OIL INDIA LIMITED
(A Government of India Enterprise)
P.O. Duliajan, Pin – 786602
Dist.-Dibrugarh, Assam

CORRIGENDUM-5

GeM Tender No. GEM/2026/B/7657484

This **Corrigendum No. 5** dated 20.08.2026 to GeM Tender No. GEM/2026/B/7657484 for **""*Hiring of Comprehensive Facility Management, Operation & Maintenance and Comprehensive Annual Maintenance Contract Services for G+6 Residential Complex at OIL-FHQ, Duliajan for a period of Three (03) Years.*"** is issued to amend the following:

(i) Incorporation/amendment of the following Clauses in PQC/BEC-BRC of the subject tender:

Sl. No.	Clause Ref. in the PQC/BEC-BRC of the tender	Existing Clause	Amended Clause Description
1.	PQC/BEC Clause No. 2.1.1 (*under BEC 2.1 TECHNICAL CRITERIA*))	Bidder must have experience of successfully completing at least one '**SIMILAR WORK'** of minimum value of **₹ 2,94,28,700.00 (Rupees Two Crore Ninety-Four Lakh Twenty-Eight Thousand Seven Hundred)** only in previous 07 (seven) years reckoned from the original bid closing date with Central Government / State Government Organization / PSUs / Nationalised Banks/ Public Limited Company of India/ Multi-National Corporation (MNC) in India. *[Here, MNCs refers to a business entity that is incorporated in one country but has significant business operations in at least one other country and is listed on a stock exchange in at least one of the countries.]*	Bidder must have experience of successfully completing at least one '**SIMILAR WORK'** of minimum value of **₹ 2,06,61,300.00 (Rupees Two Crore Six Lakh Sixty-One Thousand Three Hundred)** only in previous 07 (seven) years reckoned from the original bid closing date with Central Government / State Government Organization / PSUs / Nationalised Banks/ Public Limited Company of India/ Multi-National Corporation (MNC) in India. *[Here, MNCs refers to a business entity that is incorporated in one country but has significant business operations in at least one other country and is listed on a stock exchange in at least one of the countries.]*
2.	PQC/BEC Clause No. 2.1.2	The bidder must have a valid Electrical Contractors' License issued by any State government/union territory administration. This Electrical Contractor's License shall be valid as on original bid closing date. Bidder must submit a	The bidder must furnish an Undertaking along with their technical bid, stating that, in the event of award of the Contract, the bidder shall deploy an Electrical Supervisor or Electrician holding a valid Electrical Supervisor's Licence or Electrical Workman Permit

		copy of valid Electrical Contractors' License in support of above.	Licence, respectively, which shall remain valid throughout the currency of the Contract and the licence holder shall have, at a minimum, Part I & Part II authorisation.
3.	PQC/BEC Clause No. 2.2.1 *(under BEC 2.2 FIANCIAL CRITERIA*)	Annual Financial Turnover of the bidder in any of preceding 03 (three) financial / accounting years, reckoned from the original bid closing date should be at least **₹ 2,94,28,700.00 (Rupees Two Crore Ninety-Four Lakh Twenty-Eight Thousand Seven Hundred)** only.	Annual Financial Turnover of the bidder in any of preceding 03 (three) financial / accounting years, reckoned from the original bid closing date should be at least **₹ 2,06,61,300.00 (Rupees Two Crore Six Lakh Sixty-One Thousand Three Hundred)** only.
4.	PQC/BEC Clause No. 3.4 *(under BEC 3.0 COMMERCIAL EVALUATION CRITERIA*)	**EMD/Bid Security:** Bid Security in Original shall be furnished as a part of the Technical Bid and shall reach the office of **CGM-CONTRACTS, OIL at Duliajan** on or before **14.15 Hrs (IST)** on the Bid Closing Date (BCD). A scanned copy of the bid security shall however be uploaded in GeM portal along with the Technical Bid. The amount of Bid Security shall be **₹ 35,31,500.00.** Bid without proper & valid Bid Security will be rejected. For detailed may please refer to **Clause No. 12.0 of INSTRUCTIONS TO BIDDERS (ITB). Exemption from submission of bid security shall be as per the provision of GeM GTC.**	**EMD/Bid Security:** Bid Security in Original shall be furnished as a part of the Technical Bid and shall reach the office of **CGM- CONTRACTS, OIL at Duliajan** on or before **14.15 Hrs (IST)** on the Bid Closing Date (BCD). A scanned copy of the bid security shall however be uploaded in GeM portal along with the Technical Bid. The amount of Bid Security shall be **₹ 24,79,400.00.** Bid without proper & valid Bid Security will be rejected. For detailed may please refer to **Clause No. 12.0 of INSTRUCTIONS TO BIDDERS (ITB). Exemption from submission of bid security shall be as per the provision of GeM GTC.**

*Note: Please read the Clause mentioned under BEC Clause No. 10.2 i. as **2.1** in lieu of the existing.*

(ii) Modified BEC/PQC and modified SCC/SOW (Section-II of STC) are enclosed herewith as **ANNEXURE-I and ANNEXURE-III respectively.**

(iii) All the amendments in the SOW/SCC are shown in the tabulation sheet enclosed herewith as **ANNEXURE-II.**

*Note: **Revised Proforma-XI** is also enclosed herewith*

(iv) Additional Annexures- A to H are also enclosed herewith.

(v) The revised excel sheet of the Price Bidding Format (has been uploaded as a replacement for the existing format. Bidders are requested to submit their Price Bids for the subject tender in the revised excel sheet provided in the following link:

Revised_ BOQ_Price Bidding Format.xlsx

Note: Bidders must submit their rates in the Revised Price Bidding Format/BOQ provided in the link above, or their offer will not be considered.

(vi) Bid Closing / Opening dates extended as per following:

a) Bid Closing Date & Time: Extended up to **03.09.2026 [1400 Hrs (IST)]**

b) Bid Opening Date & Time: Extended up to **03.09.2026 [1430 Hrs (IST)]**

(vii) All other terms and conditions of the Bid Document remain unchanged. Details can be viewed at www.oil-india.com.

Sd/-

MANAGER– CONTRACTS

BID EVALUATION CRITERIA (BEC)/ PRE QUALIFICATION CRITERIA (PQC)

1.0 VITAL CRITERIA FOR ACCEPTANCE OF BIDS

1.1 Bidders are advised not to take any exception/deviations to the bid document. Exceptions/Deviations, if any, should be brought out and discussed during the pre-bid conference. In case Pre-bid conference is not held, the exceptions/ deviations along with suggested changes are to be communicated to OIL within the date specified in the NIT and bid document. OIL after processing such requests, OIL may communicate the changes, if any, through an addendum to the tender document. If the bidder(s) still maintains exceptions/deviations in the bid, such conditional/ non-conforming bids shall not be considered and will be liable for rejection.

1.2 The bid shall conform generally to the full scope of work, specifications and terms & conditions given in this tender document. Bids shall be rejected in case material and services offered do not conform to the required parameters stipulated in the technical specifications. Notwithstanding the general conformity of the bid to the stipulated specifications, the following requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and will not be considered for evaluation. All the documents related to BEC shall be submitted along with the Technical Bid.

1.3 ELIGIBILITY CRITERIA:

1.3.1 The Bidder must be incorporated / constituted in India and must maintain more than or equal to 20% local content for the offered services. With regard to calculation of local content and submission of documents during bidding & execution of contracts, notification vide letter no. FP-20013/2/2017-FP-PNG dated 17.11.2020 of MoPNG (or as amended from time to time) shall be applicable.

If such local content is not maintained during execution of contract, OIL reserves the right to invoke the Performance Securities submitted by the bidding and supporting companies. In this regard, the bidder must submit an undertaking from the authorized signatory of bid having the power of Attorney along with the bid stating the bidder meets the minimum LC requirement and such undertaking shall become part of the contract.

Whether or not the bidders want to avail PP-LC benefit against this tender, it is mandatory for them to meet the following at the bidding stage:

(a) Without specifying the unit rates and bid amount in the technical bid, the bidder must specify the **percentage (%) of local content** in their bid as per format prescribed in **PROFORMA-XVII (duly signed & sealed by the Power of Attorney holder),** without which the bid may be rejected being non-compliant. Such undertaking shall become a part of the contract, if awarded.

(b) The aforesaid undertaking of the bidder shall also be supported by a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of other than companies) giving the percentage of local content.

(c) Along with the technical bid, bidder must submit a copy of their Certificate of Incorporation/Registration or any other valid document(s) which substantially establishes its constitution in India.

2.0 TECHNICAL EVALUATION CRITERIA:

2.1 TECHNICAL REQUIREMENTS:

2.1.1 Bidder must have experience of successfully completing at least one '**SIMILAR WORK'** of minimum value of **₹ 2,06,61,300.00 (Rupees Two Crore Six Lakh Sixty-One Thousand Three Hundred)** only in previous 07 (seven) years reckoned from the original bid closing date with Central Government / State Government Organization / PSUs / Nationalised Banks/ Public Limited Company of India/ Multi-National Corporation (MNC) in India.

[Here, MNCs refers to a business entity that is incorporated in one country but has significant business operations in at least one other country and is listed on a stock exchange in at least one of the countries.]

2.1.2 The bidder must furnish an Undertaking along with their technical bid, stating that, in the event of award of the Contract, the bidder shall deploy an Electrical Supervisor or Electrician holding a valid Electrical Supervisor's Licence or Electrical Workman Permit Licence, respectively, which shall remain valid throughout the currency of the Contract and the licence holder shall have, at a minimum, Part I & Part II authorisation.

2.1.3 The bidder must submit the following Undertakings along with their technical bid:

i. An Undertaking along with their bid stating that in case of award of Contract, they shall submit their MOUs/Agreements/Tie Ups with the OEMs/OEM's Authorized Service Providers (names of these OEMs are mentioned in **Annexure-Z**) to execute the contract.

ii. An undertaking stating that in case of award of Contract, they shall deploy personnels having the requisite experience to carry out the job as per the Scope of Work of the tender during the contract period and he/she/they shall submit the requisite credentials of these personnels during the mobilization period the Contract. Also, they shall confirm that there is neither case / charge under investigation / enquiry / trial the persons deployed by them, nor convicted in a Court of law or suspended / blacklisted by any statutory authority on any ground.

iii. An Undertaking stating that in case of award of Contract, they shall furnish documentary evidence regarding application submitted to Pollution Control Board, Assam (PCBA) for mandatory Consent to Consent to Operate (CTO) for the subject service during the mobilization period of the Contract.

2.1.4 The bidder must furnish duly filled & signed '**Annexure-Y'** along with their technical bid.

Notes to Clause 2.1.1 above:

A. **'SIMILAR WORK'** mentioned above means ***"Experience in successfully completing the following:***

Integrated Facility Management Services viz. Housekeeping, Gardening, Waste Management, Electro-Mechanical Operation & Maintenance for Residential Complexes/ commercial complex of minimum G+4 building or housing society with minimum 110 flats/apartments in a single contract.

B. Proof of requisite Experience, viz. award and subsequent successful execution/completion of '**SIMILAR WORK**' (refer Clause No. 2.1.1 above), must be substantiated by submission of the following documents along with the bid:

(a) Contract document/ Letter of Intent (LOI)/Letter of Award (LOA)/ Work Order showing detailed scope of work in line with Clause 2.1.1 above,

AND

(b) Job Completion Certificate showing:

(i) Gross value of job/quantity done
(ii) Nature of job done and Work Order No. / Contract No.
(iii) Contract period and date of completion

OR

SES (Service Entry Sheet) / Certificate of Payment (COP) issued by the company indicating the following:

(i) Work Order No. / Contract No.
(ii) Gross value of jobs/quantities done
(iii) Period of Service
(iv) Nature of Service

C. Only Letter of Intent (LOI)/Letter of Award (LOA), or Work Order(s) are not acceptable as evidence.

D. In case requisite experience is against **OIL's Contract**, bidder shall only be required to categorically specify OIL's Contract Number and date.

E. Mere award of contract(s) will not be counted towards experience. Successful completion of the awarded contract(s) to the extent of volume/value/quantity/period, as stipulated under Clause No. 2.1.1 will only be treated as acceptable experience.

F. Following work experience will also be taken into consideration:

(a) If the prospective bidder is executing **'SIMILAR WORK'** which is still running and the contract volume/value/quantity/period executed prior to original bid closing date is equal to or more than the minimum prescribed value in the BEC.

(b) In case the start date of the requisite experience is beyond the prescribed 07 (seven) years reckoned from the original bid closing date, but completion is within the prescribed 07 (seven) years reckoned from the original bid closing date.

(c) If the prospective bidder has executed a contract in which **'SIMILAR WORK'** is a component of the contract.

- In case the document submitted as per **Para B** above, are not sufficient to establish the value/quantity/period of the '**SIMILAR WORK**' against **Para F (a), (b) & (c)** above the bidder shall also have to submit the breakup of the works executed under such contract(s) clearly indicating the value / quantity / period of '**SIMILAR WORK'** which should be certified by the end user or a certificate issued by a practicing Chartered / Cost Accountant Firm (with Membership Number & Firm Registration Number).

G. Experience of executing '**SIMILAR WORK**' through 'sub-contracting' shall not be considered for evaluation.

H. **'SIMILAR WORK**' executed by a bidder for its own organization / subsidiary cannot be considered as experience for the purpose of meeting BEC.

I. Bids submitted for part of the **'SIMILAR WORK'** will be rejected.

J. Bid will be rejected if not accompanied with adequate documentary proof in support of Work experience as mentioned in Para 2.1.1.

K. Only one bid from any individual bidder or entity shall be accepted against the tender. If a bidder or firm is found to have participated in more than one bid—either in their own name or through an associated entity, by way of a tie-up/ agreement/Memorandum of Understanding (MoU)—then all such bids shall be summarily rejected.

2.2 FINANCIAL CRITERIA:

2.2.1 Annual Financial Turnover of the bidder in any of preceding 03 (three) financial / accounting years, reckoned from the original bid closing date should be at least **₹ 2,94,28,700.00 (Rupees Two Crore Ninety-Four Lakh Twenty-Eight Thousand Seven Hundred)** only.

2.2.2 Net worth of bidder must be positive for preceding financial / accounting year.

Note: The Net worth to be considered against Clause 4.1.2 above, should be read in conjunction with the definition of Net worth as mentioned in Section 2 (57) of the Companies Act, 2013.

Note:

- Annual Financial Turnover of the bidder from operations shall mean: "Aggregate value of the realisation of amount made from the sale, supply or distribution of goods or on account of services rendered, or both, by the company (bidder) during a financial year" as per the Companies Act, 2013 Section 2 (91).
- Net worth shall mean: "Share capital + Reserves created out of profits and securities Premium – Aggregate value of accumulated losses (excluding revaluation reserves) – deferred expenditure – Miscellaneous Expenditure to the extent not written off and carried forward Loss - Reserves created out of write back of depreciation and amalgamation"
- The Net worth to be considered against the clause above, should be read in conjunction with the definition of Net worth as mentioned in Section 2 (57) of The Companies Act, 2013.

Notes to BEC Clause 2.2 above:

A. For proof of Annual Turnover & Net worth any one of the following document must be submitted along with the bid:

(i) A certificate issued by a practicing Chartered/Cost Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover & Net worth as per format prescribed in **Proforma-VII**.

OR

(ii) Financial Statements (Balance Sheet & Profit & Loss account along with all the schedules/notes forming part of the Balance sheet & Profit and Loss Account) audited by the auditors appointed under the statute like Companies Act etc. wherever applicable.

Note:

- Mention of UDIN (Unique Document Identification Number) is mandatory for all Certificates issued w.e.f. February 1, 2019 by Chartered Accountant in Practice.

- In case the bidder is a Central Govt. organization / PSU /State Govt. organization / Semi-State Govt. Organization or any other Central / State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder to provide documentary evidences for the same.

B. Considering the time required for preparation of Financial Statements, if the last date of preceding financial/accounting year falls within the preceding six months / within the due date for furnishing of audit report as per Section 139(1) of IT Act, 1961 (read along with latest circulars/notifications issued by CBDT from time to time) reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder, then the financial turnover of the previous three financial / accounting years excluding the preceding financial/accounting year will be considered. In such cases, the Net worth of the previous financial/accounting year excluding the preceding financial / accounting year will be considered. However, the bidder has to submit an undertaking in support of the same along with their technical bid as per **PROFORMA-VI**.

C. In case the bidder is a Central Govt. organization / PSU /State Govt. organization / Semi-State Govt. Organization or any other Central / State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder to provide documentary evidence for the same.

D. In case the bidder is a Government Department, they are exempted from submission of documents mentioned under **Para-A. & Para-B.** above.

E. Bid will be rejected if not accompanied with adequate documentary proof in support of Annual turnover and Net worth as mentioned in Para 2.2.1 & 2.2.2.

3.0 COMMERCIAL EVALUATION CRITERIA

3.1 The bids are to be submitted in **Single stage under Two Bid System** i.e., Un-

priced Techno-Commercial Bid and Price Bid together. The Un-priced techno-commercial bid (or technical bid) must comprise of all the technical documents substantiating the previous experience, financial & technical credentials of the bidder and any other document as asked for in the bid document. **There should not be any indication of price in the technical bid; otherwise, the bid shall be rejected straightway.**

3.2 Bidders must fill in the **'PRICE BIDDING FORMAT/FINANCIAL DOCUMENT'** and compute **all-inclusive (including GST) bid value**. This all-inclusive (including GST) bid value is to be entered against the 'OFFER PRICE' field in the GeM portal. The duly filled '**PRICE BID/FINANCIAL DOCUMENT'** in electronic form must be submitted by the bidders through GeM Portal only along with the Financial Bid. Any Financial Bid without the duly filled Price Bid may be liable for rejection.

Note: The breakup of the quoted/offered price i.e., the duly filled Price Bid Format MUST NOT be uploaded with the technical bid; otherwise, the bid shall be rejected straightway.

3.3 The price quoted by the successful bidder must be firm during the performance of the contract and not subject to variation on any account except as mentioned in the bid document. Any bid submitted with an adjustable price quotation other than the above will be treated as non- responsive and rejected.

3.4 **EMD/Bid Security:** Bid Security in Original shall be furnished as a part of the Technical Bid and shall reach the office of **CGM- CONTRACTS, OIL at Duliajan** on or before **14.15 Hrs (IST)** on the Bid Closing Date (BCD). A scanned copy of the bid security shall however be uploaded in GeM portal along with the Technical Bid. The amount of Bid Security shall be **₹ 24,79,400.00.** Bid without proper & valid Bid Security will be rejected. For detailed may please refer to **Clause No. 12.0 of INSTRUCTIONS TO BIDDERS (ITB). Exemption from submission of bid security shall be as per the provision of GeM GTC.**

3.5 Any bid received in the form of Physical document/Telex/Cable/Fax/E-mail will not be accepted.

3.6 Bids shall be typed or written in indelible ink.

3.7 Bids shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by bidder, in which case such corrections shall be initiated by the persons(s) signing (digitally) the bid. However, white fluid should not be used for making corrections. Any bid not meeting this requirement shall be rejected.

3.8 Any bid containing false statement will be rejected and action will be taken by Company as per Bid Document.

3.9 Bidder must accept and comply with the following provisions as given in the Tender Document in toto, failing which offer will be rejected:

(i) Firm price
(ii) Bid Security
(iii) Period of validity of Bid
(iv) Price Schedule
(v) Performance Bank Guarantee / Security deposit
(vi) Delivery / Completion Schedule
(vii) Scope of work
(viii) Guarantee of material / work

(ix) Liquidated Damages clause
(x) Tax liabilities
(xi) Arbitration / Resolution of Dispute Clause
(xii) Force Majeure
(xiii) Applicable Laws
(xiv) Specifications
(xv) Mobilization Period
(xvi) Integrity Pact

3.10 There should not be any indication of price in the Un-priced Techno-Commercial Bid. A bid will be straightway rejected if this is given in the Un-priced Techno-Commercial Bid.

3.11 Bid received with validity of offer less than **One Hundred and Twenty (120) Days** from Bid Closing Date will be rejected.

3.12 The Integrity Pact is applicable against this tender. OIL shall be entering into an Integrity Pact with the bidders as per format enclosed vide **PROFORMA-XVI** of the tender document. This Integrity Pact proforma has been duly signed by OIL's competent signatory. The proforma must be returned by the bidder (along with the Un-priced Techno-Commercial Bid) duly signed (digitally) by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid. Uploading the Integrity Pact with digital signature will be construed that all pages of the Integrity Pact have been signed by the bidder's authorized signatory who sign the Bid.

3.13 Bidders shall submit declaration as per **Appendix-1** that they are neither bankrupt nor undergoing any insolvency resolution process or liquidation or bankruptcy proceeding under any law OR no insolvency resolution process or liquidation or bankruptcy proceeding is initiated under any law against them.

3.14 Bidders shall submit declaration as per **Appendix-2** confirming that neither the bidder nor any of their allied concerns, partners or associates or directors or proprietors involved in any capacity, are currently put on holiday list/banning list by OIL debarring them from carrying on business dealings with OIL.

3.15 The bidder shall submit an undertaking/declaration as per **Appendix-3** confirming that they have read and understood OIL's Banning Policy and that neither they nor any of their allied concerns or partners or associates or directors, or proprietors involved in any capacity, are currently on OIL's Holiday/Banning List. Further, the bidder shall confirm that neither they nor any of their aforementioned entities have, during the last three years, been involved in any transgression with any company conforming to the Transparency International (TI) approach or with any Public Sector Enterprise of India that could justify exclusion from the tender process. The bidder shall also disclose details of all such allied entities, if any, as required under the Banning Policy.

3.16 Only one bid against a party offering individually as well as under Proprietorship/Partnership firms shall be accepted. In case any bidder is found to submit more than one bid including separate bids under proprietorship as well as under any Partnership firm, then all the bids submitted by the bidder in his own name or in the name of a firm where he/she is a partner/sole proprietor will be rejected.

4.0 PRICE EVALUATION CRITERIA

4.1 Price bid shall be opened in respect of only the techno-commercially acceptable bidders whose bids have been found to be substantially responsive. A substantially responsive bid is one that meets the terms and conditions of the Tender and/or the acceptance of which bid will not result in indeterminate liability on OIL.

4.2 If a bidder quotes Total Charges/Consideration as NIL, the bid shall be treated as unresponsive and will not be considered.

4.3 It is to be clearly understood that the assumptions made in respect of the quantities for various operations are only for the purpose of evaluation of the bid and the Contractor will be paid on the basis of the actual number of days/parameters.

4.4 The bidders are advised not to offer any discount/rebate separately and to offer their prices after considering discount/rebate, if any.

4.5 Conditional and unsolicited discounts will not be considered in the evaluation. However, if such a bidder happens to be the lowest recommended bidder, an unsolicited discount without any condition will be considered for computing the contract price.

4.6 The inter-se-ranking of all the techno-commercially qualified bidders will be determined on overall lowest cost basis (L-1 offer) i.e. considering the Total quoted price inclusive of all liabilities and GST (CGST & SGST/UTGST or IGST) as mentioned in the GeM portal.

4.7 Based on the evaluation of techno-commercially qualified bidders, the job will be awarded to the L-1 bidder.

4.8 In the case of identical overall lowest offered rate by more than one (01) bidder, the selection will be made in accordance with GeM GTC.

4.9 OIL will prefer to deal with registered bidder 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 while evaluation of bid. Where OIL is entitled for input credit of GST, the same will be considered for evaluation of bid as per evaluation methodology of tender document.

