost, the Agency shall deliver another copy of the invoice to the consumer without any financial implication to HNGPL/ Consumer.
2. The Agency should ensure to complete bill generation (DPNG on-spot) and distribution within the time frame given by HNGPL. For I&C & NDEC bills delivered within same day after generation of bill.
3. It should be the responsibility of the Agency that all meter readers behave in a proper manner while taking meter reading. Any case related to behavior's/wrong act of the meter reader, if communicated to Agency by any means, should be closed within 24 hrs. of reporting and action taken report should also be submitted to HNGPL in writing. Agency to ensure that if any meter reader is terminated, he is not to be re-admitted in system at a later stage. If any such case is found, penalty of Rs 5000 per instance will be imposed by HNGPL on the Agency.
4. Agency shall validate/check all meter reading entered in server is actual with clear picture. There shall not be any deviation in meter reading entered in application and as in picture/s. If after billing cycle close any incident found, then penalty will be applicable Rs 200/ every incident. Once billing cycle is closed, any changes shall not be considered, until instructed by the representative of HNGPL in writing.

5. Agency/HNGPL shall validate/check same day payment commissions to meter Reader. A scenario where someone earns a commission if they generate a bill for a customer and that customer makes payment through (CHEQUE, POS and Online) on the same day. Commission-based compensation is standard.
6. Meter reading must be collected and a complete report (as suggested by the HNGPL from time-to-time basis) is required to be submitted as per the billing schedule given by HNGPL. Any delay in completing meter readings as per the schedule given by HNGPL shall attract a penalty equal to the per unit rate quoted by the agency in SOR.
7. HNGPL may carry out surprise checks in field and if it is found that the meter readers are either not carrying ID card or not in proper uniform, a penalty of Rs 500 per instance (per instance example if two-meter readers are operational in that sub area of Geographical area and found that both of them are not in the attire suggested then the number of instances will be counted as Two (2) numbers) may be imposed on the Agency.
8. If the under performance continues for 2 consecutive billing cycles i.e., Quarter wise in FY, HNGPL may issue a 30 days' notice to the vendor for termination of services, forfeit the BG and all deposits and at its sole discretion offload the total/part work to other bidder without any notice, with the risk and cost of the agency.

## **2. PENALTIES AND INCENTIVES:**

### **7.1 DEDUCTION CLAUSE:**

**A. Quantity of Meter Reading:** To ensure the maximum quantity of Meter reading, following deductions clause shall be applicable:

- i. If the percentage meter reading for a billing cycle is less than 95 %, an amount of 20 % of the SOR Quoted rate (excluding GST) will be deducted for each meter reading shortfall below 95 %. However, deduction will not be more than the invoice value.

Self-billing cases will not be considered as shortfall and will not be included for the computation of penalty. For initial 3 months for a billing cycle is less than 90 % will not attract any penalty.

No deduction will be made for reasons attributable to HNGPL for less metering as decided by EIC. Permanent House lock will not be included for the computation of penalty.

- ii. Continuous under performance for 3 consecutive billing cycles i.e., 3 months period shall lead to the termination of contract or HNGPL at its sole discretion offload the part work to other Contractor without any notice, with the risk and cost of the defaulter.
- iii. Also the performance shall be reviewed on half yearly basis i.e., after 6 months, if the required performance is not achieved it will lead to the termination of contract.

**B. Quality of Meter Reading:** In addition to Clause A, to ensure the better quality of photograph and meter reading received from the Contractor, the deduction clause shall be applicable as follows:

In case meter readings provided by the Contractor to HNGPL in the desired format are found to be incoherent/fictitious/erroneous then such meter readings shall not be considered for payment purpose.

In addition to photograph based audit, HNGPL at its own prerogative may select sample cases submitted by the Contractor for physical site based audit. In case any incoherency is observed with the data submitted by the Contractor, penalty of Rs.1000/- per case shall be imposed.

### **7.2 PENALTY CLAUSE (For Industrial & Commercial):**

- 1) The Contractor shall not be paid for wrong meter reading on receipt and/or verification of wrong meter reading.
- 2) In case meter readings provided by the Contractor to HNGPL in the desired format are found to be fictitious/erroneous then such meter readings shall be considered as wrong meter reading.
- 3) In case the photos received from the Contractor & corresponding reading aren't coherent, then the case would be considered as wrong meter reading case.
- 4) It is expected that 100% I&C cases should be actual photo based clear meter reading (In case of basic meter reading on 1st & 16th of every month). In case Contractor is unable to take actual photo-based meter reading of any customer, the justified reason for the same needs to be separately submitted to HNGPL for such exceptional cases.
- 5) If the Contractor is unable to meet the desired performance for 2 consecutive months, HNGPL may issue a two months period notice to the Contractor for termination of services "or at its sole discretion offload the part work to the other Contractor without any notice.
- 6) If 50% amount of bill recovery is not received in one cycle of 21 days then penalty amount of Rs 3000/cycle will deduct from the running bill of contractor.

### **3. INDEMINITY CLAUSE:**

Contractor shall submit indemnity on HNGPL prescribed format for compliance of statutory obligations. In case of non-compliance of statutory provisions, penalty will be imposed by the owner as may deem fit to cover its risk under the provisions of prevailing laws.

The penalties for non-compliance are for the purpose of deterrent to the contractor and in no way compensation for non-compliance. Contractor will be liable for any legal action, penalty, interest etc as may be decided by relevant Govt. authorities under the prevailing statutory provisions. Contractor has to indemnify HNGPL all the time as the principal employer for compliance of statutory regulations at his end. In case HNGPL is required to pay any amount or face legal action on behalf of contractor, the same shall be recovered from contractor.

**STANDARD CONDITIONS OF SCC: PART II (Applicable for allgroups)**

**Compliances under various Labour Laws**

The Contractor has to fully comply with all applicable Labour Laws and Regulations passed, modified and notified from time to time by the Central, State and Local Government agencies/authorities. Specific attention of the Contractor is drawn to the following obligations amongst others:

**1. The Minimum Wages Act, 1948, Payment of Wages Act, 1936 and Payment of Bonus Act 1965 or The Code on Wages, 2019 (after it comes into force)**

**1.1. Minimum Wages:**

- a. During the tenure of the contract, the Contractor must ensure the payment of minimum wages, as notified by the Central Government or State Government whichever is higher, as per the provisions of the Minimum Wages Act, 1948 / Code on Wages, 2019 (after it comes into force).
- b. **Wage period and monthly wages:** Wage period shall be monthly and wages for a month shall be calculated by multiplying daily rate of Minimum Wages by 26. The monthly wages include the wages of the weekly days of rest as applicable to the office/establishment of HNGPL.
- c. Deduction in case of any days of absence other than weekly days of rest shall be calculated using the following formula:

$$\text{Deduction for absence} = \text{days of absence} \times \text{applicable wage rate}$$

**1.2. Payment of Wages:**

The Contractor shall disburse monthly wages **through e-banking / digital mode through cashless transaction only** and avoid illegitimate deductions and maintain records /returns as prescribed. The Contractor shall be solely responsible for the payment of wages and other dues to the resources, if any, deployed by him latest by 7<sup>th</sup> day of the subsequent month as per the provisions of the Payment of Wages Act, 1936 / as applicable under Code on Wages, 2019 (after it comes into force) in the presence of Engineer In-charge (EIC) or authorized representative of HNGPL. After disbursement of wages, the representative of the Contractor and EIC/ authorised representative of HNGPL have to certify the payment of wages to the resources and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) / FORM-I of Code on Wages, 2019 (after it comes into force) with specific seal detailing name/designation/Company.

**1.3. Payment of Bonus:**

Contractor shall ensure payment of bonus as per the provisions of the Payment of Bonus Act, 1965 / Code on Wages, 2019 (after it comes into force). Present minimum rate of payment of Bonus as per the Payment of Bonus Act, 1965 is 8.33% of minimum wages per month or 8.33% of

Rs.7,000/- per month whichever is higher. The rate shall be subject to amendments made from time to time to the legislation.

Payment of Bonus / ex-gratia (if Bonus is not applicable) shall be made preferably before Deepawali festival falling after the end of relevant financial year(s) and the balance payment at the time of closure of contract.

The amount towards the payment of bonus/ex-gratia shall be released / reimbursed to the contractor, after submission of proof of payment.

## 2. Leaves/ Leave with wages/ Holiday:

The Contractor shall comply with all the applicable leave Rules including leave with wages in terms of applicable labour legislations i.e. Factories Act, 1948 / Shops & Establishment Act/ *Industrial Establishment (national & festival holidays, casual & sick leave) Act, 1965.*

The Contractor shall extend the leave with wages and maintain the Register of Leave pertaining to the resource deployed. The payment towards un-availed leave, as per the Factories Act, 1948 / Shops & Establishment Act, shall be settled with the resource at the time of closure of the contract or separation of resource from the contract by the contractor.

- i. As per the **Factories Act, 1948 (if applicable)**:-Annual Leave with Wages @ 01 day for every 20 days of work performed by him in the previous calendar year becomes due.
- ii. As per the **Shops & Establishment Act(if applicable)** : Privilege Leave not less than 15 days and Sickness/Casual Leave not less than 12 days ( this provision may vary from state to state).
- iii. **As per the Industrial Establishment (national & festival holidays, casual & sick leave) Act, 1965 / Negotiable Instrument Act 1881 / Shops & Establishment Act (as applicable):** (a) three national holidays of one whole day each on the 26<sup>th</sup> January, 15<sup>th</sup> August and 2<sup>nd</sup> October (b) five other holidays on any of the festivals specified in the - Schedule appended to this Act. (c) Every worker shall in each calendar year, be allowed by the employer 07 casual leave and 14 sick leave in such manner and on such conditions as may be prescribed (This provision may vary from state to state).

## 3. The Employees' Provident Fund & Miscellaneous Provisions Act 1952

- a) The Contractor shall have independent PF code no. with the RPFC as required under the Employees' PF & Misc. Provisions Act, 1952.
- b) The Contractor has to ensure compliance (as per prevailing rates) and extend benefits under the Employees' Provident Fund Scheme 1952, the Employees' Pension Scheme 1995 & the Employees' Deposit Linked Insurance Scheme, 1976 to the resources deployed by him.
- c) The Contractor is required to submit copies of **separate e-Challans / ECR alongwith proof of payment/receipt** in respect of resources engaged through this contract only, on monthly basis. **Common challans would not be acceptable in HNGPL.** The Contractor should submit copies of previous months EPFe-Challans / ECR alongwith current month's bill. The TRRN. No. of the ECR would be verified online from EPFO portal by the Engineer-in-charge to confirm the status of payment and names of the resources deployed.
- d) **PF is mandatory irrespective of the number of resources deployed** by the Contractor under this contract. **PF membership and deposit of PF contribution is also mandatory even if the wage payment to the resource is exceeding the prescribed monthly wage ceiling ( i.e. Rs. 15,000/-) under the Employees' PF & Misc. Provisions Act, 1952 and in such case the**

liability of the Contractor towards PF contribution shall be limited to the prescribed monthly wage ceiling notified from time to time ( i.e. Rs. 15,000/- currently).