4.10 When a bidder mentions taxes as extra without specifying the rates & amount, the offer will be loaded with maximum value towards taxes received against the tender for comparison purposes. If the bidder emerges as lowest bidder after such loading, in the event of order on that bidder, taxes mentioned by OIL on the Purchase Order/Contracts will be binding on the bidder.

4.11 Input Tax Credit on GST (Goods & Service Tax) for this service is NOT available to OIL & the bids will be evaluated based on total price including GST.

4.12 For evaluation purposes, quoted unit rates against each Line Item of the price bidding format shall be considered only up to two (2) decimal places without rounding off for evaluation.

5.0 PURCHASE PREFERENCE CLAUSE:

5.1 PURCHASE **PREFERENCE TO MSE BIDDERS**: Purchase Preference to Micro and Small Enterprises is applicable for this tender.

5.1.1 In case participating MSE Quote price within price band of L1+15%, such MSE shall be considered for award of contract by bringing down their price to L1 price in a situation where L1 price is from someone other than an MSE.

5.1.2 (In case of more than one such MSE qualifying for 15% purchase preference, the contract shall be awarded to lowest eligible MSE amongst the MSEs qualifying for 15% purchase preference.

Note: If L1 is non-MSE, purchase preference for matching price shall be given to MSEs falling within the price band of L1+15% in the following order of preference:

1. SC/ST Women-owned MSEs
2. SC/ST owned MSEs
3. Women-owned MSEs
4. Other MSEs

All other guidelines issued in respect of benefits to MSEs shall prevail. Bidder claiming above relaxation/ exemption need to submit necessary documentary proof of their eligibility along with their techno-commercial bid. The certificate must be valid on the bid closing date.

5.2 Documentation required to be submitted by MSEs: Categorization and various criteria applicable to MSE bidders shall be guided by the Gazette Notification No. CG-DL-E-26062020-220191 dated 26.06.2020 (and as amended time to time) issued by MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES. The bidder claiming the MSE status (MSE-General, MSE-SC/ST, MSE-Woman) against this tender has to submit Udyam Registration Number with Udyam Registration Certificate along with the technical bid for availing the benefits applicable to MSEs. Note: In case bidding MSE is owned by Schedule Caste or Schedule Tribe or Woman entrepreneur, valid documentary evidence issued by the agency who has registered the bidder as MSE owned by SC/ST/Woman entrepreneur should also be enclosed.

5.3 PURCHASE PREFERENCE POLICY (LINKED WITH LOCAL CONTENT) (PP-LC): Purchase preference under Public Procurement (Preference to Make in India) Order, 2017 of Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India as revised vide Order No. P-45021/2/2017-PP (BE-II) dated 16th September 2020 (and as amended time to time) with modifications as notified vide MoPNG Order No. FP-20013/2/2017-FP-PNG-Part (4) (E-41432) dated 26th April 2022, shall be applicable in this tender. Bidders to check the provisions of the Order for their eligibility to bid and seek benefits for Purchase preference, accordingly.

5.4 Contract shall be awarded for the entire scope of work under this tender subject to concurrent application of Public Procurement Policy for MSE Order 2012 and PP(MII) Order 2017 as per Order No. F.1/4/2021-PPD dated 18.05.2023 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Govt. of India and any subsequent amendment thereto.

Note: Services under this tender is not splitable.

6.0 GENERAL:

6.1 In case bidder takes exception to any clause of bidding document not covered under BEC-BRC, then the Company has the discretion to load or reject the offer on account of such exception if the bidder does not withdraw / modify the deviation when / as advised by company. The loading so done by the company will be final and binding on the bidders. No deviation will however be accepted in the clauses covered under BEC-BRC.

6.2 Bidders should provide self-attested copies of GST Registration Certificate, PAN Card, ESIC registration (if applicable), P.F. Registration Number OR Declaration (Declaration by applicant that provisions of Provident Fund Act are not applicable to them. In case P.F. is required to be deposited later on, the same will be deposited by the bidder (Applicant). In case successful bidder doesn't have P.F. Code at the time of bidding and PF Act is applicable on him / her, the same has to be provided by him / her before signing of contract agreement and issue of Work Order by OIL.

6.3 To ascertain the substantial responsiveness of the bid the Company reserves the right to ask the bidder for clarification in respect of clauses covered under BEC-BRC also and such clarifications fulfilling the BEC-BRC clauses in toto must be received or before the deadline given by the company, failing which the offer will be evaluated based on the submission. However, mere submission of such clarification shall not make the offer responsive, unless company is satisfied with the substantial responsiveness of the offer.

6.4 If any of the clauses in the BEC-BRC contradict with other clauses of bidding document elsewhere, the clauses in the BEC-BRC shall prevail.

6.5 Bidder(s) must note that requisite information(s) / financial values etc. as required in the BEC-BRC & Tender must be clearly understandable from the supporting documents submitted by the Bidder(s); otherwise Bids shall be rejected.

6.6 OIL will not be responsible for delay, loss or non-receipt of applications for participating in the bid sent by mail and will not entertain any correspondence in this regard.

6.7 The originals of such documents [furnished by bidder(s)] shall have to be produced by bidder(s) to OIL as and when asked for.

6.8 Any bidder who are on Holiday/ Banning/ Suspension list of OIL on due date of submission of bid/ during the process of evaluation of the bids, the offers of such bidders shall not be considered and will be straightaway rejected.

7.0 Bidders have to submit a declaration as per the format prescribed in **PROFORMA-IX** regarding compliance of Safety Measures along with the technical bid.

8.0 CHECKLIST FOR BEC/PQC: Enclosed as **TECHNICAL EVALUATION SHEET (PROFORMA-XI)** and **COMMERCIAL CHECK-LIST (PROFORMA-XII).** To be submitted along with the technical bid. In case of non-submission of the checklist, the offer shall be liable for rejection.

9.0 COMPLIANCE OF THE COMPETITION ACT, 2002: The bidder shall strictly comply with the provisions of the Competition Act, 2002, more particularly, Section-3 of the Act. Any violation the provisions of the Act shall attract penal action under the Act.

10.0 VERIFICATION AND CERTIFICATION OF DOCUMENTS BY INDEPENDENT THIRD-PARTY INSPECTION AGENCIES (TPIA)::

10.1 Oil India Limited (OIL) has engaged the following 17 (Seventeen) Independent Inspection Agencies for a period of 04 (Four) years up to 06.06.2028 to verify the authenticity of documents required against BEC to be submitted by the bidders against the tender:

Sl. No.	Name of Independent Inspection Agency	Contact E-mail ID
i.	M/s. Alfred H Knight India Private Limited	a. rkjain@ahkgroup.com b. Pradeep.mathur@ahkgroup.com c. info@ahkgroup.com
ii.	M/s. TUV India Private Limited	a. noida@tuv-nord.com b. mumbai@tuv-nord.com c. salim@tuv-nord.com
iii.	M/s Conformity India International Private Limited	a. mktg@ciindia.in
iv.	M/s Ravi Energic Private Limited	a. baroda@ravienergic.com b. tpia@ravienergic.com
v.	M/s SGS India Private Limited	a. dhaval.vora@sgs.com b. sgs.india@sgs.com
vi.	M/s Assure Quality Management Certification Services Private Limited	a. aqmcs@aqmcs.com
vii.	M/s. IRCLASS Systems and Solutions Private Limited	a. industrial_services@irclass.org b. Bhavesh.satam@irclass.org
viii.	M/s. TÜV Rheinland (India) Pvt. Ltd.	a. Shailesh.deotale@ind.tuv.com b. ravi.kumar@ind.tuv.com c. Kaushal.gohil@ind.tuv.com d. info@ind.tuv.com
ix.	M/s Gulf Lloyds (India) Ltd.	a. contact@gulfllloyds.com b. inspection@gulfllloyds.com
x.	M/s Baltic Testing India Pvt. Ltd.	a. office@balticcontrolindia.com
xi.	M/s Sanmarg Engineering Validation & Assessment	a. Amitra@sanmargeva.com
xii.	M/s Meenar Global Consultants LLP	a. sales@mgellp.in
xiii.	M/s Rites Limited	a. nrinspn@rites.com b. info@rites.com c. sbu.ninsp@rites.com
xiv.	M/s Bureau Veritas (India) Private Limited	a. bvindia.corporate@bureauveritas.com

i.	M/s TUV SUD South Asia Private Limited	a. Hemant.chavan@tuvsud.com b. Jayashree.rane@tuvsud.com
ii.	M/s Adornment Engineers India Private Limited	a. jks@adornmentengineers.com
iii.	M/s TCRC Inspections Pvt. Ltd.	a. admin@tereinspections.com b. ashismallick@teregroup.com c. tenders@teregroup.com

10.2 Bidders are required to have their following documents verified and certified by any one of the empanelled Independent Third-Party Inspection Agencies listed below:

(i) Technical Criteria: BEC Clause No. 2.1-Technical Criteria

(ii) Financial Criteria: Line of Credit, if incorporated in the tender.

(iii) General Requirement: Bidder's Certificate of Incorporation, if applicable.

(iv) Additional Documents: Not Applicable

The Inspection Certificate, duly issued by the selected agency, must be submitted along with the Technical Bid. All costs related to verification and certification by the Thirty-Party Inspection Agencies shall be borne solely by the respective bidders. Payments in this regard shall be made directly by the bidders to the Inspection Agencies. OIL shall not be held responsible for any payment-related dispute between the bidders and the inspection agencies.

10.3 **The verified and certified documents (As mentioned in Para 10.2 above) must be submitted along with the Technical Bid**s. Any bid submitted with un-verified supporting documents shall not be considered. However, in case a bidder submits its bid along with all relevant supporting documents as per BEC without getting all/some of them verified by the designated Independent Inspection agency, such bid can be provisionally considered, provided it is accompanied by an Undertaking by the Bidder on their official letterhead towards submission of the duly verified and certified copies and Inspection Certificate within 07 (Seven) days from the actual date of bid opening. **No reminders or clarifications will be issued by the Company in this regard, and failure to submit the verified/ certified documents within the stipulated time shall result in outright rejection of the bid, at the sole risk and responsibility of the bidder.**

10.4 The methodology of verification/ certification of documents followed by the agencies is broadly as under, but not limited to:

(a) It is the sole responsibility of the bidders intending to participate in the tender to thoroughly understand the requirements of the tender, particularly the documents required under BEC. The bidders must present all relevant documents to any of the empanelled third-party certifying agencies for verification/certification. The TPI Agencies shall verify the authenticity of the

documents only. They will not verify whether the documents produced by the bidder are sufficient for meeting the requirements of the tender or not. Neither OIL nor the Inspection Agencies shall be responsible for the selection or appropriateness of the documents submitted for verification. It is entirely the bidder's responsibility to ensure that the appropriate documents are verified/certified in support of BEC compliance.

(b) The concerned Independent Third-Party Inspection Agencies shall depute their qualified/competent inspector to the Bidder's premises to check the original documents and certify the copies which the bidder shall submit along with their bids.

(c) On issuance of the Inspection Certificate to the bidder, TPI agency should share a copy of the same to concerned Purchase Officer through email directly (Email ID: **bikramjit.borgohain@oilindia.in**). OIL will reserve the right to ask the inspection agencies to verify the documents with source, if required, at no extra cost to OIL. Verification/Certification of documents by OIL's empanelled third-party inspection agencies shall not automatically make the bidder techno-commercially acceptable or eligible for award of contract.

Notes:

(i) If any documents, LOI/LOA/Orders/Contracts, etc., submitted towards BEC are issued by Oil India Limited, such documents need not be verified by TPI agency.

(ii) Undertaking from TPI Agency as per format (**PROFORMA-M**) enclosed should be submitted along with the Bid.

(iii) In case of clarifications sought by OIL against BEC, supporting documents (historical in nature) to those submitted in the original bid will also have to be verified from the same TPI agency which has originally verified their bid documents. OIL shall categorically mention the documents that are to be submitted with TPI verification in the clarification sought. In case the bidder fails to submit the TPI verified documents, as sought by OIL, as part of their clarification, their offer will be liable for rejection.

11.0 Bidders should submit an undertaking that their bid is compliant to Order No. F. 7/10/2021-PPD (1) dated 23.02.2023 issued by Ministry of Finance, Department of Expenditure, Public Procurement Division, Govt. of India (including subsequent amendments thereto, if any), regarding restrictions on procurement from a bidder of a country which shares land border with India.

In this regard, bidders must submit duly sealed & signed undertaking as per format provided vide **Exhibit-I, Exhibit-II** and **Exhibit-III** along with the technical bid.

***********End of PQC/BEC************

ANNEXURE-II

Original Tender Clause	Amended Clause/ New Clause inclusion
Electro-Mechanical Operation & Maintenance	
NA **(Additional)**	**7.0 MECHANICAL MAINTENANCE SERVICES:** **G. Maintenance of Diesel Engine driven Generating sets** i. Daily checks to carried out by the operator of the Contractor, which include but not limited to: a) Check the lube oil level b) Check fuel level c) Check the coolant level d) Check belts, bearings and other frequently worn-out items e) Run test of the Gen set/Engine f) Check for any leakages of the unit ii. OEM recommended Preventive/Planned/ Scheduled Maintenance to be carried out by OEM or OEM authorized service provider, hired by the Contractor. Contractor has to maintain the such maintenance record and must be produced to OIL Officials on demand. iii. Breakdown Maintenance as and when necessary to be carried out by OEM or OEM authorized service provider, hired by the Contractor, as per clause 7.15.
7.3 Routine operation and maintenance of 320 KVA DG, daily checks (excluding OEM's scheduled maintenance and major breakdown).	7.3 Routine operation and maintenance of 180 KVA DG, daily checks (excluding OEM's scheduled maintenance and major breakdown).
7.11 Contractor must ensure usage of proper PPE while attending any electrical work. The contractor must ensure availability of minimum statutory PPE for electrical jobs	7.11 Contractor must ensure usage of proper PPE while attending any maintenance work. The contractor must ensure availability of minimum statutory PPE for all types of jobs.

ANNEXURE-II

7.12 Schedule of Rate: SOR for Comprehensive Mechanical Services shall have two components: i. Comprehensive O&M Charges of all mechanical items monthly (Includes all routine and scheduled maintenance service and service towards resolving system/user/occupants' complaints mentioned in the scope above). The payment modality of the above is mentioned in **Clause 7.13 given below under the heading 'Payment Modality for Comprehensive O&M Charges per month'** and Bidder shall have to quote for the services in the Price Bid Format. Repair/Breakdown maintenance not covered by the scope above. (Subjected to percentage ceiling provided by OIL). The payment modality of the above is mentioned in **Clause (D) given below under the heading 'Payment Modality for Emergency Repair/ Breakdown Maintenance Works.**	**7.12 Schedule of Rate:** SOR for Comprehensive Mechanical Services shall have two components: i. Comprehensive O&M Charges of all mechanical items monthly (Includes all routine and scheduled maintenance service and service towards resolving system/user/occupants' complaints mentioned in the scope above). The payment modality of the above is mentioned in **Clause 7.13 given below under the heading 'Payment Modality for Comprehensive O&M Charges per month'** and Bidder shall have to quote for the services in the Price Bid Format. Repair/Breakdown maintenance is not covered by the scope above (subjected to percentage ceiling provided by OIL). The payment modality of the above is mentioned **in 7.15 given below under the heading 'Payment Modality for Emergency Repair/ Breakdown Maintenance Works.**
7.13 Payment Modality for Comprehensive Electrical O&M Charges month: i. Following Guaranteed Performance must be ensured by the contractor against Monthly Comprehensive Electrical O&M services: **Equipment Availability:** The Contractor Shall Guarantee the following availability figures: Availability of pumping units >= 96.0% Availability of DG Units >= 96.0%	**7.13 Payment Modality for Comprehensive Mechanical O&M Charges month:** i. Following Guaranteed Performance must be ensured by the contractor against Monthly Comprehensive Mechanical O&M services: **Equipment Availability:** The Contractor Shall Guarantee the following availability figures: Availability of pumping units >= 96.0% Availability of DG Units >= 96.0%
Note on Price Reduction Clause: Combined Price Reduction against non- fulfilment of Guaranteed	**Note on Price Reduction Clause: Combined Price Reduction against non- fulfilment of Guaranteed Performance (Point i, ii & iii of**

Performance (Point i, ii & iii of Equipment Availability above) shall be limited to 100% of Monthly Comprehensive Electrical O&M charge.	**Equipment Availability above) shall be limited to 100% of Monthly Comprehensive Mechanical O&M charge.**
7.15 Payment Modality for Emergency Repair/Breakdown Maintenance Works: 1. The contractor shall carry out all works which are not covered in **Comprehensive Electrical O&M scope** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced.**	**7.15 Payment Modality for Emergency Repair/Breakdown Maintenance Works:** 1. The contractor shall carry out all works which are not covered in **Comprehensive Mechanical O&M scope** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced.**
7.16 Exclusion from Scope of Work: Complete replacement of following Assets of OIL in case of irreparable damage is excluded from the scope of this contract. **Water pumps with motor** **Fire water pump with motor.** **DG set** OIL may choose to avail only services for such major replacement work against Emergency Repair/Breakdown Maintenance for which payment modality as mentioned in Clause shall be followed. Purchasing of above-mentioned assets shall be done by OIL.	**7.16 Exclusion from Scope of Work:** Complete replacement of following Assets of OIL in case of irreparable damage is excluded from the scope of this contract. **Water pumps with motor** **Fire water pump with motor.** **DG set** OIL may choose to avail only services for such major replacement work against **Emergency Repair/Breakdown Maintenance** for which payment modality as mentioned in **Clause no. 7.15** above shall be followed. Purchasing of above-mentioned assets shall be done by OIL.
FIRE FIGHTING EQUIPMENT MAINTENANCE SERVICES:	
NA **(Additional)**	For DCP Fire Extinguishers: The powder refilling of DCP Fire Extinguishers (used/empty) will be carried out by OIL Fire

	Services only. However, any other spares as indicated in the Clause No. 8.5 (Page No. 82/109 of STC) shall be strictly maintained by the vendor. 1. For CO2 Fire Extinguishers: Refilling as well as spares are in vendor's scope. **Note:** Additional New Fire Extinguishers (09 Kg Stored Pressure DCP-10 Nos. & 4.5 Kg CO2-10 Nos.) apart from existing extinguishers installed in residential G+6 complex need to be maintained in Pool by the vendor for replacement against any fire extinguisher used during potential fire emergency /training/accidental release.

Note: Due to removal of Civil's Scope of Work, the Para Numbering in SCC/SOW has been re-numbered accordingly.

SECTION-II OF SPECIAL TERMS & CONDITIONS (STC)

The Clauses of Section-II (SCC) shall supplement and / or amend Section-I (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the Section-I (GCC).

SCOPE OF WORK AND SPECIAL TERMS & CONDITIONS

Job Description: *Hiring of Comprehensive Facility Management, Operation & Maintenance and Comprehensive Annual Maintenance Contract Services for G+6 Residential Complex at OIL-FHQ, Duliajan for a period of Three (03) Years.*

I. SCOPE OF JOB:

The contractor shall provide a Comprehensive/Integrated Facility Management, Operation & Maintenance and Comprehensive Annual Maintenance Services to Oil India Limited, for its newly constructed G+6 Residential Complex, at OIL-FHQ, Duliajan, by deploying their personnel to the satisfaction of Company consistent with company standards and instructions issued by appropriate company officials from time to time to provide a clean, neat, hygienic & well-maintained environment in OIL Township. Maintenance of discipline, decorum and honesty will be of prime concern.

Contractor is expected to inspect the site, assess and understand the requirements for the work and submit their respective bid. Furthermore, the contractor can contact the dealing officer of the contract for further details. The indicative job/measurement has been given under:

II. EXECUTION OF WORK:

All the work shall be executed in strict conformity with the provisions of the contract documents and with such detailed specifications and instructions as may be furnished from time to time to the contractor by the HoD-(HR-E) or his Authorized representative or Concerned Technical & Service Departments of OIL-FHQ whether mentioned in the contract. 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 OIL or its authorized representative. The contractor shall provide all necessary PPE/ equipment/ labour etc. for execution and maintenance of work till completion, unless otherwise mentioned in the contract.

III. CO-ORDINATION AND INSPECTION OF WORK:

The co-ordination and inspection of the day-to-day work under the contract shall be the responsibility of the HOD(HR-E) or his authorized representative or Concerned Technical & Service Departments of OIL-FHQ. The instruction through written note email/regarding any particular job will normally be passed by the HoD-HR-E or his authorized representative or Concerned Technical & Service Departments of OIL-FHQ. A work order book will be maintained by the contractor in which written instructions will be entered

on daily basis. These will be signed by the contractor or his authorized representative by way of acknowledgement within 12 hours.

IV. AREA OF OPERATION: G+6 Residential Complex, OIL-FHQ, Duliajan

OIL Executive Residential complex comprises of 168 Residential Flats, garden area, park area, walkways, garage, security huts, STP and other modern facilities etc. There is a total of 07 identical Towers and each tower is having 24 dwelling units.

V. RESIDENTIAL COMPLEX: The floor-wise provisions are as follows for each tower:

Detailed floor wise plan, area plan etc. are attached as supporting documents.

1.1 The areas mentioned above are approximate and indicative and OIL reserves the right to include/exclude any area or change the frequency of cleaning (manageable with the estimated manpower) after mutual consent with the contractor. Contractor may note that minor civil works if any, to fulfil the objective, should be carried out with no additional cost. Such works should be taken up under directives of Oil India Limited (OIL) officials. The decision of OIL in this regard will be final and binding on the Contractor.

1.2 The contractor will have to engage a Supervisor-in-charge, who will function as the overall in-charge on behalf of the Contractor for execution of assigned services and shall maintain various records (Attendance Register/In & Out Register/Visitor Register/Inventory Register/Maintenance Register/Complaint Register etc.) as necessary during periodicity of the contract. The Supervisor-in-charge so deployed, should be capable of maintaining records in English and conversant with use of computer. He/she should also make himself/herself available over phone/mobile on a round-the-clock basis, for which the company will not reimburse/pay any cost towards such mobile/telephone. He/she should have previous experience in hospitality Management and should have good communication skills. He/she should be responsible for the cleanliness of the premises and should be proactive in solving various problems related to FMS and O&M.

1.3 The Contractor shall have to engage requisite no. of work persons from time to time as advised by OIL on as and when required basis in various categories including one **Supervisor-in-charge** to ensure smooth and efficient functioning of the Housing Complex, delivery and supervision of services. The actual number of personnel required to be engaged, and their duty hours (as per applicable Labour laws) are to be decided by the Contractor/ Supervisor-in- charge such that services are made available round the clock without compromising on quality. Please refer to **Annexure-A** for eligibility criteria, minimum qualification and experience required for the personnel to be engaged by the contractor.

Except as otherwise hereinafter stated, the selection, replacement and remuneration of the contractor's personnel shall be determined by

the Contractor, in compliance with all the relevant legal provisions. Such employees shall be the employees solely/personnel under the payroll of the Contractor. The Contractor shall ensure that its personnel will be competent and efficient and shall maintain their personal health and hygiene to the highest order. Contractor shall furnish the police verification report of his personnel before engaging them for the job. Contractor should also ensure **periodical** medical check-up at the duration of 01 year (every year) or as per the prevailing Central Govt. Guidelines for his/her personnel(s) at his/her own cost and submit a copy of the report to OIL Authority.

1.4 The Contractor will normally not change the working hands without consent of Company's i.e. OIL's concerned Authority or his/her authorized representative. However, the Contractor must immediately remove and replace any of their personnel, who in the opinion of Company, is incompetent/negligent/of unacceptable behavior or whose employment is otherwise considered by Company to be undesirable.

1.5 SUPPLY OF MATERIAL

The contractor shall provide required PPEs (Personal Protective Equipment), at his own cost, to each labourer (wherever applicable) for use during working hours. The Contractor shall have to provide proper safety items (PPE) to its engaged crew. However, the contractor shall ensure that their engaged labourers are always equipped with proper PPE. The tentative list of PPEs is detailed as under:

Rain Suit: Once in every year
Safety Boot: Once in every year
PVC Dotted Hand Gloves: Once in every year or as and when required
Electrical Insulated Hand Gloves (wherever required)
Disposal breathing Mask
Gum Boot: Once in every year
Safety Helmets: Once in every year

1.6 The contractor shall ensure that sufficient staff are engaged to run these services. The staff provided for these services, shall wear neat and clean uniform as always decided and instructed by Company's (OIL's) Authority or his authorized representative to his working personnel for use during duty period.

Note: If any working personnel are replaced as stated in clause (1.4) above, the replacement shall also have the same uniform, as prescribed and this will be at the sole cost of the contractor.

VI. SCOPE OF WORK

The scope of work mentioned in this tender is not exhaustive and not limited. The broad nature of works to be carried out under ***Integrated Facility Management Services (IFMS), Operation & Maintenance***

(O&M) and Comprehensive Annual Maintenance Contract (CAMC) Services are given as under:

***1.0 HOUSEKEEPING SERVICES*:** Provision of Housekeeping, Upkeep and Maintenance Services at G+6 Residential Complex which includes 168 Residential Flats in 07 Towers, Parking, Electro-mechanical rooms & equipment, Sewage Treatment Plant Area, Elevator Areas, Fire Fighting Systems, Garden area, Operators Room, Security Cabin, Diesel Generator Room, Community Park area and other common areas etc.

2.0 PEST AND RODENT CONTROL SERVICES: Provision of general Pest control services to the entire complex as per details mentioned in **broad** Scope of Work.

3.0 WASTE MANAGEMENT SERVICES: Provision of Waste Management (Collection & Disposal) services.

4.0 ELECTRICAL, MECHANICAL SERVICES: Provision of Miscellaneous maintenance services – general & breakdown maintenance services (Mechanical & Electrical Maintenance jobs) in the entire complex residential premises.

***5.0 OCCUPANCY MANAGEMENT/ HELP DESK SERVICES*:** Reception/Telephone services, Front desk, help desk services etc. One attendant shall be deployed per tower on a 24 × 7 basis.

6.0 COMPLAINT HANDLING: Reporting and Complaint Management through customized App Based portal, email communication and other alternative measures.

7.0 SEWAGE TREATMENT PLANT (STP) Operation: Operation and maintenance of 150 KLPD MBBR Technology STP operation and maintenance including supply of all consumables.

8.0 The Contractor shall deploy personnels of *the OEMs / OEM Authorized Service Partner CAMC (Comprehensive AMC Services)* for the following jobs:

i. Solar PV System/solar panels.
ii. Elevators
iii. CCTV Network
iv. Telephone network & EPBX System and any other items as described in Broad Scope of Work.

Note: *Bidders are advised to visit the site for proper understanding of the area, layout, facilities available and site specific requirements before participating in the tender.*

VII. BROAD SCOPE OF WORK

Contractor must ensure single point contact with sufficient back up support 24 X 7 at site to execute the entire work as per the detailed scope of work. The single point contact will be

communicated by all concerned of the housing and other stakeholders for any issues pertaining to operation and maintenance of the housing complex, statutory requirement, submission of various reports etc. The single point contact and the back up support should be experienced & educated enough to handle all the jobs, attending issues, reporting etc. as per Scope of Work. The contractor must mention the contact details at prominent places as directed/instructed by user/housing society for convenience to all.

1.0 HOUSEKEEPING SERVICES :

The scope of services to be provided by contractor under each head shall include but not limited to the following:

1.1 Standard Cleaning Services and Procedures as defined above shall include the following:

1.2 The contractor will ensure cleanliness in all residential flats including washroom cleaning during the working hours i.e. from 7.00 AM to 03.00 PM (subjected to change based on requirement) on all days and on as and when required basis, by deploying suitable manpower. Cleaning of the entire complex & its premises as specified in the scope of work (including Parking space, office rooms, and open areas) shall be completed daily within the working hours i.e. 7.00 AM to 03.00 PM, weekly, monthly and as per schedule given in **TABLE HOUSEKEEPING-1 of this Scope of Work**. All cleaning jobs including collection and disposal of garbage, etc. will be taken up as per given schedule.

1.3 Proper regular care for the safe maintenance of fittings, fixtures, equipment and furniture will be the sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his/her employees/deployed personnel shall be made good by the contractor at his/her own cost immediately failing which, *the amount of damage or loss will be recovered/deducted from the Contractor's subsequent monthly bill.*

1.4 Cleaning agents equipment and consumables for cleaning the interior of 168 nos. of Residential flats will be provided by residents themselves for cleaning, sweeping, dusting, mopping, upkeep and maintenance of individual flats and toilets. For common area cleaning, the contractor has to provide all necessary cleaning items, equipment including consumables at his/her own cost.

1.5 The contractor shall engage **sufficient sweeper/cleaner per 07 residential flats (interior only)** for daily cleaning, sweeping, dusting, mopping, upkeep and maintenance of inside of flat and toilets. For **common area the contractor must ensure adequate number of cleaners to meet the requirement as listed in TABLE HOUSEKEEPING-1 below**.

ANNEXURE-III

TABLE: HOUSEKEEPING-1

Sl. No.	Activity/Jobs	Frequency
1.	Sweeping and Damp moping of tiles & vitrified floors of common areas, surrounding common areas, corridors, staircases, external areas, etc.	Daily
2.	Sweep cleaning under chairs, trash containers and easily movable items in common areas to keep the floors free of dirt, mud, sand, footprints, liquid spills, unwanted materials, and other debris	Daily
3.	Sweep cleaning of debris from walkways, driveways, garages and garden walk areas and cleaning by hose. Sweeping of roads & clearing of unwanted grass/ creepers/ wild shrubs & removal of debris from roadsides	Daily
4.	Cleaning of all Furniture of reception/ office area, wall panels, and partitions in common area	Daily
5.	Removal of waterlogging anywhere in the premises and clearing of any blockage/ overflow of any sort	Daily
6.	Removal of cobwebs, wherever they exist	Daily
7.	Cleaning of boundary walls on both sides and keeping them free of encroachments, posters, bills etc.	Daily
8.	Cleaning and up-keep of any common area, not mentioned above, in the premises	Daily
9.	During inclement weather, cleaning and up-keep of all areas in the premises, if necessary, ensuring no streaks, smears, swirl marks, detergent residue, or any presence of dirt or standing water, etc.	Daily
10.	Cleaning the interiors of all the 168 residential flats, dusting, removing cobwebs, sweeping and mopping of floors, cleaning of windows and glass areas, etc. ***Consumables shall be provided by the residents.***	Daily
11.	Cleaning of all toilets, wash basins, bathroom fittings, taps, bathroom wall tiles with chemicals, removal of unwanted materials, etc. ***Consumables shall be provided by the residents.***	Daily
12.	Vacuuming of furniture, fixtures, fittings, equipment, common areas, floor areas and near trash containers, moving easily movable items and vacuuming underneath and replacing them to original position at the common areas, office rooms, security cabins, machine rooms etc.	Weekly
13.	Vacuuming of common areas and floor areas	Weekly

14.	Emptying all wastepaper baskets/ garbage bins, ashtrays (if applicable) from all areas and washing or wiping them clean with damp cloth, replacing wastepaper basket/ garbage bins linings and returning of bins/ baskets/ ashtrays to original Positions.	Daily
15.	Disposing collected waste at the designated dump site by segregating the dry and wet garbage **(Large sized suitable covered dustbins with lining to be arranged by contractor and to be placed at strategic location within the campus)**	Daily
16.	Disposing the collected garbage from the designated sites to the authorized disposal areas (Within a radial distance of 5 KM) at existing garbage dump yard at OIL FHQ.	Daily / Or as & when Required
17.	Removal of grease and other marks, including fingerprints on all glass fixtures, doors, etc.	Daily
18.	Accessories, boards and panels, noticeboards, name plates, etc. (wherever applicable)	Daily
19.	Deep cleaning of stairways, common areas, terraces, car parking, ceilings, walls, partitions, toilets and washrooms	Weekly
20.	Dusting and cleaning of light fixtures, cobweb removal in common areas,	Weekly
21.	Cleaning of roof-top, chajja top, uprooting of vegetation, removing of scales, clearing of rainwater mouths, spouts, etc.	Fortnightly
22.	Cleaning of central ground area/park area including play area, etc.	Weekly
23.	Dusting and cleaning of window silts and ventilation blinds common areas	Weekly
24.	Exterior cleaning of all glasses in inaccessible areas using proper arrangements, following all safety protocols	Fortnightly
25.	Cleaning of exhaust fans and ceilings	Weekly
26.	Upkeep of earth pits and treatment	Weekly
27.	Cleaning of all unoccupied residential flats, sweeping, moping, dusting of ceilings, cleaning of fittings, toilets, fixtures, etc. Monitoring of physical conditions of the flats and reporting thereon	Fortnightly
28.	Cleaning and up-keep of all play equipment installed and greasing & tightening of bolts of play equipment, etc. at playground/park area	Monthly/ As and when required
29.	Cleaning of all concrete pathways, drains, other common concrete areas with high pressure water jet machines to remove formation of algae, water marks, dirt & debris	Monthly

30.	**Cleaning of kitchen chimneys (including inside fans, cleaning of oil traps etc.) with proper chemical to ensure that there is no deposition of cooking oil and other debris. The occupant must certify the proper cleanliness of the kitchen chimney**	Monthly
31.	**Contractor will arrange to unblock/unclogging soil line (if any) using various tools like plungers, clogging removal tool etc. and also arrange for repairing/ replacement of soil line and other associated fittings whenever necessary.**	**As and when required**
32.	**Contractor will arrange a common phone number /help desk management for receiving complain for miscellaneous sanitation job from occupants and thus to attend the issue readily.**	**Daily**
33.	**Contractor will arrange to deter stray dogs/ cattle from entering the campus and also arrange to dispose carcass from the campus if any found.**	**As & when required**

1.6 OTHER CONDITIONS: -

i. Under specialized cleaning, mechanized/ machine cleaning should be utilized.

ii. After cleaning / up-keep work the contractor should get the work certified by the occupants of residential flats in in the prescribed REGISTER/format and produce the same for verification by OIL officials.

iii. Sufficient manpower should be engaged to carry out the entire house keeping operations and facility maintenance. The timings are to be arranged in such a way that the manpower will be available round the clock on all days of the week.

iv. The contractor will provide manpower, equipment and tools and tackles and all materials in sufficient numbers and quantities for carrying out housekeeping and environment management jobs. The List of preferred *brands of Consumables* to be provided by the contractor for the above- mentioned housekeeping and cleaning services is attached as **ANNEXURE-B**. *Indicative list of equipment, machinery, tools etc.* to be used by Contractor for housekeeping services is provided in **ANNEXURE-C.**

2.0 PEST AND RODENTS CONTROL SERVICES

2.1 Contractor shall provide professional PEST AND RODENT CONTROL AND ANTI- TERMITE SERVICES for entire residential complex. The Contractor shall visit the site complex as per requirement and conduct pest and rodent control and anti-termite activity in and around the building areas to prevent the invasion of cockroaches, mosquitoes, and termites, other insects, pests and rats. In case,

after the treatment, the effect diminishes/ treatment is not effective which results in breeding of pests and unsatisfying for the OIL authorities, the Contractor shall repeat the pest and rodent control and anti-termite service without any additional cost to OIL.

2.2 All machines, materials etc. for Pest and rodent control and anti-termite services will be supplied by the Contractor.

2.3 The contractor shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

TABLE: PEST & RODENT CONTROL

Sl. No.	Activity/Jobs	Frequency
1.	Spraying of oil/ water-based chemicals, both in the interiors and exteriors of the premises, residential flats, common areas, guest house rooms, etc. Pests control is required for ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, etc.	Monthly and as on need based basis
2.	Anti-Termite Treatment in accordance with IS: 6313 (Code of Practice for Anti-Termite Measures in Buildings Part 3 Treatment in Existing Buildings)	Once in 3 months and as on need basis
3.	Rodent Control including baiting with anti-coagulant rodenticide/ asphyxiates type chemicals, trapping with lures, eliminating rates/ mice with glue traps, etc.	Monthly and as on need basis
4.	Fly control including sanitization, chemical control, etc.	Monthly and as on need basis.
5.	Mosquito control in all over the premises and surrounding areas including residual spot spraying, fogging operations, mist blowing, etc.	Fortnightly and as on need basis
6.	Snake repellent treatment	Once in 3 months and as on need basis

3.0 WASTE MANAGEMENT SERVICES

3.1 Contractor should ensure proper placement of large dustbins at required/strategic places on ground floor for initial collection of garbage. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be always used. **(For individual flats the occupants will provide the liners and for the common area the contractor has to arrange for the liners at his/her own cost)**

3.2 Contractor shall ensure to collect the garbage from the garbage collection points and from each flat and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and procedures laid down by the local government bodies. Designated waste disposal area is within a radial distance of Five (5.0) KM from the complex. The contractor must ensure daily collection and disposal of waste to the above-mentioned designated site.

3.3 Contractor shall be responsible for coordinating and arranging the transport and in consultation with Authority, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted, and collection points shall be defined. The manpower deployed will be responsible for collection, segregation, transportation and disposal of garbage and solid waste with requisite gears, tools & tackles.

3.4 Waste management methodology shall comply with the guidelines laid down in applicable Waste Management Rules of Central Government and Local Authorities of Assam.

3.5 **Daily** Collection from various locations/ residential flats /other areas to dumping site (devise, develop and implement a waste management regime, including removal of waste from all litter bins and other designated areas to Central collection center before final disposal) inside OIL Residential Complex. Large/suitable sized covered dustbins has to be arranged by the contractor and to place the same at strategic location within the premises for initial collection and segregation.

3.6 The garbage collected shall be disposed of through proper means as prescribed by statutory authorities like Pollution Control Board, Assam.

3.7 All waste shall be categorized and segregated as per ISO 14001 standards and stored daily at designated place generally out of sight of the visitors and occupants. Maintaining as well as co-coordinating the timing and the manner of removal for disposal shall fall within the responsibility of the contractor during the currency of the contract.

The frequency of the jobs under Waste Management Services is mentioned in **Sl. Nos. 14, 15 & 16 of the TABLE: HOUSEKEEPING-1of this Scope of Work.**

ELECTRICAL, MECHANICAL, CIVIL, FIRE, SECURITY (CCTV NETWORK) AND TELEPHONE NETWORK MAINTENANCE SERVICES

4.0 ELECTRICAL MAINTENANCE SERVICES

Scope of Comprehensive Electrical Operation & Maintenance

(SOW, SCC, SOR, Payment Modality, Penalty of Entire Electrical Requirement is Covered in This Part Only)

Electrical Maintenance for G+6 Bungalows		
Sl. No.	Job Description	Frequency
1	Supplying point wiring/Internal wiring/ re-wiring with FRLS PVC insulated single core Cu cable of size 0.5/1.5/2.5/4/6 Sq.mm in point/surface/concealed PVC conduit in bungalows. Approximate cable length not exceeding 60 meters inside each bungalow.	As and when required
2	Supplying, fixing & replacement of existing electrical appliances, switch sockets, light fittings, MCBs, MCCBs, Distribution boards or any other electrical appliances inside each bungalow as well as common areas in each tower.	As and when required
3	Supplying, fixing, repairing & replacement of all electrical switchgears, outdoor light fittings, street light fittings, garden light fittings, underground cabling etc. inside DBs as well as outdoor areas.	As and when required
4	Scheduled maintenance of Lifts. Monthly maintenance of all the 14 lifts of the building.	Monthly
5	Earthing maintenance of all the buildings. Measurement of earthing, treatment of the earth pits. Repair or replacement of earthing connections, if required.	Quarterly
6	Preventive maintenance of all electrical motors, starters and related accessories.	Bimonthly
7	Preventive maintenance of Electrical Substation, transformers, panels, breakers, relays, meters etc.	Quarterly
8	Preventive maintenance of rooftop solar panel including inverter and other accessories. Cleaning, terminal checking of looseness etc.	Monthly
9	Breakdown maintenance of electrical motors, substation, panels, breakers, busbar, rooftop solar panel, lifts etc.	As and when required
10	Temporary power connection for socio, religious events within the bungalow or in the residential complex	As and when required

4.1 Scope of work of Electrical maintenance of sub-stations, panels etc. (item Sl. No. 7,9)

Comprehensive O&M of all HT and LT Electrical Equipment (11 KV Double Pole Structure, CTPT,1No 11 KV VCB Panel, 2 No 11kV/415V dry type transformer, 1 No Main LT Panel, All LT Distribution Panels and boards, installed/upcoming pumps and motors, UPS, battery bank, Earthing System, street lighting, area lighting and all electrical fittings installed in the entire premise etc.as per OEM recommended PM schedule AND/OR best engineering practice). The contractor should maintain major spares like ACB, CT, PT, MCCB, FUSES etc. Ratings are mentioned in Annexure EL-1, EL-2

4.2 Scope of work of all kinds of Electrical maintenance (item Sl. No. 1,2,3,5,6,10)

Supplying point wiring/Internal wiring/ re-wiring with FRLS PVC insulated single core Cu cable.

i. The above job includes all kinds of wiring or rewiring of damaged or faulty wiring in each bungalows & outdoor area. All wiring should be of concealed in nature in all areas. Any rework arising out of such maintenance has to be done by the contractor at no extra cost to OIL.

ii. No additional wiring beyond the existing one should be extended within any premises of the bungalows or its periphery.

iii. Temporary arrangement for power for any socio, religious programs in the society has to be done by the contractor. This arrangement should be limited to providing three phase power sources at the location of the program. The cabling should be of adequate size to cater the load requirement. The panel providing the power must have requisite protective devices like isolators, RCBO of adequate rating etc.

iv. Electrical maintenance also includes replacement of any electrical equipment like lights, fans, geysers exhaust fans etc. inside the bungalows as well as common areas mentioned in Annexure EL1 & EL-2. The list of materials with their make and models have been attached. The replacement of all the equipment should be one to one. The replaced items should match in colour, technical specification, fitment etc.

v. No additional electrical work, wiring, or changing of the existing wiring or system is allowed.

vi. The workmanship should be of highest grade maintaining all safety standards as per relevant IEC & CEAR,2023. The electrical maintenance team should use all kinds of electrical PPE.

vii. The contractor should attend any such electrical reports within 3 hrs. of receiving the report. The list of materials & their makes fitted in the bungalows has been listed in attached annexures. Adequate spares should be available with the contractor for resolving the issues on time.

viii. The Electrical manpower deployed at site should have valid Electrical license from state licensing board.

ix. Adequate electrical manpower facilitating such maintenance should be available at site. The team should be available 24 Hrs. 365 Days.

x. The Electrical team should comprise of a minimum electrical supervisor not below Junior Engineer level. The supervisor must possess valid Electrical Supervisory license from any government licensing authority. The electrical technician must be an ITI certificate holder having valid Electrical License from any government licensing authority. The team should further comprise of adequate helper conversant with electrical works.

xi. Attending and resolving day-to-day electrical complaints by the occupants/users of the facility.

xii. All materials, spares and consumables required for all the above-mentioned jobs are to be considered in the scope of comprehensive O&M. A list of all electrical consumable/appliances

in a single tower & a single flat has been given in Annexure EL-1, EL-2 attached separately. The list is exhaustive, however any electrical items which are not mentioned in the list and are available at the site is also in the contractor's scope.

xiii. If necessary, temporary electrical supply provision for any event as advised by OIL including supply of portable AC/Desert coolers for such events as required to be arranged by the Contractor.

xiv. All tools and tackles, ladders & transportation required for carrying out the electrical repair/ maintenance / installation works are to be provided by contractor. An indicative list of tools, tackles, consumables etc. is enclosed for reference as **TOOLS & TACKELS-EL-I.**

xv. Contractor must ensure usage of proper PPE while attending any electrical work. A list of minimum PPEs to be issued by the contractor is attached as **ANNEXURE-E**.

4.3 Scope of work of Comprehensive AMC / Operation & Maintenance of 14 nos. passenger lifts (item Sl. No. 4 & part of Sl. No.9)

Lift Operation & Maintenance: The contractor must deploy personnels from OEM and/or OEM Authorized vendor for CAMC (Comprehensive Annual Maintenance Contract) either during the contract period. The contractor's scope will include attending any preventive, scheduled and breakdown maintenance. Any breakdown maintenance must be attended within 48 HRS of reporting. Moreover, one person must be present at site to attend any emergency rescue in case of failure of lift operation. The person must be trained & certified by Lift OEM and well versed with similar lifts. The person will be attached with the security personal at entry gate security hut and must attend any emergency situation immediately. **Applying for the lift license & renewal of the license is in the scope of the contractor.**

i. **PLANNED MAINTENANCE:**
By using developed techniques and expertise, the contractor will have to examine, lubricate and adjust the equipment and carry out planned maintenance in systematic and controlled manner once in every month. Johnson Lifts Pvt. Ltd. will assign a representative to the contractor who will periodically visit the site and will be available for consultation in any matter related to the maintenance and proper care of the elevator. The scope of deploying the aforesaid representative is under the responsibility of the Contractor.

ii. **CALL BACK SERVICE:**
The Contractor will have to provide the call back service as and when required within 24 (Twenty-Four) hours from the time of intimation. A standby person shall be present at site for any emergency rescue.

iii. **EMERGENCY CALL:**
In case of Emergency breakdown, the breakdown should be attended within 48 hours, the Contractor shall depute his/her service engineer from the nearest office within next forty-eight hours to attend the breakdown. No extra charges shall be paid and all costs shall be borne by the contractor..

iv. **REPAIR AND REPLACEMENTS OF PARTS:**

The Contractor will have to repair or replace any parts from the following section, if found defective during the contract period. These listed parts will have to be furnished by the Contractor on an exchange basis without any cost to the Company under which replaced parts will become Contractor's property.

v. **EQUIPMENT COVERED:**

a) Renewal of all wire ropes and chains (where fitted) as often as required to maintain an adequate factor of safety, to equalize the tension on all hoisting ropes, repair or replace conductor cables and hoist way and machine room elevator wiring.

b) Refurbishing lubricants as per OEM's specifications.

c) To examine periodically all safety devices and governors and make all customary safety tests including an annual load safety test of the elevator system. Copies of all safety test reports are to be submitted to OIL. Life cycle assessment of important component and equipment should be carried out to assess the continuation of safe and satisfactory service.

d) To systematically examine and adjust the following components:

i. Machine, Worm Gear, Thrust bearings, Drive Sheave, Drive Sheave Bearings, Break Contact, Linings etc.

ii. Motor, Motor Generator, Motor Windings, Rotating Elements, Commutator, Brushes, Brush Holders, Bearings, Coils, Resistance for operating and Motor Circuits, Magnet Frames and other Mechanical Parts.

iii. Controller (VF Drive), Selector, Levelling devices, Cams, Relays, Solid State Components e.g. PCBs Transducers, Resistors, Condensers, Power Amplifiers, Transformers, Contactors, Leads, Dashpots, Timing Devices, Steel selector tapes and Mechanical and Electrical driving equipment.

iv. Governor, Governor Sheave, Shaft Assembly, Bearings, Contacts and Governor jaws:

v. Car and hall mechanical Buttons, Car and Hall position indicators, Hall lanterns, Car direction indicators and all other Car and landing signal fixtures, as installed by OEM.

vi. Deflector or Secondary sheave, Bearings, Car and Counterweight Guide Rails and Buffers, Top and Bottom Limit Switches, Governor Tension Sheave Assembly, Compensating Sheave Assembly, Car, Counterweight and Counterweight Guide Shoes including Rollers or Gibs etc.

vii. Interlocks on Hoist way door, Hoist way Door hangers, Guides, Automatic Power Operated Door Operator, Car door hanger, Car door contact, Safety shoe, Load weighting equipment, Car Frame, Car Safety mechanism, Platform etc.

ix. All safety locks, safety equipment checking and functionality testing.