- e) In case, the Contractor deploys any “**International Worker**”, the Contractor should also make compliance under para 83 of EPF Scheme, 1952 i.r.o the “International Workers” and must register on the **International Worker Portal of EPFO**.

#### **4. The Employees’ State Insurance Act, 1948 (If applicable and as per prevailing rates)**

- a) The Contractor shall have his own ESI code No. allotted by Employees’ State Insurance Corporation (ESIC) as required under the Employees’ State Insurance Act, 1948.
- b) The Contractor has to arrange **Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card** for the resource(s) engaged by him from the Corporation.

#### **5. The Employees’ Compensation Act 1923 (wherever applicable)**

In case, the work place is out of the notified coverage area under ESIC i.e. ESIC is not implemented in the area **or** in case of excluded employees under ESIC, the Contractor is required to take Employee Compensation / Workmen Compensation Policy from IRDAI approved Insurance Company taking into consideration the maximum compensation liability as per provisions of Employees’ Compensation Act, 1923. It must be ensured that the contractor/contracting firm should extend coverage to the contract workers through Employee Compensation Policy, to meet the **Compensation Liability under Employee’s Compensation Act, 1923 along with Medi-claim Floater Policy with a coverage of Rs 3 lakhs per resource covering his /her spouse and two children.**

#### **6. Group Personal Accident Insurance Policy**

The Contractor is required to take a Group Personal Accident Insurance Policy with coverage of **Rs. 5 Lakhs (covering death, permanent disability + partial disability)** per resource for the entire period of contract covering all resources deployed under the contract.

#### **7. The Payment of Gratuity Act, 1972**

In case of Death or permanent disablement of a resource during execution of work under the contract, the Contractor has to pay the Gratuity as per the provision under the Payment of Gratuity Act, 1972 to the nominee(s) of the resource as per the details maintained in the duly signed Nomination Form maintained by the Contractor. The proof of disbursement may be submitted to the EIC for claiming reimbursement of amount paid towards death Gratuity from HNGPL.

#### **8. The Contract Labour (R&A) Act, 1970**

- a) The Contractor is required to obtain Labour license under the provisions of the Contract Labour (R&A) Act, 1970 from the office of Licensing Officer, Central Labour Authority, Ministry of Labour and Employment, Govt. of India having jurisdiction of the Region.
- b) The Contractor shall discharge obligations as provided under the Contract Labour (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.
- c) The Contractor shall ensure regular and effective supervision and control over the resources deployed for which a supervisor / representative of the Contractor should be available at all the times for giving suitable direction for undertaking the Contractual Obligations.



- d) The Contractor is solely responsible for payment of wages to each resource deployed by him and such wages shall be paid before the expiry of such period as may be prescribed.
  - e) It shall be the duty of the Contractor to ensure the disbursement of wages to resource(s) through e-banking/digital mode. In case the resource does not have a bank account, the disbursement of wages may be made in cash in the presence of the Engineer-in-charge / authorized representative of HNGPL initially and Contractor shall simultaneously arrange for opening the bank account of each contract labour deployed by him.
  - f) In case, the Contractor fails to make payment of wages and deposit of PF contribution within the prescribed period or makes short payment of wages / short deposit of PF contribution, **it shall be treated as FAILURE and action as per the provisions of General Conditions of Contract shall be taken.** Further, HNGPL as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the resource(s) deployed by the Contractor and deposit the PF contribution with PF authorities. Such amounts will be recovered from the Contractor either by deduction from any amount payable to the Contractor under any contract or as a debt payable by the Contractor.
  - g) The contractor shall ensure the KYC of contract workers in EPFO portal at all time during the period of contract and submit a proof of the same to the Engineer-in-charge periodically.
  - h) The contractor shall ensure that the nomination of contract workers deployed by him under the said contract is duly updated in the EPFO portal periodically.
9. The contractor is required to comply with all applicable labour laws and regulations including, but not limited to the following:
- a) The Factories Act, 1948 / The Shops & Establishment Act, 1948 (which ever applicable)
  - b) The Maternity Benefit Act, 1961
  - c) The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
  - d) The Inter State Migrant Workmen (RECS) Act 1979 (if applicable)
  - e) Contract Labour (R&A) Act-1970
  - f) Employees' Provident Fund & Misc. Provisions Act- 1952
  - g) Employees' State Insurance Act-1948
  - h) Employees' Compensation Act, 1923
  - i) Payment of Gratuity Act, 1972
  - j) Minimum of Wages Act, 1948
  - k) The Payment of Wages Act, 1936
  - l) The Payment of Bonus Act, 1965

**STANDARD CONDITIONS OF SCC: PART III**

**Responsibilities of the Contractor**

1. The Contractor shall be solely responsible and indemnify HNGPL against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of resources, if any, deployed by him.
2. The Contractor shall indemnify HNGPL against all losses or damages, if any, caused to it on account of acts of the resource(s) deployed by him.
3. The Contractor shall indemnify HNGPL from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against HNGPL.
4. The Contractor shall also indemnify HNGPL for any action brought against him for violation, non-compliance of any act, rules & regulation of centre / state / local statutory authorities.
5. All resources deployed by the Contractor are deemed to be on the rolls of the Contractor.
6. **Age:** No resource below the age of **18 years** shall be deployed by the contractor for the execution of the contract. However, maximum age of resources deployed under the contract would be **60 years**. However, in view of nature of business operation and nature of duty, for efficacy & efficiency purpose, resources will be deployed up to the age **58 years**. However, the age limit can be relaxed for a further period of two (02) years up to the age of 60 years if the contract worker is competent, efficient and medically fit i.e. physically fit with good health, good eye sight without any disease. The contractor has to produce **Medical Fitness Certificate**, to this effect, against such contract workers if deployed beyond 58 years.
7. **Appointment/Nomination of supervisor:**  
As a part of the contract, the Contractor is required to appoint/nominate a supervisor (s) who will supervise, control and give directions to the resource(s) for discharging the contractual obligations. Accordingly, the Contractor has to give in writing the name and contact details of the supervisor (s) to the EIC. A copy of the same is also to be sent to HR In-charge and Security In-charge for

8. A copy of the Letter of Acceptance (LOA) should be submitted to the Security Department by the Contractor / his representative or supervisor for facilitating the movement of resource(s) including machine & materials involved in the contract.
9. The resources to be deputed/ deployed by the Contractor shall observe all security, fire and safety rules of HNGPL while at the site/work. All existing and amended safety / fire rules of HNGPL are to be followed at the work site by the Contractor and his deployed resource(s).
10. **Personal Protective Equipment / Safety Kit and Liveries:** Contractor shall ensure adequate supply of personal protective equipment / Safety Kit and Liveries as mentioned in the Scope of Work as attached at Annexure-VII to all such resources deployed.
11. In case of accident, injury or death caused to the resource(s) while executing the Work under the contract, the Contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify HNGPL from such liabilities.
12. The Contractor shall not deploy any resource suffering from any contagious or infectious disease. The Contractor shall get the deployed resource(s) examined from a civil Govt. Doctor / HNGPL's Doctor.
13. No resource(s) or representatives of Contractor (including Contractor) are allowed to consume alcoholic drinks or any narcotics within the premises of HNGPL (including Plant, Office and Residential etc.). If found under the influence of above, the Contractor shall immediately replace that resource(s) with intimation to the EIC.
14. While engaging / deploying the resources, the Contractor is required to make efforts to provide opportunity of employment to resources belonging to **Schedule Caste, Schedule Tribe** and **Other Backward Class** in order to have a fair representation of these sections of the society.
15. While engaging the resources, the Contractor is required to make efforts to provide an **opportunity** to candidates with experience of **apprentice training in HNGPL** under the provisions of the Apprentices Act, 1961.
16. The Contractor is required to maintain all Registers and other records in an **office** within the premises of HNGPL or at a place **within a radius of ten kilometers**.
17. Contractor shall provide proper **Employment cards (FORM XII)** for the resource to be deployed by him, duly signed by the Contractor or authorized person on behalf of Contractor.
18. **Gate/ Entry Pass or Authorization:**  
Entry to the premises of HNGPL is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization w.r.t police verification as per instruction of Security department from time to time. Similarly, entry for material/ equipment's/ tools/ tackles etc. is restricted & subject to entry authorization by security department.
19. The Contractor shall issue **Identity cards** in his firm's name to the resource deployed.
20. Discipline of the resource(s) during discharge of duties must be regulated by the Contractor himself or by his representative.

**21. Police verification**

- a) The Contractor (including his sub-Contractors/Petty Contractors etc, if allowed) will undertake police verification in respect of the resource(s) engaged by him in HNGPL's premises. Such verification will have to be carried out from concerned police station of their permanent place of residence/present place of residence.
  - b) Further, the Contractor is advised not to deploy any resource having past criminal record in the establishment/premises of HNGPL under this contract awarded to him.
  - c) In the event of violation of above clauses at (a) and (b), the Contractor will be solely responsible for the same.
  - d) If any such resource(s) having criminal record is deployed by the Contractor in the premises of HNGPL and has come to the notice of HNGPL at any point of time, the Contractor shall immediately replace that resource(s), failing which that particular resource(s) of the Contractor will not be allowed to enter into the premises of HNGPL.
22. While confirming to any of these conditions, the Contractor must ensure that all applicable Laws of State regarding labour, their welfare, conduct etc. are complied.
23. The Contractor shall ensure the KYC of contract worker in EPFO portal at all time during the period of contract and submit a proof of the same to the Engineer-in-charge.
24. The Contractor shall ensure that the nomination of contract workers deployed by him under the said contract is duly updated in the EPFO Portal.

**Annexure-**

**IV**

**STANDARD CONDITIONS OF SCC: PART IV**

**Compliance of Government of India Directives**

**1. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY)**

Contractor shall, ensure that all its resources deployed under this contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the satisfaction of HNGPL. The Contractor shall submit evidence / proof to HNGPL in this respect. Both the schemes are to be regulated continuously on yearly basis and the same should be renewed on each successive relevant date in subsequent years during the period of the contract.

**2. Labour Identification Number (i.e. LIN) Registration (Mandatory)**

The Unified Shram Suvidha Portal, developed by Government of India, facilitates reporting of Inspections & submission of Returns and has also been envisaged as a single point of contact between employer, resources and enforcement agencies bringing in transparency in their day-to-day interactions. For integration of data among various enforcement Agencies, the Contractor, as an inspectable unit, is required to register and obtain Labour Identification Number (i.e. LIN) from Shram Suvidha Portal and submit the same in HNGPL.

**3. Pradhan Mantri Rojgar Protsahan Yojna (PMRPY) / Aatmanirbhar Bharat Rozgar Yojana (ABRY) / Pradhan Mantri Garib Kalyan Yojana – if applicable**

In order to support the Govt. of India's Initiative on Employment Generation, the Contractor must register for Pradhan Mantri Rojgar Protsahan Yojna (PMRPY) Scheme Aatmanirbhar Bharat Rozgar Yojana (ABRY) / Pradhan Mantri Garib Kalyan Yojana (as applicable). The Contractor shall inform HNGPL/Engineer in Charge about the benefit availed, if any, against the scheme for adjustment against the invoice(s) / bill(s).

**Annexure-V**

**STANDARD CONDITIONS OF SCC: PART V**

**Records and Registers**

**1. Maintenance of records and registers**

The Contractor is required to maintain statutory records and registers for applicable labour laws as prescribed under the following rules:

- a)** Ease of Compliance to Maintain Registers under the various Labour Laws, 2017
- b)** Rationalization of Forms and Reports under Certain Labour Laws Rules, 2017
- c)** Labour Codes (after they are made effective by Government of India)

**2. The Contractor has to maintain the following (but not limited to) Registers/ Forms/ Reports /Returns at all times:**

- a)** Employee Register in FORM A ( to be replaced by FORM – IV of Code on Wages-2019 after it comes into force)
- b)** Wage Register in FORM B ( to be replaced by Register of Wages, Overtime, Fine, Deduction for damage and Loss in FORM – I of Code on Wages-2019 after it comes into force)
- c)** Register of Loan / Recoveries in FORM C
- d)** Attendance Register in FORM D
- e)** Register of rest/leave/leave wages in FORM E

- f) Copies of Wage Slips in FORM XIX ( to be replaced by FORM – V of Code on Wages-2019, after it comes into force)
- g) Copies of Employment Card in FORM XII

**3. Documents to be submitted by the Contractor to EIC at various stages during the currency of the contract**

**a) Immediately after issuance/receiving of Letter of Acceptance (LOA)**

- i. Details as required for issuance of **FORM - VII (Notice of Commencement of Work)**
- ii. Application for issuance of **FORM –III(Form of Certificate by Principal Employer)** for obtaining Labour License from Licensing Authority for engaging 20 or more resources.
- iii. Copy of **FORM - VI (License)** before commencement of work if 20 or more resources are engaged.
- iv. Copy of **Provident Fund Registration Certificate** issued by concerned Regional Provident Fund Commissioner.
- v. Copy of **ESI Registration Certificate** issued by concerned ESIC.
- vi. Copies **Insurance Policy(ies)** as mentioned at **Annexure-iv**
- vii. Copy of **Labour Identification Number (i.e. LIN)** Registration done in **Shram Suvidha Portal** of Govt. of India.

**b) At the time of submission of monthly bills**

- i. Copy of **Employee Register in FORM – A** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 ( to be replaced by FORM – IV (of Code on Wages-2019, after it comes into force).
- ii. Copy of **Wage Register in FORM – B** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 ( to be replaced by Register of Wages, Overtime, Fine, Deduction for damage and Loss in FORM – I of Code on Wages-2019, after it comes into force) duly certified by **authorized representative** of the Contractor and **authorised person** in HNGPL certifying as “**Certified that the amount shown in the column No. ---- has been paid to the workman concerned in my presence on (date) at (place)**” along with **copy of bank statement** duly certified by bank and **copy of online transaction statement against each resource with details of name, account number, amount paid & date of payment** as proof of **Cashless Transaction / Payment of wages through e-banking/digital mode.**
- iii. As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the Contractor shall submit copies of the **Separate e-challans / ECR**, bank receipts/bank statement in respect of resources deployed in HNGPL in the previous month in this contract. The documents should also contain details of resources, PF account No., ESINO., contributions of resources and employer etc.
- iv. Dully filled in details as per **Annexure- i.**
- v. Copy of Wage Slips in FORM XIX

**c) At the time of closure of contract**

- i. **Indemnity Bond** of Rs. 100/- duly notarized from Notary indemnifying HNGPL from all liabilities w.r.t. the resource engaged by the Contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other statutory payments. Format for Indemnity Bond is enclosed at **Annexure- ii.**

- ii. Copy of the **Wage Register** in **FORM – B** (to be replaced by FORM-I of Code on Wages-2019 after it comes into force) for the last month.
- iii. Copies of **Service Certificates** issue to resource in **FORM VIII**
- iv. Copy of the ECR related to EPF and ESIC Compliance in respect of Resource.
- v. Details as required for issuance of **FORM - VII (Notice of Completion of Work)**
- vi. Copies of FORM-C & FORM –D under the Payment of Bonus Act 1965 as proof of payment towards Bonus.
- vii. Copy of proof towards release of Leave Encashment
- viii. Copies of No Dues Certificate from contract workers stating they have received all statutory payments and social benefits.

#### **4. Verifications of bills and documents submitted by the Contractor**

Before certifying/verifying the running/ final bill/invoice of the Contractor, the designated EIC of the respective contract of HNGPL, shall verify from the ECRs of PF/ESI, through respective web portals, the detail/status of the payment made by the Contractor. In case the information furnished by the Contractor is found to be incorrect, HNGPL shall take appropriate action against the Contractor under relevant conditions as available in the tender document.

Details in support of RA Bill for the Month of \_\_\_\_, 20\_\_

- (1) Name of the Firm/Agency/Contractor \_\_\_\_\_
- (2) Nature of Contract: Job/ Service \_\_\_\_\_
- (3) Period of Contract: From \_\_\_\_ to \_\_\_\_
  - (a) Extension Period of Contract, if any from \_\_\_\_ to \_\_\_\_
  - (b) Place where contract workmen are working \_\_\_\_\_
- (4) Postal address of the Contractor: \_\_\_\_\_
- (5) Phone No. of the Contractor: \_\_\_\_\_
- (6) Fax No. and Email of the Contractor: \_\_\_\_\_
- (7) Name and Address of PF office from where EPF Code No. has been allotted: \_\_\_\_\_
- (8) EPF Code No. allotted by PF office: \_\_\_\_\_
- (9) Name and Address of ESIC office from where ESI Code No. has been allotted: \_\_\_\_\_
- (10) ESI Code No. allotted by ESIC office: \_\_\_\_\_
- (11) Labour License No. \_\_\_\_\_ dated \_\_\_\_\_
- (12) Validity period of Labour License from \_\_\_\_ to \_\_\_\_
- (13) Detail of Resource engaged by the Contractor:

| Category       | No. of Resources |        | Prevailing Minimum Wages |
|----------------|------------------|--------|--------------------------|
|                | Male             | Female |                          |
| Unskilled      |                  |        |                          |
| Semi-skilled   |                  |        |                          |
| Skilled        |                  |        |                          |
| Highly skilled |                  |        |                          |
| Total          |                  |        |                          |

- (14) Copy of Wage Register in FORM – B ( to be replaced by FORM-I as per Code on Wages-2019, after it comes into force)
- (15) Details of deposit of contribution towards EPF:
  - a) EPF Challan No. \_\_\_\_\_ Amount \_\_\_\_\_ Date \_\_\_\_\_
- (16) Details of Deposition of contribution towards ESI
  - a) ESI Challan No. \_\_\_\_\_ Amount \_\_\_\_\_ Date \_\_\_\_\_
- (17) Whether any arrangement / agreement has been entered with any resource for extending benefits under Inter-state Migrant Workmen (RE&CS) Act, 1979: \_\_ (Yes / No)  
If Yes, No. of such Inter-state Migrant Workers: \_\_\_\_\_

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:



**INDEMNITY BOND**

WHEREAS HNGPL which expression shall, unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at House No. 129, New Haridwar Colony, behind matrichaya medical centre , Ranipur Mode, Haridwar has entered into a CONTRACT with **<name of the Contractor>** Incorporated (hereinafter referred to as the ('CONTRACTOR') which expression shall unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office-----for Rs. -----for **<NAME OF THE CONTRACT>** ---- for a period of -----” and on the terms and conditions as set out, inter-alia in the Letter of Acceptance No. ----- and various documents forming part thereof hereinafter collectively referred to as the 'CONTRACT' which expression shall include all amendments, modifications and / or variations thereto.

HNGPL has also requested the CONTRACTOR to execute an Indemnity Bond in favour of HNGPL indemnifying it from all consequences which may arise out of any Case filed by any Resources/ vendors/ sub- Contractors /partner etc. who may have been engaged by the CONTRACTOR directly or indirectly with or without consent of HNGPL for above works , which may be pending before any court of Law including Quasi-Judicial Authority , Competent Authority, Labour Court , Arbitrator , Tribunal etc. and the Contractor has readily agreed for the same.

NOW, THEREFORE, in consideration of the promises aforesaid; the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified HNGPL from any loss, which may arise out of any such contract/Case. The CONTRACTOR undertakes to compensate to HNGPL forthwith, on demand, without protest the loss suffered by HNGPL together direct / indirect expenses.

AND THE CONTRACTOR hereby agrees with HNGPL that:

- (i) This Indemnity Bond shall remain valid and irrevocable for all claims of HNGPL arising from any such contract/case for which HNGPL has been made party until now or here-in- after.
- (ii) This Indemnity Bond shall not be discharged / revoked by any change / modification / amendment / deletion in the constitution of the firm / Contractor or any conditions thereof including insolvency etc. of the CONTRACTOR but shall be in all respects and for all purposes binding and operative until any claims for payment are settled by the Contractor.

The undersigned has full power to execute this Indemnity Bond on behalf of the CONTRACTOR and the same stands valid.

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:

**UNDERTAKING**

**(To be submitted along with un-priced bid)**

I/We hereby undertake that I/We have completely understood the terms & conditions of the Tender including minimum resources required to be deployed and the cost involved thereof in deployment of resources.

I/We further undertake to ensure all compliances of the tender conditions. Any non-compliance may be construed as deficiency in the performance of the contract. If such non-compliance is noticed HNGPL/owner is at liberty to take action in line with the tender conditions including termination of the contract.