Note: This items are not exhaustive but can be more as per the BOM list of the equipment

e) Any spares required for maintenance has to be managed by the contractor. Replacement of such spare parts must be vetted by OIL's Engineer.

4.4 Scope of work of Comprehensive AMC of roof top solar panel.

Roof Top Solar panel:

The scope of maintenance of the plant shall cover two parts:

a) Scheduled/ Preventive/ predictive maintenance including cleaning/washing of solar panels

i. The contractor shall have to carry out scheduled and preventive maintenance of the solar PV plant. Maintenance of the plant includes cleaning/washing of solar PV panel/arrays and supply of spares in case of breakdown/routine maintenance.
ii. The contractor shall also submit a detailed report every month to OIL about the maintenance carried out in the concerned period.
iii. For ongoing cleaning and maintenance, the contractor shall provide sufficient manpower to carry out routine maintenance in line with OEM's recommendation. All tools/tackles and consumable materials such as hose pipes, valves, ladders, detergents/wipers/mops/clothes etc. shall be to contractor's account. However, water for cleaning can be provided from OIL's source.

b) Unscheduled/ Breakdown maintenance

i. In case of malfunction/breakdown in the plant, the contractor shall have to troubleshoot and rectify the failure/breakdown themselves. Any spares/replacement parts required to put the plant back into service shall have to be supplied by the contractor without any cost to OIL.

c) Spares required during AMC

The contractor shall supply all spares required during the AMC period. This includes spares/consumables for scheduled as well as unscheduled/breakdown maintenance.

4.5 SCOPE OF WORK FOR MAINTENANCE OF SOLAR PV SYSTEM

a) Scheduled/ Preventive/ predictive maintenance including cleaning/washing of solar panels

i. The contractor shall ensure trouble free operation of the solar PV plant system by undertaking scheduled maintenance of the plant as per the recommendations of the respective OEMs/OEM authorized vendors of component items. The components of the solar PV plant shall be checked for loose connection/heating and the same shall be rectified. Troubleshooting and repair of the solar PV plant shall be done by the contractor. The contractor shall have a detailed PM schedule of the plant. This schedule and its compliance will be verified time to time.

ii. During the inspection/maintenance schedule, the equipment in the solar PV plant will be thoroughly checked for proper operation, cleaned and serviced.

b) Scope of regular maintenance work:

i. Periodicity of maintenance: Monthly

ii. Maintenance work to be carried out:

- Cleaning of solar PV modules/arrays with detergent and water*
- Checking and tightening of all wiring connections in PV arrays and electrical cables in PCU, earthing and lightning protection system.
- Checking of proper functioning of PCU and recording all parameters, including any fault/incipient fault.
- Troubleshoot faults, if any, and rectify the same- if the fault cannot be rectified, the maintenance team will inform OIL and contractor. Contractor will arrange for rectification of the fault with the help of OEM/expert. Spares for regular/breakdown maintenance will be in contractor's scope.

*** Note:**

a. Cleaning of PV arrays every month is to be carried out.

b. Water will be available free of cost from the installation. However, contractor shall arrange for enough good quality of detergent. Any equipment viz. hose pipe, mops, pressure washer etc. will be in contractor's scope.

c. In case of any faults/problems other solar PV plant or not directly connected to the solar PV plant, (for example, non-functioning of a light fitting in a room supplied with solar power), the same shall be reported to concerned Electrical Engineer / Junior Engineer / Supervisor.

d. The contractor shall also undertake replacement/repair of any part which may show signs of failure/defect with incipient breakdown (all components including power supply unit, converter, inverter, all electronic cards, modules, fuses, fans, switches, lamps, transformers, cables etc.) as a predictive maintenance measure.

e. Contractor shall submit a monthly certificate /health report /maintenance report to Electrical Engineering department detailing the health /condition of the solar PV plant and/or any repair /maintenance job done during their periodic visits to the installation and during any breakdown maintenance calls.

f. The contractor shall check the solar PV plant for any damage and ingress of water.

g. Following reports shall be submitted by the contractor in hard copy during the periodic visits:

i. Healthiness/problems of solar PV plant (as per solar PV plant OEM(s)' guidelines)

ii. Operation checked status (of all components of the solar PV plant, changeover system etc.)

iii. Report attended and action taken (in details) for malfunctioning solar PV plant

iv. Any other relevant point.

4.6 Unscheduled/ Breakdown maintenance

i. In case of malfunction/breakdown in the plant, the contractor shall immediately take steps to depute his/her team for troubleshooting and rectification of the fault.

ii. Any spares /serviceable parts /replacement parts required to put the defective plant back into service shall have to be supplied by the contractor without any cost to OIL.

iii. In case of breakdown/malfunctioning of the plant/equipment under O&M and CAMC, OIL shall immediately notify the contractor. The contractor shall be allowed a notice period of 3 days to rectify the malfunction /breakdown failing which a penalty of 50% of the per day charge of CAMC contract and/or O&M rates for each day of delay shall be levied till rectification is done and the plant is fully back in service.

4.7 STATUTORY REQUIREMENT FOR WORK

i. The contractor shall execute the jobs as per OEM specifications.

ii. The contractor shall employ work persons with valid workman permits issued or recognized by any Electrical licensing board or authority within India, to carry out all electrical jobs. Such permits shall be submitted to OIL for scrutiny during mobilization period i.e. after issue of LOA.

iii. Contractor shall employ one electrical supervisor to supervise the jobs performed by the maintenance team during annual maintenance service to the satisfaction of the company. The supervisor shall possess valid Electrical Supervisor's Certificate of competency issued by any Electrical licensing board or authority within India for supervision of electrical jobs. Such license shall be submitted to OIL for scrutiny during mobilization period i.e. after issue of LOA.

iv. Contractor shall issue his/her work persons with all the safety gadgets.

v. All electrical jobs shall be carried out by the Contractor as per the Central Electricity Authority Regulations, 2023 and other electrical standards recognized by the company.

4.8 Schedule of Rate (SOR):

SOR for Comprehensive Electrical Services shall have two components:

A. Comprehensive Electrical O&M Charges monthly (Includes all routine and scheduled maintenance service and service towards resolving system/user/occupants' complaints mentioned in the scope above). The payment modality of the above is mentioned in Clause (C) given below under the heading 'Payment Modality for Comprehensive Electrical O&M Charges per month' and Bidder shall have to quote for the services in the Price Bid Format.
Repair/Breakdown maintenance not covered by the scope above. (Subjected to percentage ceiling provided by OIL). The payment modality of the above is mentioned in Clause (D) given below under the heading 'Payment Modality for Emergency Repair/ Breakdown Maintenance Works

B. THE EQUIPMENT AVAILIBILITY SHALL BE CALCULATED ONLY FOR THE EQUIPMENT LISTED IN ANNEXURE G

Complaint Handling /Report Attending:

All attempts shall be made to resolve all complaints registered in the Complaint Handling Register / App within the same day.

However, mandatorily 95% of registered complaints to be attended on the same day.

Price Reduction for Non-Fulfilment of Guaranteed Performance

Amount Payable against Monthly Comprehensive Electrical Operation & Maintenance Charge shall be reduced by 50% of the quoted price in case of availability of any HT or LT Equipment under the purview of this contract falls below 96% but is greater than or equal to 80%.

Amount Payable against Monthly Comprehensive Electrical Operation & Maintenance Charge shall be NIL in case of availability of any HT Equipment or LT Equipment under the purview of this contract falls below 80%.

Complaint Handling /Report Attending: 95% of registered complaints to be attended daily. Any shortfall in this target, without valid and written justification by the contractor and subject to approval of the same by In-Charge, shall attract a penalty of Rs 500 per day per complaint subject to a ceiling of 100% Monthly Comprehensive Electrical O&M charge.

Note on Price Reduction Clause: Combined Price Reduction against non-fulfilment of Guaranteed Performance (a and b) shall be limited to 100% of Monthly Comprehensive Electrical O&M charge.

4.9 Payment Modality for Emergency Repair/Breakdown Maintenance Works:

The contractor shall carry out all works ***which are not covered in Comprehensive Electrical O&M scope*** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced**.

For any major maintenance wherein cost of repair/maintenance and replacement of any spare is **more than Rs 20,000/- (Rupees Twenty Thousand)** only, the contractor will intimate OIL for such maintenance and OIL will arrange for necessary internal approval for repairing/maintenance such items/defects. Post approval from Competent Authority of OIL, the contractor will execute the job and bills will be reimbursed in actuals production of GST bill.

4.10 Exclusion from Scope of Work:

Complete replacement of following Assets of OIL (in case of irreparable damage) is excluded from the scope of this contract:

Transformer
11 KV VCB Panel
LT Panels

Geysers
Lifts

OIL may choose to avail only services for such major replacement work against Emergency Repair/Breakdown Maintenance for which payment modality as mentioned in Clause shall be followed. Purchasing of above-mentioned assets shall be done by OIL.

The list of equipment and fittings installed at the G+6 Residential Complex which are covered under the Comprehensive O&M as per the Scope of Work provided is enclosed as ANNEXURE EL- 1 & ANNEXURE EL-2.

5.0 MECHANICAL MAINTENANCE SERVICES:

Broadly the scope of Mechanical Maintenance works shall include:

i. Comprehensive Mechanical Maintenance Works

ii. Emergency/Other Mechanical Repair Works

5.1 Comprehensive Mechanical Maintenance Works

A. Maintenance of Water Pump

i. Check / clean / repair/ replace foot valve. The foot valve to be cleaned / check once every day for smooth operation of water pump.
ii. Check / repair / replace electrical motor components/spares of water pump.
iii. Check / repair / replace water pump components/spares.
iv. Check / repair / replace electrical cables, switches of pump.

B. Maintenance of water distribution lines

i. Carry our flushing of the entire water distribution lines of the building once every week.
ii. Arrest leakages from pipe fitting / replace the fittings including both at ground level & at height.
iii. Replace damaged and leaky water lines including both at ground level & at height.
iv. Replace leaky water line valves both at ground level & at height.

C. Cleaning of Water storage Tanks.

i. Cleaning of 300 KL basement water tank to be carried out once every 6 months.
ii. Cleaning of the potable water tank at roof to be carried out once in every 6 months.
iii. Flushing / draining out of potable water of the tanks to be done once in every month.
iv. Cleaning of the Fire water tanks at roof to be carried out once in a year.

D. Maintenance of domestic gas distribution lines

i. Arrest gas leakages from pipe fitting / replace the fittings both at ground

level & at height.
ii. Replace damaged and leaky gas lines both at ground level & at height.
iii. Replace leaky gas line valves both at ground level & at height.

E. Maintenance of Fire Fighting System and Equipment:

i. Arrest all water leakages from pipe fitting / replace the fittings/valves etc.
ii. Replace damaged and leaky fire water line of the fire water network.
iii. Painting of all the fire fighting systems to be done on a yearly basis.
iv. Replace damaged fire fighting hoses, extinguishers, nozzles, detectors (MCP), etc.
v. Inspection, Testing and Maintenance (ITM) of fire detection and alarm cum communication system shall be done as per relevant codes & Standards.

F. Maintenance of Fire Fighting Pump sets

i. Check / Repair of firefighting pump.
ii. PM of the firefighting pump in every month.
iii. Run test of the firefighting pump weekly
iv. Maintenance of stock of spares of firefighting pumps.
v. Maintenance / replacement/ repair of valves of inlet & delivery lines including bleed lines etc.
vi. Maintenance/ repair / replacement of priming system of the pump.

NOTE : The List of Equipment & Manpower credentials is attached for reference.

1. 24X7 operation of water pumps are to be ascertained by the contractor along with operation of Fire Pumps (in case of an emergency) and other associated equipment to ensure proper water supply to the overhead water storage tanks.

2. All records of Inspection, Testing and Maintenance of fire fighting system & equipment shall be maintained all the time and reports to be submitted to OIL's concerned departments.

Over Head Tank Capacity: Per Tower

1. Flush-8000 ltr
2. Fire- 25000 ltr
3. Domestic-13500 ltr

Total- 46500 ltr

Underground Tank Capacity (Common)

50000 Liters each tank, Total tank-**06 Nos**

5.2 Comprehensive O&M of all pumps (water supply, fire water pumps etc), motors, diesel generators etc.as per OEM recommended PM schedule AND/OR best engineering practice.

5.3 Routine operation and maintenance of 320 KVA DG, daily checks (excluding OEM's scheduled maintenance and major breakdown).

5.4 Attending and resolving day today complaints by the occupants/users of the facility.

5.5 All materials, spares and consumables required for all the above-mentioned jobs are to be considered in the scope of comprehensive O&M.

5.6 All tools and tackles, ladders & transportation required for carrying out the repair/ maintenance / installation works are to be provided by contractor.

5.7 Minimum 1 set of fuel filter, lube oil filter and air filter for each DG per year shall be kept at inventory and necessary replacement will be done as per requirement.

5.8 Regular greasing and O&M of all the valves of water supply line and fire water network has to be carried out by the contractor.

5.9 Scheduled cleaning of all the stainers/filters are to be carried out by the contractor. Apart from scheduled cleaning if required necessary cleaning has to be done based on requirement too.

5.10 Contractor shall remove any debris and clear the area as soon as the repair works are complete and keep the removed materials, accounting the same and should be properly stored /disposed. Provide certificate of proper disposing of used lube oil of DG.

5.11 Contractor must ensure usage of proper PPE while attending any electrical work. The contractor must ensure availability of minimum statutory PPE for electrical jobs

5.12 Schedule of Rate:

SOR for Comprehensive Mechanical Services shall have two components:

i. Comprehensive O&M Charges of all mechanical items monthly (Includes all routine and scheduled maintenance service and service towards resolving system/user/occupants' complaints mentioned in the scope above). The payment modality of the above is mentioned in **Clause 7.13 given below under the heading 'Payment Modality for Comprehensive O&M Charges per month'** and Bidder shall have to quote for the services in the Price Bid Format.

   Repair/Breakdown maintenance not covered by the scope above. **(Subjected to percentage ceiling provided by OIL).** The payment modality of the above is mentioned in **Clause (D) given below under the heading 'Payment Modality for Emergency Repair/ Breakdown Maintenance Works**

5.13 Payment Modality for Comprehensive Electrical O&M Charges month:

i. Following Guaranteed Performance must be ensured by the contractor against Monthly Comprehensive Electrical O&M

services:

Equipment Availability:
The Contractor Shall Guarantee the following availability figures:
Availability of pumping units >= 96.0%
Availability of DG Units >= 96.0%

Note: Equipment shall be available when:
Concerned Equipment is updated with recommended preventive maintenance schedule.

5.14 THE EQUIPMENT AVAILIBILITY SHALL BE CALCULATED ONLY FOR THE EQUIPMENT LISTED IN ANNEXURE G

Price Reduction for Non-Fulfilment of Guaranteed Performance

i. Amount Payable against Monthly Comprehensive Mechanical Operation & Maintenance Charge shall be reduced by 50% of the quoted price in case of availability of any Equipment under the purview of this contract falls below 96% but is greater than or equal to 80%.
ii. Amount Payable against Monthly Comprehensive Operation & Maintenance Charge shall be NIL in case of availability of any Equipment under the purview of this contract falls below 80%.
iii. Complaint Handling /Report Attending: 95% of registered complaints to be attended daily. Any shortfall in this target, without valid and written justification by the contractor and subject to approval of the same by In Charge, shall attract a penalty of Rs 500 per day per complaint subject to a ceiling of 100% of Monthly Comprehensive O&M charge.

Note on Price Reduction Clause: Combined Price Reduction against non-fulfilment of Guaranteed Performance (Point i, ii & iii of Equipment Availability above) shall be limited to 100% of Monthly Comprehensive Electrical O&M charge.

5.15 Payment Modality for Emergency Repair/Breakdown Maintenance Works:

1. The contractor shall carry out all works ***which are not covered in Comprehensive Electrical O&M scope*** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced**.

2. For any major maintenance wherein cost of repair/maintenance and replacement of any spare is **more than Rs 20,000/- (Rupees Twenty Thousand)** only, the contractor will intimate OIL for such maintenance and OIL will arrange for necessary internal approval for repairing/maintenance such items/defects. Post approval from

Competent Authority of OIL, the contractor will execute the job and bills will be reimbursed in actuals production of GST bill.

5.16 Exclusion from Scope of Work:

Complete replacement of following Assets of OIL in case of irreparable damage is excluded from the scope of this contract.

Water pumps with motor
Fire water pump with motor.
DG set

OIL may choose to avail only services for such major replacement work against Emergency Repair/Breakdown Maintenance for which payment modality as mentioned in Clause shall be followed. Purchasing of above-mentioned assets shall be done by OIL.

The list of equipment and fittings installed at the G+6 Residential Complex which are covered under the Comprehensive O&M as per the Scope of Work provided is enclosed as TABLE MECHANICAL-I.

TABLE MECHANICAL-I

List of Equipment

SL No.	Name of Equipment	Quantity	Make & Model	Preventive Maintenance
1	Potable Water Pumps	4	Motor Make: KSB Model: MOVITECH 15B	PM to be done once in every month.
2	180 KVA DG Genset	2	Make : Jakson Model: JSPF-180Q Engine Model: QSB 6.7 – G14	PM to be done once every month
3	Fire Water Pumps	7	Make: Kirloskar Model: DSM 80/36	PM to be done once every month Run Test of the Pumps regularly.
4	All related pipelines, valves, other fittings etc.			Maintenance as and when required

6.0 FIRE FIGHTING EQUIPMENT MAINTENANCE SERVICES:

The scope and nature of maintenance activities associated with the firefighting system with an objective to ensure optimal performance, safety compliance,

and operational readiness of all fire protection equipment and related infrastructure at all times.

6.1 Scope of Work

The scope of work is broadly categorized into two key areas:

i. Comprehensive Maintenance Works
ii. Emergency/Other Repair Works

Each category encompasses a specific set of tasks aimed at preventive, corrective, and responsive maintenance activities that uphold system integrity and functionality.

i. Comprehensive Maintenance Works

Overview:
Comprehensive maintenance includes all scheduled and preventive maintenance activities intended to ensure continued functionality, compliance with fire safety regulations, and minimal risk of equipment failure.

Key Activities:

i. Carry out periodic inspection, testing, and maintenance of fire-fighting systems, equipment, and all associated accessories in accordance with applicable codes and standards.
ii. Conduct and record the functional testing of fire alarm control panels.
iii. Cleaning and calibration of fire water pressure gauges.
iv. Ensure the continuous availability and operational readiness of all fire safety equipment 24 hours a day, 7 days a week, throughout the entire year.
v. Maintain and ensure the availability of spare items equivalent to 20% of all fire safety equipment at all times throughout the year.
vi. Conduct, inspect and document flow and pressure for all fire hydrants and hose reels on a quarterly basis.
vii. Inspection and servicing of fire extinguishers and their mounting brackets on a quarterly basis.
viii. Ensure Integrity of all piping, nozzles, flanges, valves and pipe fittings.
ix. Documentation of test results, compliance certifications, and maintenance logs of all firefighting equipment.
x. Prepare and document Fire Safety Plan and train all occupants including building service team regarding the Plan for fire drill and evacuation procedure as per latest NBCS PART F Fire and life safety requirements Volume 02 2026 and applicable assam government's codes and standard byelaws 2022.
xi. Select qualified building service team for a Fire Party and organize, train and supervise such fire party.
xii. Prepare and update following documents and get it vetted from fire services & other concerned department of OIL if necessary and applicable:

a. Fire safety plan including Mock Drill plan/Evacuation procedure and plan.
b. Training plan/matrix of building service team and occupants
c. Emergency response protocol

d. List of spare items and equipment to be maintained.
e. Operation & maintenance schedule of all firefighting equipment.
f. Testing & Maintenance Schedule

Schedule of maintenance of Fire Fighting Equipment & System

Sl. No.	Name of Fire Fighting Equipment/ system	Frequency of Inspection/Testing	Remarks
01	Fire water Pump run and its associated accessories test	Weekly	Record to be maintained & updated.
02	Fire Alarm and communication system	Monthly	
03	Drum type Hose reel & Hydrant system	Monthly	
04	9 Kg DCP type extinguisher and 4.5 Kg Co2 type extinguisher	Quarterly	
05	Fire water tank Cleaning	Yearly	

Note:

a. For DCP Fire Extinguishers: The powder refilling of DCP Fire Extinguishers (used/empty) will be carried out by OIL Fire Services only. However, any other spares as indicated in the Clause No. 8.5 (Page No. 82/109 of STC) shall be strictly maintained by the vendor.

b. For CO2 Fire Extinguishers: Refilling as well as spares are in vendor's scope.

It may be noted that additional New Fire Extinguishers (09 Kg Stored Pressure DCP- 10 Nos. & 4.5 Kg CO2- 10 Nos.) apart from existing extinguishers installed in residential G+6 complex need to be maintained in Pool by the vendor for replacement against any fire extinguisher used during potential fire emergency /training/accidental release.

6.2 Emergency/Other Repair Works

This component addresses all unscheduled repairs and corrective actions required due to unexpected malfunctions, fire events, or damage identified during operations.

Key Activities

i. Immediate troubleshooting, repair and if necessary, replace the faulty

fire alarms or firefighting equipment.

ii. If any component is found to be non-functional, it shall be promptly reported to the Central Fire Station, Duliajan.

iii. Replacement of damaged or corroded firefighting system piping & fittings.

iv. Re-commissioning of firefighting systems after successful repair, including verification of functionality within 24 hours.

v. Liaison with OIL's Field Engineering department for operation & maintenance of fire water motor driven pump in order to minimize equipment downtime and ensure seamless coordination during repair activities.

vi. All emergency repairs shall be followed by a comprehensive root cause analysis and the development of a preventive action plan to avoid recurrence.

Response Protocol

i. Carry out duties as per Emergency Response Protocol.

ii. Security/concerned personnel shall be available 24 hours a day, 7 days a week to ensure immediate response to any fire or emergency.

iii. An initial approved response till OIL personnel take over to any reported emergency shall be initiated within 2 minutes, with a subsequent report promptly communicated to Central Fire Station (CFS) and other related departments of OIL at Duliajan.

6.3 Payment Modality for Emergency Repair/Breakdown Maintenance Works:

The contractor shall carry out all works ***which are not covered in Comprehensive O&M scope*** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced**.