*Signature of Bidder.....*

*Name of Bidder.....*

**Annexure-  
iv**

**Summary of Insurance Policies**

Contractor is required to cover all resources deployed by him with the following insurances / schemes:

| SI. No. | SCHEME  | APPLICABILITY   | PREMIUM/ CONTRIBUTION   | SUM ASSURED / BENEFITS   | REMARKS   |
|---------|---|---|---|--|---|
| 1       | The Employees' State Insurance Act, 1948                                    | Applicable to all resources of the Contractor (within ESI wage limit) working in notified area.   | 3.25% of wages by employer<br>0.75% of wages by employees   | Benefits under the Employees' State Insurance Act, 1948.   |   |
| 2       | The Employees' Compensation Act, 1923 (in lieu of ESI – mentioned at Sl. 1) | Applicable to excluded employees under ESI and those who are working in non-notified area to extend similar benefits as available under ESI Act, 1948 | Premium to be calculated considering wage limit under EC Act, 1923 (i.e. Rs. 15,000/- p.m. currently) | Maximum <b>Compensation Liability</b> under Employee's Compensation Act, 1923 alongwith <b>Medi- claim Floater Policy</b> with a coverage of <b>Rs 3 lakhs per resource</b> covering his /her spouse and two children. | Provides compensation and medical facility to resources.  |
| 3       | Group personal Accident Insurance   | Applicable to all resources of the Contractor   | Based on the coverage   | Insured value: Rs. 5 Lakhs (covering death, permanent disability + partial disability)   | Death, permanent disablement, temporary total disability or any other medical expenses related to accident. |
| 4       | Pradhan Mantri Suraksha Bima Yojana (PMSBY)                                 | Eligibility – age group 18 to 70 years  | Rs. 20/- per annum  | <b>Accidental</b> death and permanent disability:<br>(i) Permanent total disability –Rs. 2 lakhs.<br>(ii) Permanent partial disability –Rs. 1 Lakh.  |   |

|   |  |  |                      |  |
|---|--|--|----------------------|--|
| 5 | Pradhan Mantri Jeevan Jyoti Bima Yojana(PMJJB) | Eligibility – age group 18 to 50 years. (can continue upto 55 years) | Rs. 436/- per annum. | Risk coverage – Rs. 2 Lakhs- in case of <b>death due to any reason</b> |
|---|--|--|----------------------|--|

## **Section 4**

### **SCOPE OF WORK**

#### **Introduction**

Haridwar Natural Gas Private Limited (HNGPL) is a joint venture of **M/s. GAIL & M/s. BPCL**, Maharatna PSUs under the aegis of Ministry of Petroleum and Natural Gas (Govt. Of India), Indian oil and gas company. Established in 2003, HNGPL operates in Haridwar GA as per PNGRB Authorization.

HNGPL has been authorized by Petroleum and Natural Gas Regulatory Board (PNGRB) to undertake the retailing activities of Piped Natural Gas (PNG) for the Domestic, Commercial and Industrial Customers in Haridwar. Also CNG as a cleaner and economically fuel for automobile sector in the location of Haridwar.

- We are committed to providing safe, convenient, reliable, affordable, and timely gas supply to our customers in transport, domestic, commercial, and industrial sectors.
- Promoting new technologies in the Energy Sector to improve the environment and reduce pollution.
- Working in line with Government of India's vision to increase natural gas infrastructure.

The company plays a significant role in promoting clean energy solutions and reducing reliance on traditional fossil fuels. It aims to provide a reliable and eco-friendly fuel source to its customers while contributing to the overall development and growth of the region.

#### **SCOPE OF WORK**

The Scope of work under this contract broadly includes Meter Reading, Bill Distribution, (for DPNG and I&C) & Data Verification for Piped Natural Gas (PNG) in authorized Geographical area of HNGPL. At present we have only 15000 nos. approx DPNG billed customer but in the future that no. will be increased and at present we have only 40 nos. approx of CPNG billed customer but in the future that no. will be increased & at present we have only 24 nos. approx of IPNG billed customer but in the future that no. will be increased and outstanding amount is Rs. 1.23 Cr for DPNG segment and Rs. 0.03 Cr for CPNG segment & Rs. 0.02 Cr IPNG in Haridwar GA.

Note: Definitions: -

- **Successful domestic meter reading:** In the case of Android based mobile app and spot billing, the clear and correct picture of meter reading, meter number and other details as suggested by HNGPL must be uploaded in the billing portal of HNGPL.
- **Successful domestic bill distribution:** The bill is handed over to the customer and proof of delivery is data uploaded to HNGPL software.

**Scope of work – (Meter Reading and Bill distribution of Domestic-PNG. I&C Customers):**

1. Billing must be done on monthly basis as per HNGPL. Initiation of meter reading should commence from 1<sup>st</sup> day of the every month of the Billing cycle, and Meter reading and bill distribution should be completed on same day time for that billing cycle from the day of starting of meter reading.
2. If there is any variation in the schedule, timelines, and portions for each cycle, the same will be informed to agency from time to time by HNGPL. The EIC of the tender reserves the right to revise terms & conditions depending upon the requirements from time to time.
3. A dedicated manpower who should closely co-ordinate with HNGPL regarding meter reading and bill distribution activity must be appointed by the agency. He should provide Daily DPR on meter reading, bill generation & distribution, payment collection, data verification and any other report required by HNGPL.
4. Agency shall ensure to appoint appropriate number of meter readers for domestic customers for meter reading, bill generation & distribution and data verification jobs, for completion within the specified timeline.
5. Agency should share the complete details of manpower appointed by the agency for meter reading and bill distribution, such as employee name, employee parent details, contact nos., issued ID card xerox copy (to be verified by HNGPL authorized person with original proof), employee address proof (Aadhar card/bank passbook/passport/driving license: any one of these documents on the employee name) and copy of police verification report (original copy to be submitted to HNGPL office). All the documents will be verified by a HNGPL authorized person.
6. Agency must submit declaration and all other details on their letterhead as per HNGPL requirement.
7. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.
8. The dedicated executive should liaison with the societies for smooth meter reading activity.
9. The Meter readers must visit each & every consumer premise in person and perform the meter reading, bill distribution, and data verification task as instructed by the HNGPL. The status of the all the activity to be shared with HNGPL. The dedicated manpower must submit reports for all the activity as Daily Progress Report and Monthly progress report in the format as required by HNGPL.
10. The agency manpower shall be responsible for answering HNGPL queries related to the tender. The person shall be available at HNGPL/agency office for all reconciliation, related internal, external co-ordination & administrative work as per the requirement of HNGPL.
11. While visiting the consumers premises the agency representative must wear the complete set of uniform/ caps and ID-cards etc. as approved by HNGPL. The Cost of these items shall be borne by the agency only. ID cards must be worn in such a manner which is easily displayed to the consumers. Bags may be carried in addition to the above to accommodate meter reading and bill distribution accessories.
12. The dates, timelines and geographical areas for each cycle will be informed to the agency from time to time by HNGPL. HNGPL reserves the right to vary terms & conditions depending upon the requirements from time to time.
13. The customer data base will be provided by HNGPL to the agency before the start of each monthly billing. Agency must finish Meter readings within specified dates and the same to be provided back to HNGPL in formats specified by HNGPL (Electronic & Hard format) from time to time along with a covering letter.
14. In case consumers premise is found locked at the time of visit of meter reader or if the meter reading could not be taken for any other reason, minimum 3 attempts to be made by the meter reader for obtaining meter reading at different times & different dates. A documented log containing details like date & time of each attempt along with the meter readers name & signatures to be maintained for every visit to the consumer's residence. The visits should generally be in minimum gaps of not less than 24 hours per visit (Agency must ensure their meter readers shall visit these cases on **holidays** like **Saturday, Sunday** during that billing cycle period). The meter readers will have to maintain individual log sheets wherever required containing date & time of all meter readings whether taken or not taken.

15. SMS, calling, whatsapp and email facility for door lock cases to be ensured by the agency to arrange meter readings at his own cost. The proof of all these activities shall be submitted for bill processing for cases.
16. HNGPL should be informed about the assignment of the Meter readers prior to the Meter Readers being sent on field. Every meter reader will have an alternate meter reader. If any change is made in the assignment of the meter reader, it must be intimated to HNGPL well in advance or in case of changes done in emergency, HNGPL must be intimated as soon as the readers are sent on field.
17. Meter reader must be more than 18 years of age and should have minimum High School standard qualified should write and speak English, Hindi language/s and be proficient in using the Smartphone. The meter reader should have a provision for making outgoing & incoming calls for urgent communication.
18. The Proper verification of credentials of all people appointed to work on HNGPL project will be the sole responsibility of the agency. The agency will maintain all records of people employed by them for the project. Prior to their engagement, brief particulars of all employees including meter readers shall have to be provided to HNGPL.
19. Meter Readers should be available to work on holidays also including Saturdays and Sundays, to avoid any delay in execution of assigned activities.
20. The Meter Readers should be polite & courteous with consumers. In case of any complaint received from HNGPL consumer on misbehavior etc. of meter reader; the agency manpower must visit the consumer's house along with the concerned meter reader to resolve the entire situation & handover the incident report within 24 hours to HNGPL. In all such cases the agency concerned will be solely responsible for the incident.
21. Agency should collect the bills generated by HNGPL, I&C & NDEC segment print and distribute the same to the individual consumers. Bills must be folded and kept in envelopes properly. The cost for bills printing and envelope is to be borne by the HNGPL.
22. In case deliberate inaccurate Meter readings were found, the HNGPL reserves the right to penalize the agency after billing cycle closed as applicable. If any type of fraudulent activities or doubtful character integrity comes to notice of HNGPL the person involved shall have to be immediately removed forth with & HNGPL advice shall be binding in this matter. HNGPL may exercise its rights for recourse to other actions, legal action, if deemed necessary by HNGPL. The Penalty will be imposed to the agency for INR500/- per instance.
23. In case of consistent non-performance for any three (3) billing cycles, HNGPL reserves the right to reduce the work, apply penalties, terminate the contract, and put that agency on holiday period after evaluating the performance and approval of competent authority of HNGPL.
24. Details of meters "**Not read**" with specific reason must be compulsorily reported in the covering letter to HNGPL along with the completed Meter readings.
25. Book Walk sequence to be followed for ease in meter reading.
26. Agency must log all complaints related on a daily basis and resolve all billing issues (complaints should be closed within 24hrs) in consultation and approval of HNGPL OIC/EIC.
27. Meter reading and bill distribution activity must be carried out in any one of the following two categories or in mixed combination of any of these two categories.
  - a. **Category – I – On SPOT Meter reading through Android based Mobile app and SPOT Bill distribution.**
  - b. **Category – II – Meter reading through Hand-held Device (HHD)/POS and Spot/manual Bill distribution (at same/different intervals of time)**
28. Agency must quote for above categories as mentioned in SOR item No.1 The rate will be the same for all categories.
29. During the time frame of this tender, meter reader should not be changed, If there are any

requirements or criteria specified in the tender process which necessitate the change of meter reader, then the concerned authority of HNGPL may change the meter reader as per the stated requirements. Otherwise, the existing meter reader may be retained for the task.

30. DPNG billing will be done on a monthly basis. Currently, we have divided DPNG customers into different zones (East, West, North, South, and Central Haridwar). Billing for DPNG consumers will be conducted zone-wise. HNGPL will decide the billing zone in the first week of each month, and this pattern will continue in the following months. Agency shall engage sufficient manpower to capture meter reading of all customers falling under billing cycle and as per above zoning average 7-8 meter reader need to be deployed

**A.1 – Category – I – On SPOT Meter reading through Android based Mobile app and SPOT**

**Bill distribution:**

1. The Agency shall obtain the portion wise relevant data i.e. list of customers whose readings are to be collected from HNGPL prior to start of meter reading.
2. Mobiles handset with android OS with Bluetooth printer/APOS device (Handheld device) device is used for meter reading collection, Mobile handset to be provided by agency to their agents at their own cost. It is the responsibility of the agency to get the devices integrated with HNGPL Billing applications.
3. Meter readers should take meter reading through android based mobile app/APOS device, generate bill in the app and print it on spot through bluetooth printer/APOS device and hand over it to customer. HNGPL to arrange required items like spot bill printer, thermal paper etc. for spot bill printing.
4. The agency must pay a security deposit for each device arranged by HNGPL as decided by EIC/OIC of HNGPL.
5. Agency shall capture following details through HNGPL mobile app/APOS device.
  - a. Meter photo
  - b. Meter reading
  - c. GPS Location of customer premises: Latitude and Longitude
  - d. Any other remarks
6. It is the responsibility of the agency to give proper training to meter readers regarding the mobile app/APOS device, as per the HNGPL requirements/instruction of the EIC/OIC of HNGPL. HNGPL will train the Supervisor on the mobile app.
7. Agency shall hand over spot bills to customer and proof of delivery means bill uploaded to HNGPL server.
8. Agency shall engage sufficient manpower to capture meter reading of all customers falling under billing cycle. Mobile phones arranged by agency and other equipment's, SIM, internet facility, stationery and other required accessories which are required to collect meter readings should be arranged by agency. All data related to assigned job should be submitted to HNGPL within the timeline given for any area.
9. The meter reader shall make premise to premise visit of all the installations and record the meter reading through mobile application installed in their mobile handset.
10. The meter reader, upon visiting the customer's premises, would observe mainly the following cases:
  - a. **Normal Case** – The meter reader is able to collect the meter reading of the customer successfully.
  - b. **Door Lock Case** – The meter reader finds the customer's premises locked/doesn't have access to the meter.
  - c. **Temporary Disconnection** – The customer has opted for temporary disconnection. The meter reader shall nevertheless collect the meter reading.
  - d. **Permanent Disconnection** – The customer has requested permanent disconnection of the PNG installation at his/her premises. The meter reader shall report such cases to HNGPL in their exception report.
  - e. **Meter Change Cases** – The customer's meter has been changed recently. The meter reader shall collect the meter reading and note the new meter number for rectification of records. (if any)



- f. **Wrong Meter Number/ Meter number not clear** - If the actual meter number is not clear/legible, the meter reader shall forward the list of such cases to HNGPL for rectification.
  - g. **Meter defective** – The customer’s meter is found to be defective by the meter reader. The meter reader must report the same to HNGPL appropriately.
  - h. **Meter Damage/Tampered/Malpractice-** The customer’s meter is found to be damaged/tampered/etc. The meter reader shall forward the details of such customer to HNGPL immediately in writing with customer details.
  - i. **Leakage in Pipeline Installation** - While collecting the meter reading, if the meter reader observes or has customer complaints of any leakage in the pipeline stream of HNGPL, then the meter reader shall immediately report such cases to HNGPL representative.
  - j. **Not legible/Meter inaccessible** - The meter reader is unable to take the meter reading due to in accessibility/smoky glass/glass broken of the meter, then the meter reader shall immediately report such cases to HNGPL representative.
11. Detailed Meter reading collection process by meter reader at customer premise through android app/APOS device should be as under:
- a. Reader to search with meter number installed at customer premises.
  - b. Reader will confirm the name of the customer.
  - c. Confirm and update mobile number (if required)
  - d. Update email id if available
  - e. Update address if it is incorrect.
  - f. Capture the meter Picture/s (Meter No. and meter reading should be clearly visible).
  - g. Manual entry of meter reading. After that following drop down options will be available and need to update as per the case explained below:
- A. Meter Status**
    - a. Reader Status:**
      - a. Permanently Disconnected
      - b. Disconnected
      - c. Meter Not Installed
      - d. No Connection
      - e. Consumer Refused
      - f. Address Not Found
      - g. Permanently Locked
      - h. Door Lock
  - B. Meter Status - Faulty**
    - a. Reader Status:**
      - a. Meter Faulty
  - C. Meter Status - Normal**
    - a. Reader Status:**
      - a. Meter Number Mismatch
      - b. Gas Not in Use
      - c. Actual Reading
  - D. Any other information to be provided should be updated in the remarks field.**
  - E. GPS co-ordinates of customer premises shall be captured, & and submitted.**
  - F. Upload/ Send the reading data.**
  - G. Print the spot bill and handover to customer.**
12. The meter reading shall only be treated as complete if both the meter reading photo quality and the meter reading punched is clear and correct. If any incoherence is observed between the two,

or any one of them is missing, such cases will be treated as faulty meter reading cases (these cases won't be considered for billing purposes until it is rectified and get approved from the EIC/OIC).

13. Agency should have sufficient additional resources to deal with urgent cases/wrong meter reading complaint cases other than regular/portion readings. On such cases, the meter reading is required on the same day.
  
14. The Agency shall maintain the records of all existing customers and continuously update the customer database as per the list provided by HNGPL for newly converted customers.
15. Premise visits by the meter reader should be made between 8am – 7pm on all days for all cases until and unless the customer has given a specified time for the visit.
16. Any normal case that has been wrongly reported needs to be re-submitted with correct reading, within 24 hrs., with proper reasoning for wrong reporting.
17. Before submitting any case under the "Consumer refused" head, special efforts (like calling/visiting that customer again) should be made by Agency to do the meter reading. If still the reading could not be obtained, proper reason for the refusal should be submitted for each case in writing (bill for these cases won't be processed).
18. No cases will be entertained under the "Address not found" head. If in case Agency finds any error in the address mentioned, meter reader needs to call the customer and take corrective measures along with obtaining correct addresses and the meter reading activities. The corrections should be intimated to HNGPL in writing as and when they are noticed/carried out to be considered while quoting in SOR item.
19. To ensure a clear photo of meters, the meter readers should carry a cloth to clean the index panel of meter.
20. In case of any loss of data, the Agency needs to revisit the customer premises again to get the photo reading of that customer.
21. The photo/meter reading data submitted by the meter reader should be routinely checked and validated before forwarding to HNGPL. A supervisor at vendor's end should validate & check the correctness of the data. If data once sent to HNGPL does not meet the quality standards, such cases may not be considered for payment.
22. It should be the responsibility of the agency that all meter readers behave in a proper manner during taking meter reading. Any case related to behavior/wrong act of the meter reader, if communicated to Agency by any means, should be closed within 24 hrs. of reporting and action taken report should also be submitted to HNGPL in writing. Agency to ensure that if any meter reader is once terminated, he is not to be readmitted in system at a later stage. If any such case is found, a penalty per instance will be imposed by HNGPL on the Agency for an amount of INR 2500/- per instance.
23. The Agency shall ensure that only properly trained meter readers are deployed in the field for meter reading work.
24. Agency shall coordinate with designated employees of HNGPL for carrying out the meter reading, will be notified to agency on time-to-time basis. Also, the Agency shall keep himself abreast of the developments in the mobile software, if any, for meter reading collection and ensure that only the prescribed version is used for the meter reading exercise.
25. The Agency shall maintain data security to avoid any theft of data for any misuse. The entire data available with Agency shall be the sole property of HNGPL and should not be shared or misused in any form, if any such instance is reported, penalty will be levied by HNGPL for an amount of INR 5000/- per customer.
26. The cost of mobile handset usage expenses will be borne by the Agency. Any issue related to the quality of the photo will not be entertained. The Agency shall be solely responsible for the maintenance/repair/loss due to theft/etc. negligence in use of mobile handset required for the meter reading.
27. For all cases that have been billed estimated (average) for the first time, additional efforts such as calling customers before visiting them, visiting customers on weekends or in early/late hours, obtaining customer availability details from the neighbours /RWA etc. have to be put in by meter readers to get the photo reading and billing of that customer in upcoming billing cycle. Agency must ensure that the number of repeated estimated (Average) consumption cases shall be as low as possible, preferably not more than 2 billing cycles. If it repeats, then it should be notified to

HNGPL immediately.

28. In case of Door locked cases, the meter reader shall call the customer and visit the customer's premises at a convenient time as per the customer and record the meter reading. The meter reader shall visit the customer's premises for a minimum of three times and make reasonable endeavor to collect meter reading before submitting the "Door lock" status to HNGPL, upon which the customer shall be billed on estimation basis. 3rd visit by meter reader on premise lock cases should be made on holidays / weekends to increase the possibility of finding the customer. In case customer sends meter pic through what's app number provided in Door lock sticker/Consumer care mobile app, agency should update the reading during validation of meterreading? Agency should ensure to put what's app number of Validator in **Door lock** sticker for updating the readings soon after receivable of meter picture.
29. The meter reader shall visit the HNGPL office to collect the relevant data / format & update the list accordingly. The Agency shall generate reports in formats as desired by HNGPL, formats would be provided by HNGPL at its discretion.
30. If there is any mismatch of customer details found during meter reading like Name, Mobile no., email ID, address or if there is incomplete address found during meter reading, it is the responsibility of the agency to gather correct details/full details of such customers and update in mobile app/ submit to EIC/OIC - HNGPL in proper format without any extra charges (To be considered while quoting in SOR item).
31. Agency must make arrangement and efforts to collect 100%-meter reading with clear picture.
32. Meter reading must be collected, and a complete report is required to be submitted as per monthly billing schedule given by HNGPL. Any delay in completing meter readings as per the schedule given by HNGPL may attract a penalty of INR 500/- per customer.
33. HNGPL may carry out surprise checks in field and if it is found that the meter readers are either not carrying ID card or not in proper uniform, may attract penalty, as applicable. The penalty amount INR 2000/- per Meter Reader.
34. Spot bill amount collection from customers has to be done by the agency. Portable Handheld devices for spot Card swiping and cheque collection shall be arranged by the HNGPL and integrated with the billing software. If these devices can be arranged by HNGPL against the security deposit. If vendor requires the devices to be issued by HNGPL the vendor must submit the request letter for issue of such devices with declaration stating any damages to such devices HNGPL reserves the right to recover the amount from vendor by forfeit the security deposit for the device/s. Also, along with the requisition letter vendor must submit the complete details of their executives as per format required by HNGPL for monitoring purpose/s.

**2: - Category – II –Meter reading through HHD/POS and Spot/Manual Bill distribution (at same/different intervals of time):**

1. HNGPL will issue HHD/POS (Provided by HNGPL) Device containing Domestic Consumer data prior to start of billing cycle. Accordingly, the agency shall take meter reading at consumer's premises through HHD/ON-SPOT/POS.
2. If due to any reason, meter (Normal/Smart) server is not working then agency must provide service under Category – I until issue is resolved.
3. Bidder shall submit the meter readings collected through HHD/ON-SPOT/POS in (soft copy and hard copy both) at HNGPL's offices and HNGPL central billing office.
4. For Meter readings which are out-sorted and Implausible, re-reading has to be carried out and same has to be re submitted and distribute the Invoice before the completion of billing cycle.
5. Refer Scope of work of Category -I (Part – B) for bill distribution after completion of meter reading by HHD/ON-SPOT/POS.

All other terms and conditions for this scope of work remain same as mentioned in Category I.