For any major maintenance wherein cost of repair/maintenance and replacement of any spare is **more than Rs 20,000/- (Rupees Twenty Thousand)** only, the contractor will intimate OIL for such maintenance and OIL will arrange for necessary internal approval for repairing/maintenance such items/defects. Post approval from Competent Authority of OIL, the contractor will execute the job and bills will be reimbursed in actuals production of GST bill.

6.4 PENALTY CLAUSES:

Sl. No.	Non-Compliance / Lapse	Description of Deviation	1st Instance	2nd Instance	3rd Instance	Remarks / Escalation
1	Failure to conduct scheduled weekly/ monthly/ quarterly inspections (as per Testing & Maintenance Schedule)	Non-completion, delay, or inadequate documentation of inspections, functional tests, or preventive maintenance activities.	₹500 per missed activity, per system	₹750 per missed activity, per system	₹4,000 per missed activity, per system	After 3rd instance, the penalty will be imposed @₹10,000 per missed activity, per system
2	Non-availability of firefighting equipment at any given time (extinguishers, hydrants, hose reels, etc.)	Any equipment found missing, discharged, unmounted, or unserviceable during surprise inspection or actual requirement.	₹1,000 per instance	₹2,000 per instance	₹3,000 per instance	After 3rd instance, the penalty will be ₹20,000 per equipment, per instance
3	Delay in emergency response beyond stipulated time	Initial emergency response not initiated within 2 minutes, or system not restored within 24 hours after breakdown.	₹2,000 per incident	₹3,000 per incident	₹4,000 per incident	Repeated lapses (>2 per quarter) may lead to termination of contract with cancellation charges @ 10% of

						contract value.
4	Failure to report non-functional equipment & fire to Central Fire Station (CFS)	Delay, omission, or concealment of reporting faulty/non-functional systems and fire if happened any.	₹500 per incident	₹750 per incident	₹1,000 per incident	After 3rd instance, the penalty will be imposed ₹ 25,000/- per incident.
5	Incomplete or falsified document tation	Failure to maintain logbooks, inspection records, compliance certifications, or submission of false/incorrect data.	₹500 per observa tion	₹750 per observati on	₹1,000 per observation	After 3rd instance, the penalty will be imposed ₹ 10,000/- per observation
6	Non-conduct of Fire Drill / Evacuation Training (as per NBC Part IV)	Missing, delaying, or improperly executing scheduled fire drills or training sessions.	₹500 per observatio n	₹750 per observati on	₹1,000 per observation	After 3rd instance, the penalty will be imposed ₹ 10,000/- per observation
7	Non-availability of trained Fire Party / Building Service Team	Absence of trained manpower during inspection, drill, or emergency.	₹1,000 per instance	₹1,500 per instance	₹2,000 per instance	After 3rd instance, the penalty will be imposed ₹ 10,000/- per person, per instance
8	Repeat non-compliance despite penalties	Same lapse occurring more than three times in a year despite warnings.	Additional penalty of ₹1,000 per instance	Addition al penalty of ₹2,000 per instance	Additional penalty of ₹3,000 per instance	Repeated lapses (>5 per year) may lead to termination of contract with cancellation charges @

						10% of contract value.

General Note: -

- All spare items and equipment shall strictly conform to the latest relevant National and International Codes and Standards (e.g., IS) as applicable.
- Compliance with OIL Technical Specifications is mandatory for all spares and equipment intended for procurement.
- Prior to procurement, all items shall be vetted and technically cleared by OIL Fire Services to ensure conformity with operational and safety requirements.
- Only reputed and approved makes, models, and manufacturers meeting the prescribed certification and quality standards shall be considered.
- All documentation, including certificates of conformity, type test certificates, and approval listings, must be submitted for verification before acceptance and maintained at site for inspection.
- Any deviation from the specified codes, standards, or technical requirements shall not be permitted unless formally approved by the competent authority.
- The vendor/supplier shall ensure that the supplied spares and equipment are new, genuine, and free from any defects, and are supported with standard warranty/guarantee provisions.
- Installation, commissioning, and maintenance guidelines provided by the manufacturer must be strictly adhered to, ensuring reliability and safety in operation.

6.5 Tentative List of spares to be maintained: -

SL. No.	Category	Equipment / System	Recommended Spares to be maintained minimum 02 pcs/sets at any moment of time during execution of the contract
01	**Fire Water System (Pumps, Piping & Hydraulics)**	Fire Water Pumps (Electric)	Mechanical seals Bearings Gaskets & O rings Impellers Shaft sleeves Pump couplings Starter relays Pressure switches
		Fire Water Piping Network	Pipe sections (GI/MS) Elbows, tees, reducers Flanges, gaskets, bolts & nuts
		Valves	Gate valves NRVs (Non-return valves) Butterfly valves Ball valves Valve seats, glands & spindles

		Fire Water Tank Accessories	Float valves Level gauges Strainers Cleaning tools
02	**Hydrant & Hose Reel System**	Fire Hydrants (Landing Valves)	Landing valves Valve washers Operating wheels
		Hose Cabinet & Accessories	Fire hoses (IS-marked) (Type III) Hose couplings Branch pipes (nozzles) Reel drums
			Hose boxes & locks Hose reel nozzle Ball Valve
			Hose box's locks Hinges Glass panes Cabinet locks Mounting brackets
03	**Portable Fire Extinguishers**	**Stored type DCP Extinguishers (9 kg)**	Discharge hose with nozzle Valves Assembly Safety pins & seals Mounting brackets Pressure gauges
		CO_2 (4.5 kg) Extinguishers	Discharge horn with fitting accessories Operating wheel Safety pins & seals Mounting brackets
	Fire Alarm System	**Fire Alarm Control Panel (FACP)**	Control modules Circuit boards Power supply units Relays & fuses Batteries (SMF type)
		Manual Call Points (MCPs)	Break glass units Reset keys MCP switches
		Alarm & Notification Devices	Hooters/sounders Strobes Beacon lamps Wiring kits
04	**Instruments & Monitoring**	**Pressure Gauges**	Fire water pressure gauges Calibration kits
		Flow Meters & Switches	Flow switches Level switches Spares for calibration

05	**Safety Gear & Accessories**	**Communication Devices**	Handheld radios Spare batteries Chargers

I. The above list is not exhaustive and the contractor has to maintain all the fire fighting equipment based on site requirement.

II. Contractor must ascertain that spares maintained should be of OEM make of already installed items at site.

7.0 TELEPHONE NETWORK MAINTENANCE SERVICES: To be covered under Comprehensive AMC

The CAMC of the telephony system at G+6 Housing Complex will be categorized as:

9.1 Maintenance of EPABX, its related hardware and software.

9.2 Maintenance of the telephone cables and telephone instruments.

7.1. Maintenance of EPABX, its related hardware and software.

i. The Onsite CAMC shall provide round-the-clock preventive and breakdown services of the EPABX system (including server, gateway and all accessories) installed at the G+6 New Residential complex.

ii. The EPABX system is required to be fully operational round the clock. This CAMC shall be applicable to all items, hardware, software and accessories as mentioned below:

7.1.1 Description Quantity Unit Make/Model

i. 1000 pairs MDF Box, Mounting Frame with Krone Module of telephone outdoor type Feeder Pillar with relevant IP and totally enclosed compartmentalized, fabricated with 2 mm thick sheet, complete with KRONE make telephone tag block, incoming & out goings, cable terminations, interconnections, pedestal frame on RCC foundation/platform of 300 mm height above GL, necessary earth connections conforming to relevant IS codes. 1 No.

ii. IP based EPABX System expandable upto 1000 ports (IP, Analog, Digital) with below present requirement: 10 IP extension ports lic, 200 analog trunk ports, 02 ISDN PRI (30 channels), 01 PC based operator console (with PC, IP Phone and Headset), 200 Analog ports with standard call related features. Analog and PRI card is distributed in two gateway for redundancy. The server of IP EPABX has Intel Skylake CPU S-4114 or better with 64 bit Linux Operating System. IP EPABX Server supports Link Level Redundancy (Fully Duplex) with minimum Dual Gigabit interfaces, 48 GB RDIMMs, HDD RAID-1/6 reliability and Redundant Power Supplies. 1 Lot SITC of 1000 Ports (IP, Analaog, Digital) 10 IP Extension Port Licence 200 Analaog Trunk Ports 02 ISDN PRI (30 Ch) Make : Mitel MX ONE- 01 No

iii. IP Based centralized Operator Console with all diagnostic Software of IP EPABX System 2 Nos. Mitel

iv. 20 Ch SIP Trunk Pack for MI voice PBX System 1 Lot Mitel MiVoice MX-One- 01 No

7.1.2 The contractor shall be responsible for maintaining the interface arrangement made between the EPABX at G+6 Housing Complex OIL's main telephony server system.

7.1.3 In case of emergency breakdown situation, the contractor shall ensure to provide their experienced/ certified experts to troubleshoot and restore the issue either through a call, via remote setup or directly on-site as per requirement of Oil India Limited.

7.1.4 The Contractor shall replace/repair any hardware or software with a new/standby part in case of failure to keep the entire system operational. Any cost incurred during such activities shall be on the contractor's Account.

7.1.5 Any software update during the Annual Maintenance Contract period shall be made available to OIL and configured on free of cost basis by the contractor. The same shall be communicated to OIL.

7.1.6 During AMC period, a Quarterly preventive maintenance shall be carried out physically at site by the contractor as per the OEM recommended maintenance schedule and the report shall be submitted to OIL. Any shortfall observation on the functioning of the installed system during Preventive Maintenance shall be rectified immediately by the contractor.

7.1.7 Any breakdown of the system or part of the system shall be attended and resolved within a period of 48 hours for major equipment failure and 24 hours for minor equipment failure. All faults which result in shutdown of entire telephony due to server or software in the EPABX system will be treated as major fault and malfunction in telephone line/port(due to issues in the EPABX system and not physical faults beyond exchange side MDF) as minor fault.

7.1.8 All equipment(s)/tools and materials that are required for carrying out the preventive maintenance and breakdown jobs shall be under the scope of the contractor.

7.1.9 The contractor shall have to provide call escalation matrix detail (Name and Contact numbers) for any complaints/ fault reporting to OIL during the time of issue of Work Order. Any change in the contact details during AMC period must be communicated to OIL immediately.

7.1.10 Penalty:

i. In case of failure on the part of the contractor to rectify a minor fault within 24 hours from the day of reporting the same, penalty shall be applicable @ ₹ 500/- per day per fault beyond the stipulated time, i.e. 24 hours until rectification of the fault, subject to 10% of total contract value.

ii. In case of failure on the part of the contractor to rectify a major fault within 48 hours of reporting the same, penalty shall be applicable @ ₹2000/- per day per fault beyond the stipulated time, i.e. 24 hours until rectification of the

fault, subject to 10% of total contract value

7.2 Maintenance of the telephone cables and telephone instruments.

Comprehensive Maintenance shall include repair and replacement of all defective handsets, cables, terminal blocks, junction boxes, and other associated peripherals. This will include all cables, termination blocks, etc from the Field Side MDF (including the 1000 pair field side MDF) at the EPABX control room of the G+6 housing complex to the telephone outlets of all the flats (03 outlets per flat) and telephone outlets to other places like all control rooms, security gates, etc within the housing complex.

Description of Items & Quantity:

i. The total number of outlets -approximately 550 Nos.
ii. Total MDFs- 50 pair—07 Nos., 100 pair—07 Nos. and 1000 pair—01 No.
iii. Total analog CLI telephone instruments- 504 Nos.

7.2.1 The contract's scope includes:

i. Immediate restoration of faulty telephone lines/handsets.
ii. Installation of new lines/handsets as instructed.
iii. Periodic testing and maintenance of telephone lines for connectivity and voice quality.

7.2.2 Contractor's representative must attend and restore the fault within 24 hours of receiving the fault report.

7.2.3 All expenses, including transportation, logistics, manpower, and consumables, shall be borne by the contractor.

7.2.4 After every service activity, a service report detailing nature of fault and action taken used must be submitted to OIL.

7.2.5 Critical spares to be maintained at site and list to be provided to OIL for approval.

7.2.6 All equipment(s)/tools and materials that are required for carrying out the preventive maintenance and breakdown jobs shall be under the scope of the contractor.

8.0 CCTV NETWORK AND OTHER SECURITY RELATED EQUIPMENT MAINTENANCE SERVICES:

Broadly the scope of CCTV Network and other related items shall include:

i. Comprehensive Maintenance Works

ii. Emergency/Other Repair Works

1.0 The contractor or his/her deployed personnels should follow the Security procedures, including proper documentation and

verification for gate pass issuance.

2.0 The entry and exit gate will be manned by OIL's inhouse security personnel.

3.0 All Domestic helpers or any other workers etc. must follow rules for security purpose.

8.1 MAINTENANCE OF CCTV NETWORK:

i. The Contractor must arrange for CAMC (Comprehensive Annual Maintenance Contract) for the entire CCTV Network including all associated equipment, cameras, DVR etc.

ii. Comprehensive Annual Maintenance Contract (CAMC) means inclusive of supply and replacement of all defective parts and consumables to keep CCTVs in proper working conditions.

iii. Servicing/maintenance jobs shall be done by the OEM authorized engineer/technician.

iv. Any fault in the CCTV Network & equipment must be rectified within 48 HRS of reporting of any fault.

v. All expenses incl. transportation, accommodation, food etc. of service personnels during maintenance shall be under contractor's scope.

vi. During the CAMC period, any defective device shall have to be repaired and/or replaced with a new one of the equivalent/higher specifications model immediately.

vii. During the CAMC period, the technicians/ the engineers attending the call, shall have to submit a call report mentioning nature of the fault, action taken, any replacement component and any other details of the call to OIL.

viii. Necessary VAPT to be conducted whenever required and specially requested by OIL through CERT- in empanelled auditors.

ix. Contractor shall be fully responsible safety & security of their materials, consumables etc.

x. Boarding, Lodging and Transportation: Boarding & lodging for contractor's personnel during maintenance visits will be in the scope of the Contractor.

8.2 Tools and tackles & spares:

i. All tools and tackles must conform to BIS or relevant standard and shall be in the scope of the contractor.

ii. Spares & Components: The contractor shall provide all spares and consumables required for maintenance, repairing all the CCTVs.

iii. Service/ maintenance report: After completion of each maintenance/breakdown job the contractor shall submit the detailed report on the maintenance activities carried out.

iv. The contractor has to restore the devices in proper working conditions in case of repot of any fault/ failure occurred within 48 hours from receipt of report of failure

v. If contractor fails to do so, penalty shall be applicable @ ₹ 500/- per device per day of delay beyond the stipulated time i.e., 48 hours per part thereof will be deducted from the running bill/performance security subjected to a maximum delay of 15 days.

9.0 Operation & Maintenance of Sewage Treatment Plant:

i. **Sewage Treatment Plant (STP) Operation**: Operation and maintenance of 150 KLPD MBBR Technology STP operation and maintenance including supply of all consumables. OEM: **BS Enviro N Infracon Pvt Ltd.**

ii. **To operate & maintain the entire STP under available load conditions round the clock. (Including Sunday and Holidays).**

iii. To provide services of expert operating personnel comprising of **minimum**:

a. Plant operation to be ensured 24X7 without failure.

iv. Service Engineer visit & scheduled service once a month.

v. Consumable including lubricants and chemicals for smooth operation of system such as:

Chlorine/ DAP/ Belt/ Grease & Oil/ Blowers Filter and any other medium/item as and when required.

vi. All tools, equipment and testing devices to be provided by the contractor.

vii. The contractor has to arrange for preventive, scheduled & breakdown maintenance in liaison with OEM.

viii. The contractor will arrange for disposal of processed dry output from STP along with waste management of the complex. Clarified water may be used for gardening purpose only.

9.1 Equipment Availability & Schedule of Rate:

THE EQUIPMENT AVAILIBILITY SHALL BE CALCULATED ONLY FOR THE EQUIPMENT LISTED IN ANNEXURE G

9.2 Payment Modality for Comprehensive Electrical O&M Charges month:

i. Following Guaranteed Performance must be ensured by the contractor against Monthly Comprehensive O&M services of STP:

Equipment Availability:
The Contractor Shall Guarantee the following availability figures:
Availability of entire STP >= 96.0%

Note: Equipment shall be available when:

Concerned Equipment is updated with recommended preventive maintenance schedule.

9.3 Price Reduction for Non-Fulfilment of Guaranteed Performance

i. Amount Payable against Monthly Comprehensive Mechanical Operation & Maintenance Charge shall be reduced by 50% of the quoted price in case of availability of any Equipment under the purview of this contract falls below 96% but is greater than or equal to 80%.

ii. Amount Payable against Monthly Comprehensive Operation & Maintenance Charge shall be NIL in case of availability of any Equipment under the purview of this contract falls below 80%.

Note on Price Reduction Clause: Combined Price Reduction against non-fulfilment of Guaranteed Performance (Point i of Equipment Availability above) shall be limited to 100% of Monthly Comprehensive Electrical O&M charge.

9.4 Payment Modality for Emergency Repair/Breakdown Maintenance Works:

i. The contractor shall carry out all works ***which are not covered in Comprehensive O&M scope of the STP*** with prior approval of OIL. The contractor should first inspect the site, find out the requirements, prepare BOQ and estimate for such repairs as per market rate and will intimate OIL. **Once approved if any spare item or any defective item is to be replaced, the amount in actual with an additional 5% (Five Percent) handling charge will be reimbursed to the contractor subjected to production of GST Bill of the item delivered and/or replaced**.

For any major maintenance wherein cost of repair/maintenance and replacement of any spare is **more than Rs 20,000/- (Rupees Twenty Thousand)** only, the contractor will intimate OIL for such

maintenance and OIL will arrange for necessary internal approval for repairing/maintenance such items/defects. Post approval from Competent Authority of OIL, the contractor will execute the job and bills will be reimbursed in actuals production of GST bill.

10.0 OCCUPANCY MANAGEMENT / HELPDESK MANAGEMENT SERVICES

The scope of services under Helpdesk Management Services by contractor shall include but not limited to the following field

10.1 The contractor must render **Helpdesk services in the lobby area, at all times 24X7, of all the 07 Towers** in the residential complex, which will coordinate any services required by residents in all towers as per company determined guidelines. The services include responding, recording, communicating and resolving the problems of the complex(s).

10.2 **The helpdesk service must attend any emergency situation, such as passenger stuck in elevator, intimation and first aid fire fighting in case of fire incident etc. The helpdesk operator should be adequately trained in manual operation of elevators for the rescue of trapped passengers. The helpdesk operator must be adequately trained in First Aid Fire Fighting. Necessary training documents must be submitted by bidder during mobilization period.**

10.3 Handing over & taking over the Residential Flats from/to the occupants. Maintaining updated Occupant database as provided by OIL.

10.4 Taking stock of inventory when handing over/allotment/taking over Residential Flats. Proper accounting of locks & keys of the entire complex.

10.5 Supervision of cleaning jobs while handing over & taking over the Residential flats in good condition.

10.6 The contractor shall operate Front desk/Helpdesk Services as per the guidelines provided by OIL Authority. These Services shall include managing, entry and exit register, guiding visitors to their destinations in the premises, attending problems and reporting of the problems to concerned authority, which occur on day-to-day basis.

11.0 Mechanism for Redressal of complaints: -

11.1 A complaint register should also be maintained manually by the contractor or his authorized representative, wherein the complaints from residents should be recorded, with details like nature of complaint, adequate redressal action taken and timings. A unique complaint number should be provided to the complainant and checking mechanism should also be put in force to ensure proper closure of all complaints on time. On satisfactory closure of

complaints, the contractor should get the endorsement from the complainant in a suitable format approved by OIL. The contractor should maintain printed formats and registers, which should be approved by OIL.

11.2 Generally the minor maintenance complaint should be attended immediately. For any replacement of items/spares necessary task should be completed within 24 HRS of receipt of complaint. However, for major maintenance work, the same should be intimated to OIL Officials as per terms & conditions mentioned in **Clauses - 4.0, 5.0, 6.0, 7.0, 8.0, 9.0, 10.0, & 11.0 of this contract**. Failing to attend the maintenance/repair works within stipulated time, OIL reserves the right to impose penalty as per applicable penalty clause of this contract.

VIII. General Note to Contractor:

1.0 Necessary checklist, report formats etc. for various electromechanical operation & maintenance will be shared by concerned departments of OIL. The contractor must maintain all the checklist and must show on demand by concerned authority of OIL.

2.0 OTHER CONTRACTOR'S OBLIGATIONS

2.1 For any damage, breakage or loss of any equipment or property of the OIL, the Contractor shall have to make good the same at his own cost immediately failing which the amount shall be recovered from his running bills by OIL.

2.2 The Contractor shall keep a proper inventory of the items placed at his disposal by OIL and the same shall be verified by the Contractor along with the representatives(s) of the OIL.

2.3 OIL reserves the right of free access through its authorized representatives (s) to inspect the workspace, stores, equipment etc. for ensuring their cleanliness, quality always without any prior notice.

2.4 The Contractor shall not use or allow the use of the residential complex premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in the complex without permission of OIL authority.

2.5 The Contractor shall also not use or allow to use of any facility, appliances, equipment provided by the OIL to him for any purpose other than providing the services as per the OIL requirement.

2.6 The contractor must facilitate transportation, food & accommodation to their FMS contractor at their own cost.

2.7 The contractor shall be responsible for keeping the premises of complex in a perfectly clean and hygienic condition.

2.8 Documents like attendance register/job card/material register/leave record etc. shall be maintained at site and should be produced as and when desired by OIL authorized representative.

IX. OIL's Obligation:

OIL will provide one suitable space with 02 Rooms to set up an office & store for the said contract along with electricity & water supply. However, all necessary items for setting up of the office such as furniture, electrical fittings, computer, workstation etc. are to be arranged by the contractor.

X. Condition of all the machines at the beginning and at the end of contract:

At the end of the contract, the contractor shall hand over all machines/equipment to OIL in serviced and good working condition. At the end of the contract if any machines/ equipment are found defective / in-operative, the same must be repaired and its proper performance / functioning must be ensured by the contractor, otherwise contractor's final bill will not be released by OIL.

XI. EXIT MANAGEMENT

The existing Contractor shall continue to provide services as per the terms of the Agreement until a 'New Contractor' completely takes over the work. During the transition phase, the existing Contractor shall render all reasonable assistance to the new Contractor within such period prescribed by OIL, at no extra cost to OIL, for ensuring smooth switch over and continuity of services, provided where transition services are required by OIL or New Contractor beyond the term of this Agreement, reasons for which are not attributable to Contractor and payment shall be made to the existing Contractor for such additional period on the same rates and payment terms as quoted. If existing Contractor is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to OIL, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

XII. Penalty: In case of non-compliance of the standards of the services to be provided as per this agreement, OIL would be at liberty to levy such penalty and terminate the contract as per the conditions detailed out below:

Nature of default	Default details	Penalties			Remarks
		1st Instance	2nd Instance	3rd Instance	
Failures to address deficiencies/ complaints raided by occupant brought to notice by OIL	Deficiencies/ Complaints not addressed Promptly (48 HRS)	Rs. 500/- per complaint	Rs. 1,000/- per complaint	Rs. 1,500/- per complaint	Cancellation of contract after 3rd instance.