**Domestic PNG Bill Distribution to Customers:**

1. The cost of printing and distribution of booklet /pamphlet for instruction to customer/s for payment of bills shall be borne by HNGPL.
2. Agency to generation & deliver, handle and deliver the bills in good condition.

3. Agency is required to hand -deliver the bills at the address mentioned on the bill. Proof of bill delivery is to be taken from customer in Mobile app/hand-written sheet whichever is suggested by HNGPL (Any changes done will be updated to agency on time-to-time basis), along with instruction of payment booklet.

**B.1 Bill distribution- Mobile app:**

1. App will have option to search with Business Partner Number (BP)
2. Details such as customer name, house address, GPS co-ordinates will be available for display to the bill distributor for each search.
3. Few cases should be under drop down:
  - a) House Lock
  - b) Customer refusal
  - c) Customer has moved to another address
  - d) Any other mode
4. Application will automatically capture the date, time of bill Generation and GPS coordinates of customer once data is uploaded/sent to HNGPL software.

5. Agency shall update bill delivery in mobile app. For traceability, it is compulsory to data upload to HNGPL server.

6. Agency to deliver the bills to customers on a regular basis of HNGPL. The number of customers is increasing day by day and details will be updated to agency on timely basis before monthly billing. The Agency should ensure deployment of adequate resources to meet the revised quantum of work accordingly.

7. Any insertion of notices shall also be delivered to PNG consumers along with the bills from time to time for which no additional charges shall be payable. These extra materials would be provided by HNGPL.

8. Agency has to ensure the education of customer to pay bills by online methodology such as google pay, phone pay, Paytm, etc. for which no additional charges shall be payable.

**9. Delivery Schedule of PNG domestic bills shall be as under:**

1. The bill delivery process to be completed in time frame as instructed by HNGPL which is including Saturdays, and Sundays.
2. Agency shall engage suitable number of individuals for this work to complete it within the time schedule. If bill distribution is delayed, it shall attract penalty as per deduction clause mentioned in price reduction schedule.

**10. Brief overview on Mobile app and Web app for meter reading and Bill distribution:**

**Android App: Meter Reading**

- a. Android app based on android should be suitable of mobile used.
- b. Latest version of Android
- c. Mobile camera has to be 8MP or above.
- d. Minimum 4G,5G compatible
- e. 4.5 inch" or bigger screen
- f. GPS enabled
- g. App will have option to search with meter no installed at customer premises.
- h. Reader will confirm the name of the customer.
- i. Confirm and update mobile no.
- j. Update email id of customer if any
- k. Capture the meter Picture/s.
- l. Manual entry of meter reading (Numeric)

**Few Cases will be in drop down to be updates as required.**

- a. Address not found.
- b. Wrong address
- c. Customer refusal
- d. House Lock
- e. Wrong meter no.

- f. Permanent Disconnection (PD)
- g. Temporary Disconnection (TD)
- h. Meter Change
- i. Defective meter
- j. Any kind of tempering/Malpractice
- k. Meter inaccessible
- l. Any information in Remark field.
- m. GPS Co-ordinates of customer premises will be captured.
- n. Send /Upload data.

**QUALITY OF METER READING/PICTURE:**

- 1. Agency shall use good smart phones of at least 8 MP or above mobile Camera, and GPS location facility which should take clear photograph of meter and capture the Latitude and Longitude of the customer address. Meter No. and meter index reading shall be clearly visible. In case of unclear/hazy photograph, meter reading shall not be considered and payment against such cases will not be processed.

2. No manual intervention in photograph such as photo shop etc. is not allowed, if such cases are observed, meter reading shall not be considered and payment against such will not be processed.
3. **KYC/Verification & updating of various customer details**
  - a. Name, Meter No., Address, Mobile No., Email ID etc.
  - b. Submitting all the above collected data to HNGPL
  - c. Preparing proposed Disconnection list of consumers and handover the disconnection notices to customer
  - d. Support in implementation of Legal verdict and action
  - e. Providing assistance to HNGPL office by deploying one no. of manpower for updation/extraction of/from records in HNGPL Portal, cost of which shall be considered to be included in the rates quoted by bidder against SOR items and therefore no extra amount shall be payable on this account.
4. Vendor should ensure to comply with following points:
  - Log record mentioning date and time of logging and closing of the complaints to be maintained.
  - If complaint received by agency is not related to Meter reading, Billing, Debt recovery and data verification, same should be forwarded to HNGPL CRM team for resolution.
5. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender. Agency should appoint one dedicated supervisor for district of Haridwar who should closely co-ordinate with HNGPL regarding data verification activities. He should facilitate HNGPL to provide Daily DPR and data verification activities and provide reports required by HNGPL.
6. Vendor would coordinate with HNGPL daily for obtaining updated payment report for payments received at HNGPL for defaulters being followed up for payments.
7. Vendor shall utilize all the modes to get in touch with the customer which includes personal visits, telephone calls, SMS email etc. to ensure that customers are contacted without fail. BPwise calling/visit status report needs to be separately furnished by vendor (in a prescribed format) on a periodic basis. In case of observance of wrong/improper reporting will attract penalty as applicable for an amount of 1500/- per customers. Wrong/False Information provided by customer for each BP shall be considered as one case for purposed of levying penalty. The vendor shall be required to furnish the calling/visit details along with his RA bills raised.
8. While visiting a customer's premises, vendor representative needs to ensure that all relevant details are obtained in their first meeting in the prescribed format (will be shared by HNGPL on time-to-time basis) for updating of their records at HNGPL.
9. Reports of daily payments collected by the vendor are to be submitted with HNGPL format and will be shared with agency on time-to-time basis by HNGPL). Vendor will submit the annexure along with payment details (for example but not limited to Cheque details, DD details, transaction details, transaction screenshot etc.), payment instrument at HNGPL office on daily basis without fail (the format for the same will be shared by the HNGPL on time-to-time basis). The vendor shall also obtain the collection details which are received by HNGPL directly from time to time.

10. Data/s regarding the payment details which has been collected directly at HNGPL counter/cheques/DD payments at banks/online payment in will be shared in soft copy to vendor on T+1-day basis. It is the responsibility of the vendor to collect those details from HNGPL and update their records.
11. Vendor shall be fully responsible for all the Online/cheques/DD payments collected from the customer still it is received at HNGPL' end. In case any lapse is established in between on vendor's part, the vendor must either rearrange the payment from the customer 'or' pay an equivalent amount to HNGPL from his end.
12. If the non-payment is related to any of the issues mentioned above, then vendor shall collect sufficient proofs from the customers to justify his claim. The proof collected with justifications shall be submitted to EIC - HNGPL for its resolution.
13. HNGPL shall resolve the issue, update/rectify the details & shall inform the vendor as per the revised invoice. The vendor shall collect the revised amount & submit the payment instrument or payment details along with predefined format to HNGPL on next of collection of payment. The vendor shall be paid pro rata amount on the basis of quoted rate for the amount realized by HNGPL.
14. Personal visits by vendor representatives are to be made on the list provided by HNGPL. All payments are to be collected in any of the modes listed below (HNGPL reserves the right to add or eliminate any of the listed mode, and the same will notified to Agency on time-to-time basis):
  - 14.1 Cheques (If cheque is not realized in bank. Vendor shall collect the new cheque with penalty amount as declared by HNGPL from time to time and get realized at bank at their own risk and cost without any extra charge payable by HNGPL to vendor. In case, if vendor does not collect the penalty amount HNGPL reserves the right to collect the penalty amount from vendor).
  - 14.2 DD/Cheque payable in favor of Haridwar Natural Gas Private Limited.
  - 14.3 BBPS (Bharat Bill Payment System)
  - 14.4 Payment Gateway attached on HNGPL website home page.
  - 14.5 PoS (point of sale terminal) (The terminals will be provided by HNGPL, and the issued terminals should be handed over to EIC-HNGPL of the GA in as it is operating and non-damaged condition. Whereas if found damaged or non-operational at any point of time during the contract these machines should be replaced with new machines by agency as per the HNGPL requirement at their own cost)

15. Agency need to update EIC's of respective sites of HNGPL about the collections completed on daily basis.
16. Consolidated Report of tele-calling and field visits made to be submitted by the Vendor on weekly basis in the prescribed format. In addition, the vendor shall submit the report as & when demanded by EIC (Engineer-In- Charge). Further, the vendor shall be paid only for amount which is directly collected by vendor's representative through Online/DD/cheque/PoS. The details of such payments to be provided by vendor in the prescribed format. If any customer pays through any other mode UPI, BBPS etc. or any other payment channels, vendor shall provide relevant reference no. of the aforesaid payment. Thus, vendor shall be paid only for the collection which is directly collected by his representative and the payment for which he has provided reference number (in case of payment mode other than cheque/DD).
17. If cheque/DD of customer is not realized in HNGPL account, than vendor should follow up customer and reproduce the new cheque/DD along with levied penalty and reproduce the cheque to get realized in HNGPL account 'or' pay an equivalent amount to HNGPL from his end.
18. Agency has to work on target-based and time bound manner, for gas bills, 40% and above billed amount should be collected within the due date period given in invoices. In case of non- achievement of the target, HNGPL reserves the right to penalize the agency @ Rs. 15000 per billing cycle.
19. Vendor will make reminder calls and SMS both (Minimum 3 times) to all defaulting customers for making payments and will also send collection agents (Minimum 2 visits) on field for outstanding payment collection and keep a regular follow-up for the same. The call recording and field visit proofs must be preserved with Vendor, HNGPL has discretion to check and demand for produce as and when required. Such supporting documents may also be required to be submitted along with every bill raised by Vendor with due certification. In case of where customer contact details are not available or found incorrect vendor need to start his efforts with visit, collect the contact details and update HNGPL through reports.
20. Repeat calls should be done preferably on weekends, holidays or evening hours to ensure availability of customer. 2<sup>nd</sup> and 3<sup>rd</sup> visit should be done preferably on weekends, holidays or evening hours.
21. Vendor shall carry out calling with the customers and will communicate in local language, standard payment options and other defined instructions provided by HNGPL shall be provided to customer over phone and SMS, WhatsApp, email etc.
22. Vendor will provide a list / report of customers who's outstanding is not recovered in spite of completing the efforts and proposed for disconnection. Details of efforts made by Vendor and reasons for no recovery are to be put up in remark column.
23. Vendor will identify cases for sending disconnection notices based on the below criteria: -
  - Those cases where information for outstanding payment is given to the customer and in spite of the same customer fails to clear all pending dues
  - Customer house is found locked and visits have been made three (3) time at the customer



premises. The second and third visit to the customer should be made preferable on a weekend or holiday. Also, the vendor shall put a sticker at customer premises mentioning the contact no and details to facilitate the customer to call back.

24. Disconnection order would be served by HNGPL based on report submitted by the Vendors.
25. HNGPL may ask vendor to deliver disconnection notices to customers during their visit to customer site.
26. For outstanding collection of already disconnected cases (defaulter, permanent disconnected, temporary disconnected):

The cases disconnected in the past as well as new disconnected cases should be forwarded for collection/resolution.