Unsatisfactory upkeep & maintenance	The upkeep of the premises is not found satisfactory (03 complaints on same matter)	Rs. 1,000/-	Rs. 2,000/-	Rs. 3,000/-	Cancellation of contract after 3rd instance.
Theft & loss of materials/ articles from the premises	Any theft, loss or damage of materials, articles, etc. in the premises	Immediate payment in actuals, equivalent to the value of the article within 2 days with immediate removal of the person concerned	Immediate payment in actuals, equivalent to the value of the article within 2 days & additional penalty of Rs. 2,000/- per article with immediate removal of the person concerned	Immediate payment in actuals, equivalent to the value of the article within 2 days & additional penalty of Rs. 2,000/- per article with immediate removal of the person concerned	Cancellation of contract after 3rd instance
Deployment of minors at work	Deployment of labour below the age of 18 years	Immediate replacement of the concerned labour within 1 hour	NA	NA	Non compliance on intimation will lead to cancellation of contract.
Non-compliance to statutory dues/ delay in payment of statutory dues associated with the contract	Non-compliance to statutory dues/delay in payment of statutory dues associated with the contract	Warning-1	Warning-2		Cancellation of contract after 3rd instance.
For any complaint against non-compliance of the above, the occupants concerned may raise the complaint to HR-E with proper documentary evidence, photographs and complaint log, so that necessary penalty may be imposed with proper supporting documents.					

Note: (i) The total cumulative penalty levied on the Contractor shall not exceed than 10% of the total Contract value.

(ii) In the event that more than one penalty becomes applicable for the same default committed by the Contractor under the terms and conditions of the Contract, only the higher penalty shall be imposed and recovered from the Contractor.

XIII. Other terms & conditions of the contract:

1. The scope and details mentioned herein are tentative and approximate. Contractors are advised to visit the site and acquaint themselves with all relevant facility requirements prior to bidding. It shall be Contractors' responsibility to request any clarification on technical scope within the due dates as mentioned in the tender No correspondence or pretexts shall be entertained in this matter in future.

2. The Contractor has to arrange for accommodation, transportation and meal (if required) for the people to be engaged under the service contract. OIL will not entertain any such request. One store cum office room may be provided at G+5 HR Building for day-to-day operation.

3. One store cum office room will be provided within the Building Complex for day-to- day operation and from that room only, services shall be rendered to the complex.

4. The Contractor must submit the details of manpower to be engaged and the machineries / equipment to be used to concerned official during **Mobilization Period.**

5. Supervisor/Facility Manager will be required to render the above-mentioned services. The supervisor/Facility Manager will be assisted by another Asst. Facility Manager (min) at OIL-FHQ. The supervisor will be the single point of contact between the Contractor and OIL for any requirement pertaining to the services to be provided/availed by OIL.

6. The Contractor should establish one office in and around Duliajan for day-to-day operation and for any official communication.

7. In case M/s. OIL feels that any or all the persons deployed at OIL is not suitable for carrying out the job then the same is to be replaced immediately. In case the person deployed is / are on leave, suitable replacement shall be given by the Contractor at no extra cost to OIL.

8. In case no suitable replacement is provided, the deduction will be made from the payment to the Contractor as per details given in subsequent sections. In case of frequent absenteeism / change of manpower, the Contractor will be warned once and later on the contract may be terminated after one month's notice by OIL.

9. The Contractor shall be responsible for payment of any compensation / settlement of any liability arising out of any death or injury caused to the person employed by him/her for rendering the jobs of the contract under the agreement, either under the workmen

compensation act or any act in force at that time.

10. Any additional burden (financial or non-financial) due to changes in Govt regulations shall be immediately applicable at no extra burden to OIL. The records/ registers as per provisions of the above Acts shall be maintained at the premises by Contractor at his own cost and shall be produced to OIL whenever asked to do so.

11. Inspection Book, Equipment Service Record Sheet, Comprehensive AMC Documents, Daily Attendance and Wage Register and any other relevant and/or statutory document must be maintained at premises for Inspectors to record their observations on their visits to the premises and inspection by OIL Officials and any other Statutory Govt. Agency.

12. Insurance in respect of Injury or Damage to Persons and Property: The Contractor shall be responsible for all injury to persons, animals or things and for all damage to the structural and/or decorative part of property which may arise from the operation or neglect of himself or any sub–Contractor or any of his or sub-Contractor's employees, whether such injury or damage arise from carelessness, accident or any other cause whatever in any way connected with the carrying out of this contract. This clause shall be held to include interalia, any damage to buildings, whether immediately adjacent or otherwise, and any damage to roads, streets, footpaths, bridges or way as well as all damage caused to the building and the work forming the subject of this contract by rain or other inclemency of the weather. The Contractor shall indemnify the OIL and hold OIL harmless in respect of all and any expenses arising from any such injury or damage to person or property as aforesaid and also in respect of any claim made in respect of injury or damage under any act of government or otherwise and also in respect of any award of compensation or damage consequent upon such claim.

13. The Contractor shall reinstate all damage of every sort mentioned in the clause, so as to deliver up the whole work of the contract complete and perfect in every respect so as to make good or otherwise satisfy all claims for damage to property of third parties.

14. If at any time during the period of the contract, it is observed by the OIL or by its authorized representative/s that the service rendered by the Contractor's personnel are not to the satisfaction of the corporation or any terms of the contract or violated the corporation reserves the right to terminate the contract with immediate effect.

15. It shall the responsibility of the successful Contractor to ensure that no unlawful act is done by his person(s) while on duty. In case of loss of the OIL's property due to negligence, carelessness or for any other reason attributable to the person(s) deployed by the Contractor, he/she will be responsible and shall make good the same.

16. The Contractor shall be solely responsible for setting / resolving any dispute/claim of his/ her personnel during the pendency of the

Contract and no liability shall accrue to Oil India Limited under any circumstances even after enquiry of the contract.

****Note: The above are general penalty clauses. Please refer to Scope of Work Document for job specific penalty clauses.**

OIL 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 and the CONTRACTOR shall indemnify and keep indemnified the OIL against all such damages and compensation against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

XIV. HEALTH SAFETY & ENVIRONMENT POLICY (HSE): The Contractor shall adhere to following points while performing the works under this contract.

1.0 The Contractor shall be solely responsible to comply all the statutory norms as applicable while executing the job. It will be solely the Contractor's responsibility to fulfill all the legal formalities with respect to the Health, Safety and Environmental aspects of the entire job (namely: the person employed by him, the equipment, the environment, etc.) under the jurisdiction of the district of that state where it is operating. Ensure that all sub-contractors hired by him comply with the same requirement as the Contractor himself and shall be liable for ensuring compliance of all HSE laws by the sub-contractors. It will be the responsibility of the Contractor/his Supervisor/representative to ensure strict adherence to all HSE measures and statutory Rules during operation in OIL's installations and safety of workers engaged by him. The crew members will not refuse to follow any instruction given by representative of OIL.

2.0 Contractor's arrangements for health and safety management shall be consistent with those for the company (OIL).

3.0 A Contractor employee must, while at work, take reasonable care for the health and safety of people who are at the employee's place of work and who may be affected by the employee's Act or omissions at work.

4.0 The Contractor shall ensure complete safety of the personnel engaged by him, and of all the equipment, they will handle and must take full responsibility for their safety.

5.0 Every person deployed by the Contractor must use appropriate PPEs (Personal Protective Equipment) to be provided by the Contractor. The Contractor shall provide Personnel Protective Equipment as per the hazard identified and risk assessed for the job and conforming to statutory requirement and company's PPE schedule. Safety appliances like protective footwear, Safety Helmet and Full Body harness, Fall Prevention Devises (FPD) shall conform to relevant IS codes. Necessary supportive document shall have to be available at site as

proof. If the Contractor fails to provide the safety items as mentioned above to the working personnel, the Contractor may request to the Company (OIL) for providing the same. In case of exigency OIL will provide the safety items if available. However in turn, OIL will recover the actual cost of the items by deducting from Contractor's Bill. However, it will be the Contractor's sole responsibility to ensure that the persons engaged by him in the mines use the proper PPE while at work. Contractor employees should be trained in the proper use and maintenance of PPE. In absence of appropriate PPEs, the representative of OIL has the right to stop the work which will be binding for the Contractor. Moreover, the accountability towards any delay in work/ penalty due non-adherence to PPE shall be binding to the Contractor.

6.0 The Contractor should frame a mutually agreed bridging document between OIL & the Contractor for all issues not envisaged under the terms and conditions of the contract with the roles and responsibilities clearly defined.

7.0 The Contractor has to keep a register of the persons employed by him/her. The Contractor's supervisor shall take and maintain attendance of his men every day for the work, punctually.

8.0 Soft copy of the Standard Operating Procedures (SOPs) related to scope of work shall be handed over to the representative of OIL by Contractor including an assessment of risk, wherever possible and safe methods to deal with it/them. Printout of copy (spiral binding) of the SOP mentioned above is to be kept with all working teams at all times. The SOP clearly stating the risk arising to men, machineries & material from the mining operation / other operations to be done by the Contractor and how it is to be managed. However; in case of any doubts, the Contractor shall reconfirm the same from the Engineer In-Charge (OIL).

9.0 Contractor has to ensure that all work is carried out in accordance with the Statute and the SOP and for the purpose he may deploy adequate qualified and competent personnel for the purpose of carrying out the job in a safe manner. For the work which is not covered under SOP, the Contractor shall develop it and submit to the representatives of OIL.

10.0 In case of deviation of SOP or non-availability of SOP, Job Safety Analysis (JSA) shall be carried out before commencement of the work.

11.0 Necessary cold and hot work permits including excavation clearance and permission for working at height, Confined Space Entry as applicable are to be obtained by the competent person of the Contractor from the site representative of OIL before start of the job(s). Work Permit System should be inline as per guidelines issued by HSE Department.

12.0 The Contractor’s personnel should be aware about the existing as well as probable hazards and ensured their training to tackle such untoward events

by the Contractor. If the Company (OIL) arranges any safety awareness program / training for the working personnel at site (company employee, Contractor worker, etc.) the Contractor will not have any objection to any such training.

13.0 After receipt of the LOA the Contractor shall have to submit authorized list of Contract Personnel, who will be engaged for the jobs including name of the Contractor's competent persons and every contact details. No person shall be engaged in any job in a mine unless his competency has been assessed and approved by the OIL Engineer In-charge.

14.0 The Contractor shall not engage minor labourer below eighteen (18) years of age under any circumstances.

15.0 The Contractor should prevent the frequent change of his deployed employees as far as practicable. The Contractor shall not employ or terminate his worker without the knowledge of the OIL engineer in charge. However, if OIL Engineer In Charge found any person not appropriate to with respect to job, the Contractor has to remove the person and replace a suitable person within the timeline as per the terms of the Contract.

16.0 OIL will communicate all information to the Contractor or his authorized representative only.

17.0 The Contractor shall have to report all incidents including near miss to the representative of OIL who shall be supervising the Contractor's work.

18.0 Any compensation arising out of the job carried out by the Contractor whether related to pollution, Safety or Health will be paid by the Contractor only.

19.0 Any compensation arising due to accident of the Contractor's personnel while carrying out the job, will be payable by the Contractor and their medical treatment/ facilities in case of accidents should be provided by the same Contractor. The Contractor’s personnel should be aware about the existing as well as probable hazards and ensured their training to tackle such untoward events by the Contractor.

20.0 Contractor shall keep a reasonable degree of order by disposing of accumulated rubbish and excess material. Disposal of solid wastes generated by the Contractor shall be in accordance with the company’s Procedure for Solid Waste Management. The Contractor Personnel have to take every possible care to keep the environment clean and free from pollution.

21.0 The Contractor have to ensure the quality and reliability of all the tools, equipment and instruments they use. The supporting documents relevant to prove the above should be submitted. Defective tools shall be immediately removed.

22.0 Contractor’s Supervisor/ Contractor’s personnel needs to be aware about the site specific emergency response plan (which includes display of emergency

contact nos., establish telephone communication, layout of working area, use of fire extinguisher, emergency exit, assembly point).

23.0 All Lifting equipment of the Contractor like Crane etc. shall have to be duly calibrated. Calibration Certificate of this equipment shall have to be submitted to the representatives of OIL and a copy of the same to be made available at site.

24.0 Necessary sign-board / warning signals like caution, "hot work" in progress, emergency telephone numbers, no entry without permission etc. should be used while working on tanks. The said signals / sign-boards shall have to be arranged by the Contractor and shall be in line with the circular of signboards issued by HSE Department, Oil India Limited.

25.0 Barricading of area to be done with reflecting tapes as applicable during work.

26.0 The First-Aid box should be provided by the Contractor and the same has to be kept ready to use at the site throughout the working hours.

27.0 The availability of First-Aid Fire Fighting equipment should be ensured by the Contractor at all working hours.

28.0 Smoking is prohibited in all Company restricted areas except in authorized smoking areas/ shelters. Carrying of matches and lighters into the Hazardous Area is prohibited. Cellular phones shall not be used in operating areas / hazardous areas unless they have been classified as 'intrinsically safe' for use in that atmosphere. Consumption of alcohol and possession of non-prescribed drug in Company work site is strictly prohibited.

29.0 The Contractor personnel should understand the implication of the known hazards related to the work undertaken by them and the necessity of having an emergency plan approved by OIL to counter them, if anything goes wrong.

30.0 In case Contractor is found non-compliant of HSE laws as required and all the above mentioned general HSE points, company will have the right for directing the Contractor to take action to comply with the requirements, and for further non-compliance, the Contractor will be penalized as per the terms of the Contract.

31.0 When there is a significant risk to health, environment or safety of a person or place arising because of a non-compliance of HSE Measures Company will have the right to direct the Contractor to cease work until the non-compliance is corrected.

32.0 Any requirement arise by the Statutory Authorities during the period of contract shall be applicable and binding for the Contractor.

XV. INSURANCE:

The Contractor shall extend all the benefits as applicable, under the Employees' State Insurance Act, 1948 and its Rules, to all labourers engaged by him under the Contract.

1. The Contractor shall take suitable group personal accident insurance (under Employees' Compensation Act,1923) cover for taking care of injury, damage or any other risks in respect of his labourers who are not covered under Employees State Insurance Act, 1948.

2. Accident or Injury to workmen: The Company 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.

3. The Contractor at his own expense should arrange, secure and maintain a Commercial General Liability Insurance as mentioned under GCC Clause of this tender

4. The policy should cover for the loss / disablement of human life (person not belonging to the contractor) and to cover the risk of damage to other materials / equipment / properties during execution of work.

5. The Contractor shall also arrange suitable insurance to cover damage, loss, accidents, risks etc., and all temporary attachments brought by him at site to execute the work.

6. Any other insurance required under law or regulations: Contractor shall also carry and maintain all other insurance(s) which he / she may be required under any law or regulation from time to time without any extra cost to the Company. He/she shall also carry and maintain any other insurance which may be required by the Company.

7. Over and above all the Contractor must arrange for a Medical Insurance Policy for all the engaged workers to cover all the diseases, death of employee, disability of employee during execution of the contract. This document must be submitted during mobilization period.

XVI. LABOUR CLEARANCE ADVICE / LABOUR CLEARANCE CERTIFICATE:

1. The Contractor shall obtain and submit the Labour Clearance Advice (LCA) Labour Clearance Certificate (LCC) within the mobilization period.

Following are the different categories of labour clearances:

2. In case of engaging 50 or more contract labours per day, Labour License is to be obtained from Regional Labour Commissioner (Central) and finally LCA from HR-Relations Department of OIL-FHQ, Duliajan.

3. In case 10 (Ten) or more Inter-state migrant contract labours are engaged per day, ISMW (Inter-state migrant workers) license is to be obtained from Regional Labour Commissioner (Central) and finally LCA from HR-Relations Department of OIL-FHQ, Duliajan.

XVII. MOBILIZATION PERIOD: The Contractor shall have to complete the following Mobilization activities ***within forty-five (45) days*** from the date of issue of mobilization notice by HR(E) Department, after issuance of Letter of Award (LOA).

Mobilization Activities involve:

i. IME & PME of the deployed working personnels to be submitted to OIL by the contractor.

ii. Obtaining labour clearance from concerned authority so that work order may be issued by OIL to the contractor.

iii. Submission of PF, ESIC Registration.

iv. Police Verification: The Contractor will submit the detailed list of manpower to be engaged under this contract and will arrange for Police Verification of all the personnel (s) [i.e. Officers & work persons] within 45 days of receipt of mobilization notice from OIL.

v. Necessary gate pass from CISF Unit, Duliajan for entry into office premises.

vi. Submission of credentials (requisite qualification/experience documents) of the manpower deployed for rendering the subject service. (if applicable)

vii. Placement of necessary equipment/machinery etc. as per requirement of Scope of Work

viii. The Contractor shall furnish the valid permits of deployed work persons & Electrical Supervisor's Certificate of competency of deployed electrical supervisor (issued or recognized by any Electrical licensing board or authority within India of work persons & electrical supervisor) to OIL for scrutiny as mentioned in Para 4.7 ii. & iii. of SCC.

ix. Submission of documentary evidence by Contractor regarding application submitted to Pollution Control Board, Assam (PCBA) for mandatory Consent to Establish (CTE)/Consent to Operate (CTO)/ Consolidated & Authorization (CCA) for the catering service. (if applicable).

x. Submission of Undertaking (enclosed as **ANNEXURE-AAA**) from each of the manpower to be deployed by the Contractor for the said Contract along with at least one Govt. ID of each of these deployed personnel(s).

Note: Mobilization shall be deemed to be completed upon completion of the above activities. The date on which the mobilization is completed in all respects is treated as the date of commencement of the contract. Mobilization completion shall be issued by OIL (by the User Department) in the format enclosed as (**PROFORMA-XIX**) via written intimation or e-mail upon successful completion of mobilization.

XVIII. **DURATION OF CONTRACT: Three (03) years Forty-Five (45) days** from the date of issuance of Mobilization Notice by HR(E) i.e. after issuance of LOA. Accordingly, the scheduled contract end date shall remain firm even in case of delayed mobilization. In case mobilization is completed before the scheduled mobilization completion date, then the duration of the contract shall be considered for **Three (03) years** from the date of completion of actual (1st) mobilization.

XIX. **AREA OF OPERATION**: Operational areas of OIL INDIA LIMITED in Duliajan, Assam.

XX. **PERFORMANCE SECURITY**: 03% of Contract Value. The performance security shall be valid for **03 (Three) months** beyond the contract period.

XXI. **FORCE MAJEURE**: In the event of Force Majeure, no 'force majeure' rate shall apply.

XXII. **SUB-CONTRACTING**: **(GCC Clause No. 24.0):**

Except for the main services under this contract, the contractor may subcontract the following Petty Support Services subject to Company's (i.e., OIL INDIA LIMITED) prior approval. However, CONTRACTOR shall be fully responsible for complete execution and performance of the services under the Contract:

(i) Hiring of vehicle for waste disposal.

XXIII. **INTEGRITY PACT: Applicable** for this tender.

XXIV. **Training & Certification Requirement: The Contractor at his own cost, ensure that all personnel are trained and certified for their respective roles prior to mobilization and that such certification remain valid for the entie Contract duration, viz. (but not limited to):**

1. General HSE Induction & Site specific orientation
2. Permit to work for Electrical Isolation, Fire Safety & Basic Fire Fighting
3. Working at height
4. Lift operation and manual rescue (Already incorporated in SoW)

XXV. Financing of trade receivables of Micro and Small Enterprises (MSEs) through Trade Receivables Discounting System (TReDS) platform:

1. Based on the initiatives of Government of India to help MSE vendors get immediate access to liquid fund based on Buyers credit rating by discounting, OIL has registered itself on TReDS platform with M/s RXIL and M/s A TREDS Ltd. (Invoice Mart). MSE vendors can avail this benefit by registering themselves with any of the exchanges providing e-discounting / electronic factoring services on TReDS platform and following the procedures defined therein, provided OIL is also participating in such TReDS Platform as a Buyer.

2. MSE Vendor should be aware that all costs relating to availing the facility of discounting on TReDS platform including but not limited to Registration charges, Transaction charges for financing, Discounting Charges, Interest on financing, or any other charges known by any name shall be borne by MSE Vendor.

3. MSE Vendor hereby agrees to indemnify, hold harmless and keep OIL and its affiliates, Directors, officers, representatives, agents and employees indemnified, from any and all damages, losses, claims and liabilities (including legal costs) which may arise from Sellers submission, posting or display, participation, in any manner, on the TReDS Platform or from the use of Services or from the Buyer's breach of any of the terms and conditions of the Usage Terms or of this Agreement and any Applicable Law on a full indemnity basis.

4. OIL shall not be liable for any special, indirect, punitive, incidental, or consequential damages or any damages whatsoever (including but not limited to damages for loss of profits or savings, business interruption, loss of information), whether in contract, tort, equity or otherwise or any other damages resulting from using TReDS platform for discounting their (MSE Vendor's) invoices.

Note:

(i) Buyer means OIL who has placed Purchase Order / Contract on a MSE Vendor (Seller).

(ii) Seller means a MSE vendor, who has been awarded Purchase Order / Contract by OIL (Buyer).

XXVI. Google Drive Link (details about various facilities available, related plan layout, details of equipment etc. at G+6 NRC.)**:**

https://drive.google.com/drive/folders/1R8z4LmWyxLJH7Wb_JvVFsubXb9x10Mhv?usp=drive_link

Note: *Bidders may ask for any further details pertaining to different facilities via e-mail communication and are also advised to have a physical visit of the site before submission of their bid against the tender for better understanding of the present site condition.*

XXVII. Payment Terms

(i) Payment will be made, not often than **monthly**, up to 100% of the value of work done. Final payment will be made only after satisfactory completion of the work. Such final payment shall be based on the work done allowing for deviations and any deductions and the measurement shall be checked and certified correct by the Company's authorised representative before any such final payment is made.

Note:
All Invoices shall be addressed as below and uploaded through Vendor Invoice Management portal only via https://vim.oilindia.in/velocious-portal-app/.

CGM-HR (E) [HOD]
Oil India Limited
P.O. Duliajan-786602
Dist. Dibrugarh, Assam

(ii) The total estimated Contract Price as indicated in Schedule of work, quantities & rates - Part II of this Contract is inclusive of all statutory liabilities viz. Corporate Income Tax, Personal Tax, etc. and GST. The Company shall pay the Contractor only for actual work done at the all-inclusive rates set down in Part-II of this Contract.

(iii) Payment to Work-persons:

(a) Payment to the contractor's personnel will be the responsibility of the contractor. Any dispute regarding payment shall be resolved by the contractor with its workers. OIL will not be a party to any dispute in this matter.

(b) Provisions of all the relevant Statutes / Acts will have to be complied by the Contractor, more particularly, Payment of Wages Act, Minimum Wages Act, Provident Fund, Insurance, ESI, Bonus etc. The contractor shall indemnify the Company against any payments to be made under and for the observance of the provisions of the aforesaid acts / statutes. 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 found to be incorrect, may lead to termination of the Contract as per the relevant clauses of the GCC of the Contract.

(c) The Contractor must pay his / her deployed personnels the prevailing minimum wages at the rates as specified by Government of India from time to time and deposit the applicable Provident Fund and ESI contributions with the concerned authorities. Any non-compliance of the same will lead to termination of the contract as per the provision of the Contract.

Note: While making payments to their deployed personnel(s), the Contractor should ensure to strictly adhere to **Para XXVIII** below.

XXVIII. Statutory variation/Newly enacted Law Minimum Wages increment in SCC as the case may be:

(i) The Bidder/Contractor must abide by the following new Labour Codes/notified by Govt. of India on 21.11.2025 and their Rules to be notified:

a) The Code on Wages, 2019.
b) The Industrial Relations Code, 2020.
c) The Code on Social Security, 2020.
d) The Occupational Safety, Health and Working Conditions Code, 2020.