  - Vendor needs to make at least 3 calls, 3 SMS & 2 visits within the span of 21 days.
  - The Vendor should also check whether the past defaulter case is not using PNG vide unauthorized connection & shall immediately inform HNGPL through separate MIS.
  - For defaulter disconnection, Vendor need to provide onsite support to HNGPL team to ensure that HNGPL infrastructure like pipelines & meter, regulator etc. are removed from site. The Vendor must assist HNGPL technical team to conclude this activity. Any balance payment after disconnection including disconnection and adjustment of SD/CSD (if available) charges shall be recovered from customer. The Vendor shall be paid commission as per SOR item for all such resolved cases excluding disconnection charges.
  - For all those cases against which Vendor will be unable to recover the outstanding, shall be forwarded to HNGPL CRM team for further action. In case of non-payment, Vendor needs to furnish the report in the prescribed manner corresponding to each visit undertaken / efforts put in and reasons for non-recovery. Also, Vendor liaison/convince the customer for permanent disconnection and recover the balance amount after adjusting from security deposit (if any).
  - Customer wise calling details along with call recording/visit status report needs to be separately furnished by Vendor (in a prescribed format) on a periodic basis. HNGPL may verify the feedback submitted by Vendor and if the same is found to be non-satisfactory / out of order, such cases shall be dealt under 'Improper Reporting' head.
27. While visiting at customer's premises, field agents need to ensure that current contact details Like Mobile No., email ID, or correct address (in case not available in CRM) are obtained in their first meeting in the prescribed format for updating of their records at HNGPL.
28. If Vendor does not complete calling activity within above mentioned time period, penalties will be levied as per the criteria mentioned under section penalties and incentives. Also, such incident shall be treated as non-compliance of terms and conditions that could invoke termination clause of the contract.
29. Issues raised by customers need to be noted and to be escalated to the designated officer of HNGPL. Based on the update from HNGPL same needs to be communicated to customer and checked whether he is satisfied with the response.
30. The feedback and coaching sessions should also be provided to the tele-callers. Regular training to be provided by the vendor wherein gaps are identified in the behaviour. Vendor should be able to produce such records.

31. Visit report electronic & hardcopy should be generated for each visit.
32. Vendor shall appoint smart, presentable representatives as required. All representatives shall be in proper uniform as per design provided by HNGPL with ID card of the Vendor.
33. Vendor has to follow HNGPL policy, procedures, guidelines to perform the job
34. Vendor shall take care of all relevant legal compliances (Like Provident Fund/Employee State Insurance (ESI) / Labor License and any other mandatory requirements.)
35. In case of customers who's outstanding is not recovered following information is to be provided — call details, visit details, reason for non-payment, in case of change of contact / incomplete address — revised contact details and complete address
36. In case of disconnected customer if outstanding is not recovered — following additional information is to be provided — status if customer is residing on the address, reason for not using PNG, whether he using other fuel, reason for non-payment, he is not using PNG in unauthorized manner
37. Vendor will not be entitled for commission once cycle for recovery effort is completed, unless until reallocated in-charge again
38. The list of the customers shall be provided by HNGPL to the vendor on every monthly basis or period decided as HNGPL from time to time. It is the responsibility of the vendor to visit the houses as per information provided by HNGPL and collect the relevant data from individual customers and also to recover the outstanding amount (includes present cycle bills, long pending dues and security deposit EMI (if any)) as per information provided by HNGPL. However certain high value cases may also be included additionally, as and when required.
39. Agency should share the complete details of manpower appointed for debtor's management and data verification purpose such as employee name, employee parent details, contact nos., issued ID card xerox copy (to be verified with original by HNGPL authorized person), employee address proof (Aadhar card/bank passbook/passport/driving license: anyone of these documents on the employee name) and copy of police verification report (original copy to be submitted to HNGPL office). All the documents will be verified by HNGPL authorized person.
40. The vendor shall exclusively be liable for non-compliance of the provisions of any act, laws, rules and regulations having bearing engagement of workers directly or indirectly for execution of work and the vendor hereby undertake to indemnify HNGPL against all actions, suits, proceedings, claims, damages, demands, losses etc. which may arise under Minimum Wages Act, Payment of Wages Act, workman Compensation Act, Personnel Injury (Compensation Insurance) Act, E.S.I. Act, Fatal Accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and Deposit Linked Insurance Scheme or any other act or statutes not therein specifically mentioned but having direct or indirect application for the persons engaged under this contract. The vendor needs to provide police verification certificates and medical fitness certificates for all his employees.
41. The Vendor shall perform his duties and obligations in a legal and authorized manner. Bidder shall not indulge in any unethical, unauthorized, and illegal activities in the performance of his duties.
42. If the vendor collects a partial bill amount w.r.t. the O/s amount of the consumer, payment terms will be applicable as mentioned in SCC (Special Conditions of Contract). You can refer to the illustration mentioned in SCC for detailed understanding on this aspect.

43. In case of fraud or malpractices HNGPL reserves the rights to penalize.

**44. Data Verification:**

- i. EIC – HNGPL will share the list of customers for which data verification (the list shared with EIC
- ii. HNGPL should only be considered for invoicing purposes) is needed pertaining to KYC details, meter number, phone number (in operation), alternate phone number, phone number (what's app number), email address and address of correspondence. In the case of tenant then complete details of owner and tenant both should be collected.
- iii. Agency should collect all these details from the customers and Agency will submit the collected details in soft and hardcopy to EIC – HNGPL & upload the images of the documents on the HNGPLportal.
- iv. Post collection of verified data HNGPL authorized person with re-verify the data collected.
- v. Also, EIC – HNGPL may assign physical verification of meters installed as directed by EIC as and when required. Agency agents has to submit documents suggested by EIC –HNGPL for proof and certification of bills raised against the services provided.
- vi. In case of fraud or malpractices HNGPL reserves the right to penalize.
- vii. Payment for data verification & updation shall be done customer wise to Vendor upon the submission of requisite data of that customer to HNGPL along with KYC documents and meter picture etc.

**45. I&C PNG Bill distribution and Bill Collection:**

- i. Billing must be done Fortnight/monthly basis. Initiation of bill distribution should commence from same day of the subsequent month of the billing cycle. Billdistribution should be completed in same day time for that billing cycle.
- ii. If there is any variation in the schedule, timelines, and portions for each cycle, the same will be informed to agency from time to time by HNGPL. The EIC of the tender reserves the right to revise terms & conditions depending upon the requirements from time to time.
- iii. A dedicated Manager/Supervisor who should closely co- ordinate with HNGPL regarding meter reading and bill distribution activity must be appointed by the agency. He should provide Daily DPR on meter reading, bill distribution, payment collection, data verification and any other report required by HNGPL.
- iv. Agency shall ensure to appoint appropriate number of executives for commercial PNG customers for bill distribution, debt recovery and data verification jobs, for completion within the specified timeline.
- v. Agency should share the complete details of manpower appointed by the agency for meter reading and bill distribution, such as employee name, employee parent details, contact nos., GOI issued ID card xerox copy (to be verified by HNGPL authorized person with original proof), employee address proof (Aadhar card/bank passbook/passport/driving license: anyone of these documents on the employee name) and copy of police verification report (original copy to be submitted to HNGPL office). All the documents will be verified by a HNGPL authorized person.

- vi. Agency must submit declaration and all other details on their letterhead as per HNGPL requirement.
- vii. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.
- viii. The dedicated executive should liaison with the societies for smooth meter reading activity.
- ix. The executives must visit each & every consumer premise in person and perform the bill distribution, and data verification task as instructed by the HNGPL. The status of all the activity to be shared with HNGPL. The dedicated manager/supervisor must submit reports for all the activity as Daily Progress Report and Monthly progress report in the format as required by HNGPL.
- x. The Supervisor/ Manager shall be responsible for answering HNGPL queries related to the tender. The person shall be available at HNGPL/agency office for all reconciliation, related internal, external co- ordination & administrative work as per the requirement of HNGPL.
- xi. While visiting the consumers premises the agency representative must wear the complete set of uniform/ caps and ID-cards etc. as approved by HNGPL. The Cost of these items shall be borne by the agency only. ID cards must be worn in such a manner which is easily displayed to the consumers. Bags may be carried in addition to the above to accommodate meter reading and bill distribution accessories.
- xii. The dates, timelines and geographical areas for each cycle will be informed to the agency from time to time by HNGPL. HNGPL reserves the right to vary terms & conditions depending upon the requirements from time to time.
- xiii. The customer data base will be provided by HNGPL to the agency before the start of each monthly billing. Agency must finish Meter readings within specified dates and the same to be provided back to HNGPL in formats specified by HNGPL (Electronic & Hard format) from time to time along with a covering letter.
- xiv. SMS, calling, whatsapp and email facility for door lock cases to be ensured by the agency to arrange bill distribution at his own cost. The same must be considered while quoting against SOR item. The proof of all these activities shall be submitted for bill processing for cases.
- xv. HNGPL should be informed about the assignment of the executive prior to the executive being sent on field. Every meter reader will have an alternate meter reader. If any change is made in the assignment of the meter reader, it must be intimated to HNGPL well in advance or in case of changes done in emergency, HNGPL must be intimated as soon as the readers are sent on field.
- xvi. Meter reader must be more than 18 years of age and should have minimum High School standard qualified should write and speak English, Hindi and Telugu language/s and be proficient in using the Smartphone. The meter reader should have a provision for making outgoing & incoming calls for urgent communication.
- xvii. The Proper verification of credentials of all people appointed to work on HNGPL project will be the sole responsibility of the agency. The agency will maintain all records of

people employed by them for the project. Prior to their engagement, brief particulars of all employees including executives shall have to be provided to HNGPL.