(ii) The Bidder/Contractor shall comply with all provisions stipulated by the Ministry of Labour and Employment vide **D.O. No. Z-20025/13/2019-LRC(E)/e-119357** dated **24.04.2026**

XXIX. GOODS AND SERVICES TAX:

1. In view of **GST** Implementation from 1st July 2017, all taxes and duties including Excise Duty, CST/VAT, Service tax, Entry Tax and other indirect taxes and duties have been submerged in **GST**. Accordingly reference of Excise Duty, Service Tax, VAT, Sales Tax, Entry Tax or any other form of indirect tax except of **GST** mentioned in the bidding document shall be ignored.

Bidders are required to submit copy of the GST Registration Certificate while submitting the bids wherever **GST** (CGST & SGST/UTGST or IGST) is applicable.

2. "GST" shall mean Goods and Services Tax charged on the supply of material(s) and services. The term "GST" shall be construed to include the Integrated Goods and Services Tax (hereinafter referred to as "IGST") or Central Goods and Services Tax (hereinafter referred to as "CGST") or State Goods and Services Tax (hereinafter referred to as "SGST") or Union Territory Goods and Services Tax (hereinafter referred to as "UTGST") depending upon the import / interstate or intrastate supplies, as the case may be. It shall also mean GST compensation Cess, if applicable.

3. Quoted price/rate(s) should be inclusive of all taxes and duties, except GST (i.e. IGST or CGST and SGST/UTGST applicable in case of interstate supply or intra state supply respectively and cess on GST if applicable) on the final service. However, GST rate (including cess) to be provided in the respective places in the Price Bid .Please note that the responsibility of payment of GST (CGST & SGST or IGST or UTGST) lies with the Supplier of Goods/Services (Service Provider) 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.

4. Bidder should also mention the Harmonised System of Nomenclature (HSN) and Service Accounting Codes (SAC) at the designated place in SOR.

5. **Where the OIL is entitled to avail the input tax credit of GST**: OIL will reimburse the GST to the Supplier of Goods / Services (Service Provider) at actual against submission of Invoices as per format specified in rules/ regulation of GST to enable OIL to claim input tax credit of GST paid. In case of any variation in the executed quantities, the amount on which the GST is applicable shall be modified in same proportion. Returns and details required to be filled under GST laws &rules should be timely filed by supplier with requisite details.
The input tax credit of GST quoted shall be considered for evaluation of bids, as per evaluation criteria of tender document.

6. **Where the OIL is not entitled to avail/take the full input tax credit of GST**: OIL will reimburse GST 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 as quoted by the bidder. In case of any variation in the executed quantities, (If directed and/or certified by the In-Charge) the ceiling amount on which GST is applicable will be modified on pro-rata basis.

The bids will be evaluated based on total price including GST.

7. Payments to Service Provider for claiming GST amount will be made provided the above formalities are fulfilled. Further, OIL may seek copies of challan and certificate from Chartered Accountant for deposit of GST collected from OIL.

8. Contractor/Contractor shall be required to issue tax invoice in accordance with GST Act and/or Rules so that input credit can be availed by OIL. In the event that the contractor / Contractor fails to provide the invoice in the form and manner prescribed under the GST Act read with GST Invoicing Rules there under, OIL shall not be liable to make any payment on account of GST against such invoice.

9. GST shall be paid against receipt of tax invoice and proof of payment of GST to government. In case of non-receipt of tax invoice or non-payment of GST by the contractor/Contractor, OIL shall withhold the payment of GST.

10. GST payable under reverse charge mechanism for specified services or goods under GST act or rules, if any, shall not be paid to the contractor/Contractor but will be directly deposited to the government by OIL.

11. Where OIL has the obligation to discharge GST liability under reverse charge mechanism and OIL has paid or is /liable to pay GST to the Government on which interest or penalties becomes payable as per GST laws for any reason which is not attributable to OIL or ITC with respect to such payments is not available to OIL for any reason which is not attributable to OIL, then OIL shall be entitled to deduct/setoff/recover such amounts against any amounts paid or payable by OIL to Contractor/Supplier.

12. Notwithstanding anything contained anywhere in the Agreement, in the event that the input tax credit of the GST charged by the Contractor / Contractor is denied

by the tax authorities to OIL for reasons attributable to Contractor / Contractor, OIL shall be entitled to recover such amount from the Contractor / Contractor by way of adjustment from the next invoice. In addition to the amount of GST, OIL shall also be entitled to recover interest at the rate prescribed under GST Act and penalty, in case any penalty is imposed by the tax authorities on OIL.

13. TDS under GST, if applicable, shall be deducted from contractors/Contractor's bill at applicable rate and a certificate as per rules for tax so deducted shall be provided to the contractor/Contractor.

14. The Contractor will be under obligation for charging correct rate of tax as prescribed under the respective tax laws. Further the Contractor shall avail and pass on benefits of all exemptions/concessions available under tax laws. Any error of interpretation of applicability of taxes/ duties by the contractor shall be to contractor's account.

15. It is the responsibility of the bidder to quote the correct GST rate. The classification of goods/services as per GST (Goods & Service Tax) Act should be correctly done by the contractor to ensure that input tax credit on GST (Goods & Service Tax) is not lost to the OIL on account of any error on the part of the contractor.

16. In case, the quoted information related to various taxes, duties & levies subsequently proves wrong, incorrect or misleading, OIL will have no liability to reimburse the difference in the duty/tax, if the finally assessed amount is on the higher side and OIL will have to right to recover the difference and in case the rate of duty/taxes finally assessed is on the lower side.

17. Notwithstanding anything mentioned elsewhere in the Bidding Document the aggregate liability of OIL towards Payment of Taxes & Duties shall be limited to the volume of GST declared by the bidder in its bid & nothing shall be payable extra except for the statutory variation in taxes & duties.

18. Further, it is the responsibility of the bidders to make all possible efforts to make their accounting/IT system GST compliant in order to ensure availability of Input Tax Credit (ITC) to Oil India Ltd.

19. GST liability, if any on account of supply of free samples against any tender shall be to bidder's account.

20. In case of statutory variation in GST, 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.

21. Beyond the contract period, in case OIL is not entitled for input tax credit of GST, then any increase in the rate of GST beyond the contractual delivery period shall be to Service provider's account whereas any decrease in the rate GST shall be passed on to the OIL.

22. Beyond the contract period, in case OIL is entitled for input tax credit of GST, then statutory variation in applicable GST on supply and on incidental services, shall be to OIL's account.

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

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

25. The contractor will be liable to ensure to have registered with the respective tax authorities, wherever applicable and to submit self-attested copy of such registration certificate(s) and the Contractor will be responsible for procurement of material in its own registration (GSTIN) and also to issue its own Road Permit/ E-way Bill, if applicable etc.

26. In case the bidder is covered under Composition Scheme under GST laws, then bidder should quote the price inclusive of the GST (CGST & SGST/UTGST or IGST). Further, such bidder should mention "Cover under composition system" in column for GST (CGST & SGST/UTGST or IGST) of price schedule.

27. OIL 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 while evaluation of bid. Where OIL is entitled for input credit of GST, the same will be considered for evaluation of bid as per evaluation methodology of tender document.

28. Procurement of Specific Goods: Earlier, there is no tax incidence in case of import of specified goods (i.e. the goods covered under List-34 of Customs Notification no. 12/2012-Cus dated. 17.03.2012 as amended). Customs duty is not payable as per the policy. However, under GST regime, IGST Plus GST compensation cess (if applicable) would be leviable on such imports. Bidders should quote GST as inclusive considering IGST component for the imported Materials portion while quoting their prices on destination basis. However, GST rate to be specified in the price bid format.

29. DOCUMENTATION REQUIREMENT FOR GST:

The Contractor will be under the obligation for invoicing correct tax rate of tax/duties as prescribed under the GST law to OIL, and pass on the benefits, if any, after availing input tax credit.

Any invoice issued shall contain the following particulars:

a) Name, address and GSTIN of the supplier;

b) Serial number of the invoice;

c) Date of issue;

d) Name, address and GSTIN or UIN, if registered of the recipient;

OIL'S GSTIN DETAILS	
GSTIN	18AAACO2352C1ZW
Legal Name	OIL INDIA LTD
Trade Name, if any	OIL INDIA LIMITED

e) Name and address of the recipient and the address of the delivery, along with the State and its code,

f) HSN code of goods or Accounting Code of services[SAC];

g) Description of goods or services;

h) Quantity in case of goods and unit or Unique Quantity Code thereof;

i) Total value of supply of goods or services or both;

j) Taxable value of supply of goods or services or both taking into discount or abatement if any;

k) Rate of tax (IGST,CGST, SGST/ UTGST, cess);

l) Amount of tax charged in respect of taxable goods or services (IGST,CGST, SGST/UTGST, cess);

m) Place of supply along with the name of State, in case of supply in the course of interstate trade or commerce;

n) Address of the delivery where the same is different from the place of supply and

o) Signature or digital signature of the supplier or his authorised representative.

GST invoice shall be prepared in triplicate, in case of supply of goods, in the following manner:

p) The original copy being marked as ORIGINAL FOR RECIPIENT;

q) The duplicate copy being marked as DUPLICATE FOR TRANSPORTER and

r) The triplicate copy being marked as TRIPLICATE FOR SUPPLIER.

In case of any advance given against any supplies contract, the supplier of the goods shall issue Receipt Voucher containing the details of details of advance taken along with particulars as mentioned in clause no. (a), (b), (c), (d), (g), (k), (l), (m) & (o) above.

30. 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 / Services may note the above and quote their prices accordingly.

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

XXX. NOTICES: Any notice given by one party to other, pursuant to this Contract shall be sent in writing or by telex or Fax and confirmed in writing to the applicable address specified below:

Company

a) For contractual matters

CGM-Contracts (HoD)

OIL INDIA LIMITED

PO DULIAJAN - 786602

ASSAM, INDIA

Phone No. 91-374-2808650

Email: contracts@oilindia.in

b) For technical matters

CGM-HRE (HOD)

Oil India Limited,

P.O. Duliajan-786602

Dist. Dibrugarh, Assam.

Email: shyamal_das@oilindia.in

Contractor

_____

_____

Phone No.:

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

ANNEXURE-A

TENTATIVE MANPOWER REQUIREMENT: ELECTRO MECHANICAL OPERATION & MAINTENANCE

Sl. No.	Category	Service Availability	Minimum Qualification and Experience
1.	Supervisor-in-charge (skilled)	24 X 7	Graduate in any stream with minimum experience of 2 years as supervisor in facility management services.
2.	Electrician (skilled)	24 X 7	Passed Class-X with ITI Certificate in Electrical Trade and having valid workman permit with clause (i) of Point No. 10.0 (A) of this SOW issued/ recognized by the State Electrical Licensing Board with minimum experience of 2 years in similar nature of jobs.
3.	DG Operator (skilled)	24 X 7	Passed Class-X with ITI Certificate in Diesel Mechanic with minimum experience of 1 year in similar nature of jobs.
4.	Helper to Electrician/ DG Operator (unskilled)	24 X 7	Passed Class-VIII with knowledge to read and write English and Hindi with minimum experience of 3 years in similar nature of jobs.
5.	Electrical Supervisor (skilled)	As & when required	As and when required Competent Licensed Supervisor having Class B supervisory license of State of Rajasthan or equivalent.
6.	Maintenance Crew for water and gas lines / Plumbing Service	24 X 7	Passed Class-X with ITI Certificate in Fitter Trade with minimum experience of 1 year in similar nature of jobs.

***Note: The requirement of the manpower shown above is indicative. However, the actual deployment of the manpower will be based on actual site assessment by bidder to meet the requirements as per Scope of Work.**

However, the contractor must submit the final manpower details to be engaged under the contract during mobilization period and Undertaking must be submitted as per ANNEXURE-AAA during mobilization period.

ANNEXURE-B

LIST OF MATERIALS TO BE PROVIDED AND USED FOR HOUSEKEEPING SERVICES & GUEST HOUSE BY THE CONTRACTOR ACCORDING TO THEIR USES:

The below items are only for Common Area & Outside Area Cleaning

Sl. No.	Particulars/ Items	Preferred Brands
1.	All-Purpose Liquid Cleaning Agents	Harpic/ Domex/ Sani Fresh/ Vooki/ Lizol/ Taski
2.	Window Glass Cleaning Agents	Colin/Vooki/Presto/Mr. Muscle/ Taski
3.	Garbage Bags All sizes	Shalimar/ Presto/ Ezee,
4.	Brooms & Moppers	Scotch Brite/ Gala
5.	Phenyl & Cleaning Acids	Presto/ 3M/ Harpic/ Lizol/ Taski

The above consumables will be supplied by the contractor and shall quote cost inclusive of scope and selected consumables.

(*) **The above list is not exhaustive. Any other item to be procured by the Contractor to carry out the required jobs is to be certified by the OIL Authorized Representative in respect to its necessity and the brand at no extra cost to OIL.**

ANNEXURE-C

MAJOR EQUIPMENT /MACHINERIES TO BE USED FOR HOUSE KEEPING SERVICES: (Common & Open Outside Area)

i) Commercial vacuum cleaner:

ii) Commercial Floor Scrubber/Mop/Dryer:.

iii) High pressure water jet machine for external area cleaning:

iv) Extended reach tools for glass /cobweb cleaning:

v) Hand Mopper for hard-to-reach areas:

vi) Single bucket trolley:

vii) Trolley for collection (as required) and disposal of garbage:

viii) Fuel driven /Electrical grass cutting machine:

ix) Brush Cutter:

x) Hand cart:

xi) Lawn Mower:

xii) Plumbing Plunger

xiii) Plumbing snake

xiv) Portable plumbing water jet

xv) Large sized dustbin with liners.

And any other required machinery

(*) **The above list is not exhaustive. Any other item to be procured by the Contractor to carry out the required jobs is to be certified by the OIL Authorized Representative in respect to its necessity and the brand at no extra cost to OIL.**

ANNEXURE-D

INDICATIVE LIST OF TOOLS, TACKLES & CONSUMABLES FOR ELECTROMECHANICAL JOBS

Sl. No.	Description	Quantity
1.	Sets of double open-ended D Spanners-Size from M10 to M55- Non-Sparking Type	2 sets
2.	Sets of double ended ring spanners – Size from M10 to M55- Non-Sparking Type	2 sets
3.	Sets of Allen keys (inch & mm)- Size 1.5 to 25 mm (Short & Long)	2 sets
4.	A set of box spanners along with reversible ratchets, drivers, sliding T –Non-Sparking type size from M6 to M34	2 sets
5.	Set of screw drivers (Without Insulation)- 10 to 395 Grams, Dia- 3mm to 10 mm	1 set
6.	Common knife (10” size)	1 no.
7.	Hack saw frame with HSS blades (size 12” X 1”)	2 sets
8.	Set of non-sparking hammers (Sledge & Club Hammer Head) 0.9 Kg to 3.6 kg)	2 nos.
9.	Star Screwdriver with tester (With Insulation) 30 to 90 Grams, Dia- 3.5 – 5 mm	2 nos.
10.	Nose plier (small & big)	1 set
11.	Circlip plier (0 – 100mm)	1 set
12.	Portable aluminum ladder (10 meters. Height)	2 nos.
13.	Hand operated oil pump	1 no.
14.	Portable drill m/c with a set of drill bits	1 set
15.	Portable grinder	1 no.
16.	Battery operated Megger, 10000 V dc	1 no.
17.	“FLUKE” Digital Multimeter	2 nos.
18.	“FLUKE” Tong Tester (Clamp Meter)	1 no.
19.	Lux Meter	1 no.
20.	Handheld IR Thermometer with Laser sight FLUKE/Megger make	2 nos.
21.	Emery papers (fine, medium & course)	As per Requirement
22.	M – seal	As per Requirement
23.	Cotton cloth	As per Requirement

24.	Cotton waste	As per Requirement
25.	Cable Striper	2 nos.
26.	Insulation Tap	As per Requirement
27.	Aluminum Tap	As per Requirement
28.	Rustolin, WD-40, CRC	As per Requirement
29.	Silica Sealant with Gun	Minimum 2 nos.
30.	Discharge Stick	Minimum 2 nos.
31	Extendable Fibre Ladder	Minimum 1 no.
32	Safety Belt	Minimum 3 nos.
33	RCD Tester	Minimum 1 no.
34	Contact Less Line Tester (100V to 12 kV), extendable	Minimum 1 no.
35	Electrician tool kit	Minimum 1 no.

(*) **The above list is not exhaustive. Any other item to be procured by the Contractor to carry out the required jobs is to be certified by the OIL Authorized Representative in respect to its necessity and the brand at no extra cost to OIL.**

ANNEXURE E

MINIMUM PPE REQUIREMENT FOR ELECTROMECHANICAL JOBS:

Sl. No.	Description of PPE's	Applicable to
1.	Safety Shoes (Electrical)	All Manpower Entering inside Premises for electrical work
2.	Helmet	All Manpower Entering inside Premises for electrical work
3.	Cover All	All Electrical Operating and Maintenance Personnel including unskilled Manpower for day-to-day Operation and maintenance.
4.	Cotton Hand Gloves(dotted)	All Manpower Entering inside Premises
5.	Safety Goggles	All Manpower Entering inside Premises
6.	Electrical Hand Gloves (12 kV)	All Electrical Team for electrical maintenance

(*) **The above list is not exhaustive. Any other item to be procured by the Contractor to carry out the required jobs is to be certified by the OIL Authorized Representative in respect to its necessity and the brand at no extra cost to OIL.**

ANNEXURE F

EQUIPMENT TO BE CONSIDERED FOR GUARANTEED PERFORMANCE

Sl. No.	Equipment	Specifications	Locations
1.	Power Transformer	01 nos. 1250kVA, 11/0.433 KV, Dry type, CG	Substation (HT)
2.	VCB Breaker	01 nos. VCB Breaker with Panel,	Substation (HT)
3.	Double Pole Structure	11 kV, Rail Pole Structure,	South Plot (HT)
4.	DG With AMF Panel	01 nos. 320 KVA,	Substation (LT)
5.	Main LT Panel	01nos., Ankit Electricals,	Substation (LT)
6.	LT Distribution Panel (Metering)	6 nos. Ankit Electricals,	North Plot (Stilt Floor, Every Tower) (LT)
7	Lift	Make Johnson	14 Nos
8	Diesel Generator	Make Jackson Model: QSB 6.7-G14	02 Units
9	Solar Panels	Make Havells	707 Modules
10	Solar Panels	Make Havells	707 Modules
11	CCTV Network		Details in CCTV Layout Plan
12	Water Pumps	Make KSB	02 Sets
13	Fire Water Pumps	Make KSB	07 Nos
14	EPBAX System		Details attached
15	STP		Details attached
16	Electrical Sub Station		Details attached

ANNEXURE-H

Sl No.	Name of Equipment	Name of OEM
1.	Solar PV System/solar panels.	Havells India Limited
2.	Elevators	Johnson Lifts Pvt Ltd
3.	CCTV Network	Honeywell Automation India Limited
4.	Telephone/ Telephone network & EPABX System	Beetel Teletech Limited/ MITEL
5.	Transformers	Unimag Power Transformer Pvt. Ltd
6.	HT/ LT Panels	L&T Eectrical & Automation
7.	DG Set	Jackson
8.	Sewage Treatment Plant (STP)	BS Enviro N Infracon (P) Ltd.
9.	Hydro pneumatic Pumps	Kirloskar Brother Limited
10	LT&HT Cable	KEI Industries Limited
11	PA System	Honeywell Automation India Limited
12	Fire Alarm System	Honeywell Automation India Limited
13	Light pole (9 M height)	Crompton
14	Decorative light pole (4 M height)	Bajaj Electricals ltd
15	External & Internal Lights	Wipro Enterprises Private Limited
16	Ceiling /Exhaust fan	Havells India Limied
17	UPS	Novateur Electrical Digital System Private Limited
18	LED TV	Panasonic Life Solution India Pvt Ltd
19	Air conditioner	Daikin Air conditioning India Private Ltd
20	Terrce Pump	Kirloskar Brothers limited
21	Modular Switch/Socket, Plate	Crabtree
22	Chimney	Hindware Home Innovation Limited
23	Geyser (Electric Water Heater)	Bajaj
24	Workstation	Lenovo
25	MCBs, RCCB, ELCB and Distribution Boards	ABB

ANNEXURE-G

Sl Nos.	OIL's existing vital Equipment	CAMC	O&M	Provisoin of Spare parts/consumables by Contractor	Reimbursement provision	Mandatory requirement of engaging OEM's personnel by Contractor as per the Contract terms and conditions	Additional vital points
1	DG Sets	No	Yes	Consumables by Contractor	Only for spares	OEM Recommended Periodic/Planned/Scheduled Maintenance to be carried out by OEM Authorized Service Provider	Supply of Lube Oil & Fuel (HSD) is under the scope of OIL
2	Lift	YES	As per additional vital pont				Comprehensive AMC will also cover day to day O&M, Spares, Consumable etc. in all aspect
3	Telephony System	YES					Comprehensive AMC will also cover day to day O&M, Spares, Consumable etc. in all aspect
4	Solar PV System	YES					Comprehensive AMC will also cover day to day O&M, Spares, Consumable etc. in all aspect
5	CC TV Network	YES					Comprehensive AMC will also cover day to day O&M, Spares, Consumable etc. in all aspect
6	Entire Electrical System		Yes	Consumables by Contractor	Only for spares	Details in Scope of work document	Details in Scope of work document
7	Entire Fire Fighting Network		Yes	Consumables by Contractor	Only for spares	Details in Scope of work document	Details of consumables such as DCP, CO2 Refill etc. are mentioned in Scope of Work Document
8	150 KLPD STP		Yes	Consumables by Contractor	Spares by Contractor	Details in Scope of work document	Details in Scope of work document
9	Fire water network with Engine & Pump units		Yes	Consumables by Contractor	Only for spares	OEM Recommended Periodic/Planned/Scheduled Maintenance to be carried out by OEM Authorized Service Provider	Details in Scope of work document

*For routine operation and maintenance, engagement of OEM personnel shall not be mandatory. However, in the event of faults pertaining to servers or gateways, the contractor shall be required to engage OEM-authorised personnel to carry out rectification and ensure compliance with OEM standards.

Details can be found in Google Drive Link or the bidder may come for site visit to access the entire facility/equipment details etc.

*** Detailed datasheet, technical specification, drawing, GAD etc. attached against all the equipment.

TECHNICAL EVALUATION/Compliance SHEET

PART-A TECHNICAL EVALUATION SHEET FOR BEC/PQC / PQC					
Sl. No.	**Clause No of BEC/BRC**	**Description**	**Bidders Remarks (Complied / Not Complied / Deviation)**	**Bidder to indicate the following to support the remarks/ compliance**	
				Name of File as uploaded in GeM-Tender portal	**Relevant Page No. of the file**
1	**BEC Clause No. 1.3**	**ELIGIBILITY CRITERIA:** **1.3.1 The Bidder must be incorporated / constituted in India and must maintain more than or equal to 20% local content for the offered services. With regard to calculation of local content and submission of documents during bidding & execution of contracts, notification vide letter no. FP-20013/2/2017-FP-PNG dated 17.11.2020 of MoPNG (or as amended from time to time) shall be applicable.** **If such local content is not maintained during execution of contract, OIL reserves the right to invoke the Performance Securities submitted by the bidding and supporting companies. In this regard, the bidder must submit an undertaking from the authorized signatory of bid having the power of Attorney along with the bid stating the bidder meets the minimum LC requirement and such undertaking shall become part of the contract.**			

		Whether or not the bidders want to avail PP-LC benefit against this tender, it is mandatory for them to meet the following at the bidding stage: (a) Without specifying the unit rates and bid amount in the technical bid, the bidder must specify the **percentage (%) of local content** in their bid as per format prescribed in **PROFORMA-XVII (duly signed & sealed by the Power of Attorney holder),** without which the bid may be rejected being non-compliant. Such undertaking shall become a part of the contract, if awarded. (b) The aforesaid undertaking of the bidder shall also be supported by a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of other than companies) giving the percentage of local content. (c) Along with the technical bid, bidder must submit a copy of their Certificate of Incorporation/Registration or any other valid document(s) which substantially establishes its constitution in India.			