- xviii. Executives should be available to work on holidays also including Saturdays and Sundays, to avoid any delay in the execution of assigned activities.
- xix. The executives should be polite & courteous with consumers. In case of any complaint received from HNGPL consumer on misbehavior etc. of meter reader; the Supervisor/Manager must visit the consumer's house along with the concerned meter reader to resolve the entire situation & handover the incident report within 24 hours to HNGPL. In all such cases the agency concerned will be solely responsible for the incident.
- xx. Agency should collect the bills generated by HNGPL, print and distribute the same to the individual consumers. Bills must be folded and kept in envelopes properly. The cost for bills printing and envelopes is to be borne by the agency.
- xxi. In case deliberate inaccurate bill distribution was found, the HNGPL reserves the right to penalize the agency as applicable. If any type of fraudulent activities or doubtful character integrity comes to notice of HNGPL the person involved shall have to be immediately removed forthwith & HNGPL advice shall be binding in this matter. HNGPL may exercise its rights for recourse to other actions, legal action, if deemed necessary by HNGPL. The Penalty will be imposed to the agency for INR 1500/- per instance.
- xxii. In case of consistent non-performance for any three (3) billing cycles, HNGPL reserves the right to reduce the work, apply penalties, terminate the contract, and put that agency on holiday period after evaluating the performance and approval of competent authority of HNGPL.
- xxiii. Book Walk sequence to be followed for ease in bill distribution.
- xxiv. Agency must log all complaints related to bill distribution on a daily basis and resolve all billing issues (complaints should be closed within 24hrs) in consultation and approval of HNGPL OIC/EIC
- xxv. No collection through cash mode is to be entertained. Recovery of outstanding amount from CPNG customers (which includes all dues, EMI Security deposit (if any)) as per list provided by HNGPL and maintaining proper records for the same in the format given by HNGPL. Outstanding consumer list will be given by HNGPL to agency from time to time.
- xxvi. HNGPL intends to recover the outstanding amount through soft recovery process. Soft recovery process involves every activity other than disconnection of PNG connection. However, if the customer does not pay the outstanding amount, he/she will graduate to the next level of PNG disconnection. The Vendor shall put all its efforts in soft recovery and should deter from imminent process of disconnection cases.
- xxvii. KYC/Verification & updating of various customer details
  - a. Name, Meter No., Address, Mobile No., Email ID etc.
  - b. Submitting all the above collected data to HNGPL
  - c. Preparing proposed Disconnection list of consumers and handover the disconnection notices to customer

- d. Support in implementation of Legal verdict and action
- xxviii. Providing assistance to HNGPL office by deploying one no. of manpower for updation/extraction of/from records in HNGPL, cost of which shall be considered to be included in the rates quoted by bidder against SOR items and therefore no extra amount shall be payable on this account.
- xxix. Vendor should ensure to comply with following points:
  - a. Centralized/Site wise Tele calling facility to call the customers/receive the call from the customer to be ensured.
  - b. Log record mentioning date and time of logging and closing of the complaints to be maintained. If necessary, vendor should arrange his own CRM portal for maintaining these records and shall share the data with HNGPL whenever it is required.
  - c. If complaint received by agency is not related to Meter reading, Billing, Debt recovery and data verification, same should be forwarded to HNGPL CRM team for resolution.
  - d. Tele calling team should work in close co-ordination with HNGPL-CRM team for complaint rectification.
  - e. Computers or configuration as prescribed by HNGPL for compatibility with HNGPL software. (4GB RAM, 5 MBPS INTERNET, WINDOWS10/11, MOZILA (Latest Version), GOOGLE CHROME latest Version)
  - f. Internet connection with adequate internet bandwidth and data coverage (as required for smooth operations).
- xxx. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender. Agency should appoint one dedicated supervisor for each city who should closely co- ordinate with HNGPL regarding debt recovery and data verification activities. He should facilitate HNGPL to provide Daily DPR on debt recovery and data verification activities and provide reports required by HNGPL.
- xxxi. Vendor would coordinate with HNGPL daily for obtaining updated payment report for payments received at HNGPL for defaulters being followed up for payments.
- xxxii. Vendor needs to set up office / tele-calling facility, at least one within the operation area depending on his approach to handle customers spread across the operation areas (list of nos. of customers, Area wise under each of the Ops area) would be providedby HNGPL.
- xxxiii. Vendor must ensure that adequate manpower is deployed so that the debtor activities are undertaken in time bound manner. Adequate and separate teams for tele-calling door to door visits etc. must be deployed for smooth operations. A list of personnel deployed by Vendor performing different activities must be submitted to HNGPL for records. Anysubsequent change must also be communicated to HNGPL in advance. HNGPL has the discretion of instructing the Vendor to augment the resources for execution for tendered scope of work.
- xxxiv. Vendors will make reminder calls/send SMS to all defaulting customers for making

payments and will also send representatives for collection of outstanding amounts and keep a regular follow-up for the same. However, vendor shall ensure that no disconnection to be carried out for the customers until and unless specifically asked by HNGPL.

- xxxv. Vendor shall utilize all the modes to get in touch with the customer which includes personal visits, telephone calls, SMS email etc. to ensure that customers are contacted without fail. BP wise calling/visit status report needs to be separately furnished by vendor (in a prescribed format) on a periodic basis. In case of observance of wrong/improper reporting will attract penalty as applicable for an amount of 1500/- per customers. Wrong/False Information provided by customer for each BP shall be considered as one case for purposed of levying st. The vendor shall be required to furnish the calling/visit details along with his RA bills raised.
  - xxxvi. While visiting a customer's premises, vendor representative needs to ensure that all relevant details are obtained in their first meeting in the prescribed format (will be shared by HNGPL on time-to-time basis) for updating of their records at HNGPL.
  - xxxvii. Reports of daily payments collected by the vendor are to be submitted with HNGPL format and will be shared with agency on time-to-time basis by HNGPL). Vendor will submit the annexure along with payment details (for example but not limited to Cheque details, DD details, transaction details, transaction screenshot etc.), payment instrument at HNGPL office on daily basis without fail (the format for the same will be shared by the HNGPL on time-to-time basis). The vendor shall also obtain the collection details which are received by HNGPL directly from time to time.
  - xxxviii. Data/s regarding the payment details which has been collected directly at HNGPL counter/cheques/DD payments at banks/online payment in will be shared in soft copy to vendor on T+1-day basis. It is the responsibility of the vendor to collect those details from HNGPL and update their records.
  - xxxix. Vendor shall be fully responsible for all the Online/cheques/DD payments collected from the customers till it is received at HNGPL' end. In case any lapse is established in between on vendor's part, the vendor must either rearrange the payment from the customer 'or' pay an equivalent amount to HNGPL from his end.
46. The scope and quantities mentioned against all SOR items are not limited to the details included in this tender document but may be liable for changes, to which HNGPL reserves the right and vendor should perform the revised scope and quantity at the rates quoted in SOR only. In case if the contractor fails to execute the revised scope and quantity, HNGPL reserves the right to take any decision and get the work done at the risk and cost of agency.
  47. In case of consistent non-performance for any three (3) billing cycles, HNGPL reserves the right to reduce the work, apply penalties, terminate the contract and put that agency on holiday period after evaluating the performance and approval of competent authority of HNGPL.
  48. Apart from the above the EIC/OIC of the GA/tender reserves the rights to modify the scope of work. The decision of the EIC/OIC of the tender will be final and binding upon both the parties. Also, any scope of work certified by the EIC/OIC of the GA/tender will be final and binding upon both th

## Section 5 Schedule of Rates

| M/s. Haridwar Natural Gas Private Limited (HNGPL)  |  |               |      |                        |                    |  |
|--|--|---------------|------|------------------------|--------------------|--|
| SCHEDULE OF RATES (SOR)  |  |               |      |                        |                    |  |
| Item : Engagement of agency for Meter Reading, Bill Distribution for DPNG, CPNG & IPNG segments in HARIDWAR GA |  |               |      |                        |                    |  |
|  |  |               |      |                        |                    | Name of the Bidder   |
| Sl. No   | Description  | HSN /SAC Code | UOM  | Quantity for 24 months | Unit Rate (in Rs.) | Total Amount (inclusive of all applicable taxes & duties excluding GST) (in Rs.) |
| (a)  | (b)  | (c)           | (d)  | (e)                    | (f)                | (g) = (e) X (f)  |
| <b>Meter Reading and Bill Distribution</b>   |  |               |      |                        |                    |  |
| 1  | Meter Reading and Bill Distribution of Domestic PNG Customers in either categories or combination of any of the two modes as per the direction and sole discretion of EIC/OIC of tender:<br><b>a. Category – I</b> – On SPOT Meter reading through Android based Mobile app and SPOT Bill distribution.<br><b>b. Category – II</b> – Meter reading through Hand- held Device (HHD)/Hand Held Unit (HHU)/Walk by system (WBS) and Spot/manual Bill distribution (at same/different intervals of time):  |               | Nos. | 17000*24               |                    | Quoted   |
| 2  | <b>a. Collection of Payment;</b><br>If customer is agree to pay gas bill on same day or within 21 days, Meter reader take payment through (CHEQUE/POS/Online)  |               | Nos. | 9500*24                |                    | Quoted   |
| 3  | Meter Reading and Bill Distribution of <b>Commercial PNG</b> Customers ;<br><b>A. Reading collection</b><br>• Meter reader take snap of every commercial consumer meter reading (meter number and reading should be clear) in every 2 days interval and share to HNGPL through any electronic medium.<br><b>B. Bill Distribution process</b><br>• In every 1st day of every month meter reader take meter reading before 8:00 AM and fill that reading in JTR and one customer signed copy is handover to customer and another copy is handover to HNGPL.<br>• After Generation of bill Meter reader deliver the customer bill on same day and signed copy of POD is submitted to HNGPL on next day. |               | Nos. | 75*24                  |                    | Quoted   |



|  |  |  |      |                        |  |        |
|--|--|--|------|------------------------|--|--------|
|  |  |  |      |                        |  |        |
| 4  | <p>Meter Reading and Bill Distribution of Industrial PNG Customers</p> <p><b>A. Reading collection;</b><br/>· Meter Reader take industrial consumers reading on everyday when HNGPL needs to.</p> <p><b>B. Bill Distribution process</b></p> <ul style="list-style-type: none"> <li>• In every 1st and 16th of every month meter reader take meter reading before 6:00 AM and fill that reading in JTR and one customer signed copy is handover to customer and another copy is handover to HNGPL.</li> <li>• After Generation of bill Meter reader deliver the customer bill on same day and signed copy of POD is submitted to HNGPL on next day.</li> </ul> |  | Nos. | 45*48                  |  | Quoted |
| 5  | Collection of meter Reading for Commercial Connections for alertante 3 days i.e 10 days in a month and providing reading on Whatapp Group of HNGPL.  |  | Nos. | 75*10*24               |  | Quoted |
| 6  | KYC Documents collections from customers as per instruction of HNGPL   |  | Nos. | 4000                   |  | Quoted |
| 7  | The contractor shall arrange to discover the connections where gas in being drawn by customer and are not billed or registered with HNGPL. Complete details of such connections to be forwarded to HNGPL. Incentive shall be provided those cases only for which HNGPL is not aware about drawing the gas by customer  |  | Nos. | 1000                   |  | Quoted |
| <b>Total estimated value inclusive of all applicable taxes &amp; duties (excluding GST) (In Rs.)</b> |  |  |      | (J)                    |  |        |
| <b>Applicable GST ( 18 %)</b>  |  |  |      | (L)                    |  |        |
| <b>Grand Total including applicable taxes</b>  |  |  |      | <b>(M) = (J) + (L)</b> |  |        |
| <b>NOTE:</b>   |  |  |      |                        |  |        |
| 1  | The bidders should quote rates considering the statutory payments applicable & payable as specified in the SCC/bid document.   |  |      |                        |  |        |
| 2  | Bidders are required to quote the rates strictly as per the above SOR format and not to use any other format. Any quote received in format other than the tendered SOR, they shall be summarily rejected.  |  |      |                        |  |        |
| 3  | Any error in quoting taxes & duties to bidders account. Statutory Variation in taxes & duties during contractual completion period shall be born by HNGPL account.   |  |      |                        |  |        |