TECHNICAL EVALUATION/Compliance SHEET

2	**BEC Clause No. 2.0** ***(TECHNICAL EVALUATION CRITERIA)***	**TECHNICAL REQUIREMENTS**: **2.1.1** Bidder must have experience of successfully completing at least one 'SIMILAR WORK' of minimum value of **₹ 2,06,61,300.00 (Rupees Two Crore Six Lakh Sixty-One Thousand Three Hundred)** only in previous 07 (seven) years reckoned from the original bid closing date with Central Government / State Government Organization / PSUs / Nationalised Banks/ Public Limited Company of India/ Multi-National Corporation (MNC) in India. [Here, MNCs refers to a business entity that is incorporated in one country but has significant business operations in at least one other country and is listed on a stock exchange in at least one of the countries.] **2.1.2** The bidder must furnish an Undertaking along with their technical bid, stating that, in the event of award of the Contract, the bidder shall deploy an Electrical Supervisor or Electrician holding a valid Electrical Supervisor's Licence or Electrical Workman Permit Licence, respectively, which shall remain valid throughout the currency of the Contract and the licence holder shall have, at a minimum, Part I & Part II authorisation. **2.1.3** The bidder must submit the following Undertakings along with their technical bid: i. An Undertaking along with their bid stating that in case of award of Contract, they shall submit their			

		MOUs/Agreements/Tie Ups with the OEMs/OEM's Authorized Service Providers (names of these OEMs are mentioned in **Annexure-Z**) to execute the contract. ii. An undertaking stating that in case of award of Contract, they shall deploy personnels having the requisite experience to carry out the job as per the Scope of Work of the tender during the contract period and he/she/they shall submit the requisite credentials of these personnels during the mobilization period the Contract. Also, they shall confirm that there is neither case / charge under investigation / enquiry / trial the persons deployed by them, nor convicted in a Court of law or suspended / blacklisted by any statutory authority on any ground. iii. An Undertaking stating that in case of award of Contract, they shall furnish documentary evidence regarding application submitted to Pollution Control Board, Assam (PCBA) for mandatory Consent to Consent to Operate (CTO) for the subject service during the mobilization period of the Contract. **2.1.4** The bidder must furnish duly filled & signed '**Annexure-Y'** along with their technical bid.			

TECHNICAL EVALUATION/Compliance SHEET

3	**Notes to BEC Technical Criteria Clause 2.1.1 above:**	***A.*** **'SIMILAR WORK'** mentioned above means ***"Experience in successfully completing the following:*** *Integrated Facility Management Services viz. Housekeeping, Gardening, Waste Management, Electro-Mechanical Operation & Maintenance for Residential Complexes/ commercial complex of minimum G+4 building or housing society with minimum 110 flats/apartments in a single contract.*			
		B. Proof of requisite Experience, viz. award and subsequent successful execution/completion of '**SIMILAR WORK**' (refer Clause No. 2.1.1 above), must be substantiated by submission of the following documents along with the bid: **(i)** Contract document/ Letter of Intent (LOI)/Letter of Award (LOA)/ Work Order showing detailed scope of work in line with Clause 2.1.1 above, **AND** **(ii)** Job Completion Certificate showing: (a) Gross value of job/quantity done (b) Nature of job done and Work Order No. / Contract No. (c) Contract period and date of completion			

		OR SES (Service Entry Sheet) / Certificate of Payment (COP) issued by the company indicating the following: (i) Work Order No. / Contract No. (ii) Gross value of jobs/quantities done (iii) Period of Service (iv) Nature of Service **C.** Only Letter of Intent (LOI)/Letter of Award (LOA), or Work Order(s) are not acceptable as evidence. **D.** In case requisite experience is against **OIL's Contract**, bidder shall only be required to categorically specify OIL's Contract Number and date. **E.** Mere award of contract(s) will not be counted towards experience. Successful completion of the awarded contract(s) to the extent of volume/value/quantity/period, as stipulated under Clause No. 2.1.1 will only be treated as acceptable experience. **F.** Following work experience will also be taken into consideration: **(a)** If the prospective bidder is executing **'SIMILAR WORK'** which is still running and the contract volume/value/quantity/period executed prior to original bid closing date is equal to or more than the minimum prescribed value in the			

		BEC. **(b)** In case the start date of the requisite experience is beyond the prescribed 07 (seven) years reckoned from the original bid closing date, but completion is within the prescribed 07 (seven) years reckoned from the original bid closing date. **(c)** If the prospective bidder has executed a contract in which **'SIMILAR WORK'** is a component of the contract. • In case the document submitted as per **Para B** above, are not sufficient to establish the value/quantity/period of the '**SIMILAR WORK**' against **Para F (a), (b) & (c)** above the bidder shall also have to submit the breakup of the works executed under such contract(s) clearly indicating the value / quantity / period of '**SIMILAR WORK'** which should be certified by the end user or a certificate issued by a practicing Chartered / Cost Accountant Firm (with Membership Number & Firm Registration Number). **G.** Experience of executing '**SIMILAR WORK**' through 'sub-contracting' shall not be considered for evaluation. **H.** **'SIMILAR WORK**' executed by a bidder for its own organization / subsidiary cannot be considered as experience for the purpose of meeting BEC. **I.** Bids submitted for part of the			

		'SIMILAR WORK' will be rejected. **J.** Bid will be rejected if not accompanied with adequate documentary proof in support of Work experience as mentioned in Para 2.1.1. **K.** Only one bid from any individual bidder or entity shall be accepted against the tender. If a bidder or firm is found to have participated in more than one bid—either in their own name or through an associated entity, by way of a tie-up/ agreement/Memorandum of Understanding (MoU)—then all such bids shall be summarily rejected.			
4	**BEC Clause No. 2.2 (Financial Criteria)**	**2.2.1** Annual Financial Turnover of the bidder in any of preceding 03 (three) financial / accounting years, reckoned from the original bid closing date should be at least ₹ 2,06,61,300.00 (Rupees Two Crore Six Lakh Sixty-One Thousand Three Hundred) only. Financial Turnover of the bidder in any of preceding 03 (three) financial / accounting years, reckoned from the original bid closing date should be at least **₹ 2,94,28,700.00 (Rupees Two Crore Ninety-Four Lakh Twenty-Eight Thousand Seven Hundred)** only.			

		2.2.2 Net worth of bidder must be positive for preceding financial / accounting year. **Note: The Net worth to be considered against Clause 4.1.2 above, should be read in conjunction with the definition of Net worth as mentioned in Section 2 (57) of the Companies Act, 2013.** **Note**: • Annual Financial Turnover of the bid from operations shall mean: "Aggreg value of the realisation of amount m from the sale, supply or distribution goods or on account of services rendered both, by the company (bidder) during financial year" as per the Companies A 2013 Section 2 (91). • Net worth shall mean: "Share capita Reserves created out of profits a securities Premium – Aggregate value accumulated losses (excluding revaluat reserves) – deferred expenditure Miscellaneous Expenditure to the extent written off and carried forward Loss Reserves created out of write back depreciation and amalgamation" • The Net worth to be considered against clause above, should be read in conjunct with the definition of Net worth mentioned in Section 2 (57) of T Companies Act, 2013.			
5	**Notes to BEC Clause No. 2.2. above**	**A.** For proof of Annual Turnover & Net worth any one of the following document must be submitted along with the bid: (i) A certificate issued by a practicing			

		Chartered/Cost Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover & Net worth as per format prescribed in **Proforma-VII**. OR (ii) Financial Statements (Balance Sheet & Profit & Loss account along with all the schedules/notes forming part of the Balance sheet & Profit and Loss Account) audited by the auditors appointed under the statute like Companies Act etc. wherever applicable. ***Note:*** • Mention of UDIN (Unique Document Identification Number) is mandatory for all Certificates issued w.e.f. February 1, 2019 by Chartered Accountant in Practice. • In case the bidder is a Central Govt. organization / PSU /State Govt. organization / Semi-State Govt. Organization or any other Central / State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder to provide documentary evidences for the same. **B.** Considering the time required for preparation of Financial Statements, if the last date of preceding financial/accounting year falls within the preceding six months / within the due date for furnishing of audit report as per Section 139(1) of IT Act, 1961 (read along			

		with latest circulars/notifications issued by CBDT from time to time) reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder, then the financial turnover of the previous three financial / accounting years excluding the preceding financial/accounting year will be considered. In such cases, the Net worth of the previous financial/accounting year excluding the preceding financial / accounting year will be considered. However, the bidder has to submit an undertaking in support of the same along with their technical bid as per **PROFORMA-VI**. **C.** In case the bidder is a Central Govt. organization / PSU /State Govt. organization / Semi-State Govt. Organization or any other Central / State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder to provide documentary evidence for the same. **D.** In case the bidder is a Government Department, they are exempted from submission of documents mentioned under **Para-A. & Para-B.** above. **E.** Bid will be rejected if not accompanied with adequate documentary proof in support of Annual turnover and Net worth as mentioned in Para 2.2.1 & 2.2.2.			
6	**BEC Clause No. 3.0**	**3.1** The bids are to be submitted in **Single stage under Two Bid System** i.e., Un-priced			

	(COMMERCIAL EVALUATION CRITERIA)	Techno-Commercial Bid and Price Bid together. The Un-priced techno-commercial bid (or technical bid) must comprise of all the technical documents substantiating the previous experience, financial & technical credentials of the bidder and any other document as asked for in the bid document. **There should not be any indication of price in the technical bid; otherwise, the bid shall be rejected straightway.** **3.2** Bidders must fill in the **'PRICE BIDDING FORMAT/FINANCIAL DOCUMENT'** and compute **all-inclusive (including GST) bid value**. This all-inclusive (including GST) bid value is to be entered against the 'OFFER PRICE' field in the GeM portal. The duly filled '**PRICE BID/FINANCIAL DOCUMENT'** in electronic form must be submitted by the bidders through GeM Portal only along with the Financial Bid. Any Financial Bid without the duly filled Price Bid may be liable for rejection. **Note: The breakup of the quoted/offered price i.e., the duly filled Price Bid Format MUST NOT be uploaded with the technical bid; otherwise, the bid shall be rejected straightway.** **3.3** The price quoted by the successful bidder must be firm during the performance of the contract and not subject to variation on any account except as mentioned in the bid document. Any bid submitted with an adjustable price quotation other than the above will be treated as non- responsive and rejected. **3.4 EMD/Bid Security:** Bid Security in			

		Original shall be furnished as a part of the Technical Bid and shall reach the office of **CGM- CONTRACTS, OIL at Duliajan** on or before **14.15 Hrs (IST)** on the Bid Closing Date (BCD). A scanned copy of the bid security shall however be uploaded in GeM portal along with the Technical Bid. The amount of Bid Security shall be **₹ 24,79,400.00.** Bid without proper & valid Bid Security will be rejected. For detailed may please refer to **Clause No. 12.0 of INSTRUCTIONS TO BIDDERS (ITB). Exemption from submission of bid security shall be as per the provision of GeM GTC.** **3.5** Any bid received in the form of Physical document/Telex/Cable/Fax/E-mail will not be accepted. **3.6** Bids shall be typed or written in indelible ink. **3.7** Bids shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by bidder, in which case such corrections shall be initiated by the persons(s) signing (digitally) the bid. However, white fluid should not be used for making corrections. Any bid not meeting this requirement shall be rejected. **3.8** Any bid containing false statement will be rejected and action will be taken by Company as per Bid Document. **3.9** Bidder must accept and comply with the following provisions as given in the Tender Document in toto, failing which offer will be rejected: (i) Firm price			

		(ii) Bid Security (iii) Period of validity of Bid (iv) Price Schedule (v) Performance Bank Guarantee / Security deposit (vi) Delivery / Completion Schedule (vii) Scope of work (viii) Guarantee of material / work (ix) Liquidated Damages clause (x) Tax liabilities (xi) Arbitration / Resolution of Dispute Clause (xii) Force Majeure (xiii) Applicable Laws (xiv) Specifications (xv) Mobilization Period (xvi) Integrity Pact **3.10** There should not be any indication of price in the Un-priced Techno-Commercial Bid. A bid will be straightway rejected if this is given in the Un-priced Techno-Commercial Bid. **3.11** Bid received with validity of offer less than **One Hundred and Twenty (120) Days** from Bid Closing Date will be rejected. **3.12** The Integrity Pact is applicable against this tender. OIL shall be entering into an Integrity Pact with the bidders as per format enclosed vide **PROFORMA-XVI** of the tender document. This Integrity Pact proforma has been duly signed by OIL's competent signatory. The proforma must be returned by the bidder (along with the Un-priced Techno-Commercial Bid) duly signed (digitally) by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid. Uploading the			

		Integrity Pact with digital signature will be construed that all pages of the Integrity Pact have been signed by the bidder's authorized signatory who sign the Bid. **3.13** Bidders shall submit declaration as per **Appendix-1** that they are neither bankrupt nor undergoing any insolvency resolution process or liquidation or bankruptcy proceeding under any law OR no insolvency resolution process or liquidation or bankruptcy proceeding is initiated under any law against them. **3.14** Bidders shall submit declaration as per **Appendix-2** confirming that neither the bidder nor any of their allied concerns, partners or associates or directors or proprietors involved in any capacity, are currently put on holiday list/banning list by OIL debarring them from carrying on business dealings with OIL. **3.15** The bidder shall submit an undertaking/declaration as per **Appendix-3** confirming that they have read and understood OIL's Banning Policy and that neither they nor any of their allied concerns or partners or associates or directors, or proprietors involved in any capacity, are currently on OIL's Holiday/Banning List. Further, the bidder shall confirm that neither they nor any of their aforementioned entities have, during the last three years, been involved in any transgression with any company conforming to the Transparency International (TI) approach or with any Public Sector Enterprise of India that could justify			

		exclusion from the tender process. The bidder shall also disclose details of all such allied entities, if any, as required under the Banning Policy. **3.16** Only one bid against a party offering individually as well as under Proprietorship/Partnership firms shall be accepted. In case any bidder is found to submit more than one bid including separate bids under proprietorship as well as under any Partnership firm, then all the bids submitted by the bidder in his own name or in the name of a firm where he/she is a partner/sole proprietor will be rejected.			
7	**BEC Clause No. 4.0 (Price Evaluation Criteria)**	**4.1** Price bid shall be opened in respect of only the techno-commercially acceptable bidders whose bids have been found to be substantially responsive. A substantially responsive bid is one that meets the terms and conditions of the Tender and/or the acceptance of which bid will not result in indeterminate liability on OIL. **4.2** If a bidder quotes Total Charges/Consideration as NIL, the bid shall be treated as unresponsive and will not be considered. **4.3** It is to be clearly understood that the assumptions made in respect of the quantities for various operations are only for the purpose of evaluation of the bid and the Contractor will be paid on the basis of the actual number of days/parameters.			

		4.4 The bidders are advised not to offer any discount/rebate separately and to offer their prices after considering discount/rebate, if any. **4.5** Conditional and unsolicited discounts will not be considered in the evaluation. However, if such a bidder happens to be the lowest recommended bidder, an unsolicited discount without any condition will be considered for computing the contract price. **4.6 The inter-se-ranking of all the techno-commercially qualified bidders will be determined on overall lowest cost basis (L-1 offer) i.e. considering the Total quoted price inclusive of all liabilities and GST (CGST & SGST/UTGST or IGST) as mentioned in the GeM portal.** **4.7** Based on the evaluation of techno-commercially qualified bidders, the job will be awarded to the L-1 bidder. **4.8** In the case of identical overall lowest offered rate by more than one (01) bidder, the selection will be made in accordance with GeM GTC. **4.9** OIL will prefer to deal with registered bidder 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 while evaluation of bid. Where OIL is entitled for input credit of GST, the same will be considered for evaluation of bid as per			

		evaluation methodology of tender document. **4.10** When a bidder mentions taxes as extra without specifying the rates & amount, the offer will be loaded with maximum value towards taxes received against the tender for comparison purposes. If the bidder emerges as lowest bidder after such loading, in the event of order on that bidder, taxes mentioned by OIL on the Purchase Order/Contracts will be binding on the bidder. **4.11** Input Tax Credit on GST (Goods & Service Tax) for this service is NOT available to OIL & the bids will be evaluated based on total price including GST. **4.12** For evaluation purposes, quoted unit rates against each Line Item of the price bidding format shall be considered only up to two (2) decimal places without rounding off for evaluation.			
8	**BEC Clause No. 5.0 (PURCHASE PREFERENCE CLAUSE)**	**5.1** PURCHASE **PREFERENCE TO MSE BIDDERS**: Purchase Preference to Micro and Small Enterprises is applicable for this tender. **5.1.1** In case participating MSE Quote pri within price band of L1+15%, such MSE shall b considered for award of contract by bringi down their price to L1 price in a situation whe L1 price is from someone other than an MSE. **5.1.2** (In case of more than one such MSE qualifying for 15% purchase preference, the contract shall be awarded to lowest eligible MSE amongst the MSEs qualifying for 15%			

		purchase preference. **Note:** If L1 is non-MSE, purchase preference for matching price shall be given to MSEs falling within the price band of L1+15% in the following order of preference: 1. SC/ST Women-owned MSEs 2. SC/ST owned MSEs 3. Women-owned MSEs 4. Other MSEs All other guidelines issued in respect of benefits to MSEs shall prevail. Bidder claiming above relaxation/ exemption need to submit necessary documentary proof of their eligibility along with their techno-commercial bid. The certificate must be valid on the bid closing date. **5.2 Documentation required to be submitted by MSEs**: Categorization and various criteria applicable to MSE bidders shall be guided by the Gazette Notification No. CG-DL-E-26062020-220191 dated 26.06.2020 (and as amended time to time) issued by MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES. The bidder claiming the MSE status (MSE-General, MSE-SC/ST, MSE-Woman) against this tender has to submit Udyam Registration Number with Udyam Registration Certificate along with the technical bid for availing the benefits applicable to MSEs. Note: In case bidding MSE is owned by Schedule Caste or Schedule Tribe or Woman entrepreneur, valid documentary evidence issued by the agency who has registered the bidder as MSE owned			

		by SC/ST/Woman entrepreneur should also be enclosed. **5.3 PURCHASE PREFERENCE POLICY (LINKED WITH LOCAL CONTENT) (PP-LC):** Purchase preference under Public Procurement (Preference to Make in India) Order, 2017 of Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India as revised vide Order No. P-45021/2/2017-PP (BE-II) dated 16th September 2020 (and as amended time to time) with modifications as notified vide MoPNG Order No. FP-20013/2/2017-FP-PNG-Part (4) (E-41432) dated 26th April 2022, shall be applicable in this tender. Bidders to check the provisions of the Order for their eligibility to bid and seek benefits for Purchase preference, accordingly. **5.4** Contract shall be awarded for the entire scope of work under this tender subject to concurrent application of Public Procurement Policy for MSE Order 2012 and PP(MII) Order 2017 as per Order No. F.1/4/2021-PPD dated 18.05.2023 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Govt. of India and any subsequent amendment thereto. **Note:** Services under this tender is not splitable.			
9	**BEC Clause No. 6.0**	**6.1** In case bidder takes exception to any clause of bidding document not covered under BEC-BRC, then the Company has the discretion to load or reject the offer on			

		account of such exception if the bidder does not withdraw / modify the deviation when / as advised by company. The loading so done by the company will be final and binding on the bidders. No deviation will however be accepted in the clauses covered under BEC-BRC. **6.2** Bidders should provide self-attested copies of GST Registration Certificate, PAN Card, ESIC registration (if applicable), P.F. Registration Number OR Declaration (Declaration by applicant that provisions of Provident Fund Act are not applicable to them. In case P.F. is required to be deposited later on, the same will be deposited by the bidder (Applicant). In case successful bidder doesn't have P.F. Code at the time of bidding and PF Act is applicable on him / her, the same has to be provided by him / her before signing of contract agreement and issue of Work Order by OIL. **6.3** To ascertain the substantial responsiveness of the bid the Company reserves the right to ask the bidder for clarification in respect of clauses covered under BEC-BRC also and such clarifications fulfilling the BEC-BRC clauses in toto must be received or before the deadline given by the company, failing which the offer will be evaluated based on the submission. However, mere submission of such clarification shall not make the offer responsive, unless company is satisfied with the substantial responsiveness of the offer. **6.4** If any of the clauses in the BEC-BRC contradict with other clauses of bidding			

		document elsewhere, the clauses in the BEC-BRC shall prevail. **6.5** Bidder(s) must note that requisite information(s) / financial values etc. as required in the BEC-BRC & Tender must be clearly understandable from the supporting documents submitted by the Bidder(s); otherwise Bids shall be rejected. **6.6** OIL will not be responsible for delay, loss or non-receipt of applications for participating in the bid sent by mail and will not entertain any correspondence in this regard. **6.7** The originals of such documents [furnished by bidder(s)] shall have to be produced by bidder(s) to OIL as and when asked for. **6.8** Any bidder who are on Holiday/ Banning/ Suspension list of OIL on due date of submission of bid/ during the process of evaluation of the bids, the offers of such bidders shall not be considered and will be straightaway rejected.			
10	**BEC Clause No. 7.0**	Bidders have to submit a declaration as per the format prescribed in **PROFORMA-IX** regarding compliance of Safety Measures along with the technical bid.			
11	**BEC Clause No. 8.0**	**CHECKLIST FOR BEC/PQC:** Enclosed as **TECHNICAL EVALUATION SHEET (PROFORMA-XI)** and **COMMERCIAL CHECK-LIST (PROFORMA-XII).** To be submitted along with the technical bid. In case of non-			

<table>
<tr><td></td><td></td><td>submission of the checklist, the offer shall be liable for rejection.</td><td></td><td></td><td></td></tr>
<tr><td>12</td><td>BEC Clause No. 9.0</td><td>COMPLIANCE OF THE COMPETITION ACT, 2002: The bidder shall strictly comply with the provisions of the Competition Act, 2002, more particularly, Section-3 of the Act. Any violation the provisions of the Act shall attract penal action under the Act.</td><td></td><td></td><td></td></tr>
<tr><td>13</td><td>BEC Clause No. 10.0</td><td><u>VERIFICATION AND CERTIFICATION OF DOCUMENTS BY INDEPENDENT THIRD-PARTY INSPECTION AGENCIES (TPIA)</u>::
10.1 Oil India Limited (OIL) has engaged t following 17 (Seventeen) Independe Inspection Agencies for a period of (Four) years up to 06.06.2028 to verify t authenticity of documents required agair BEC to be submitted by the bidde against the tender:
<table>
<tr><th>Sl. No.</th><th>Name of Independent Inspection Agency</th><th>Contact E-mail ID</th></tr>
<tr><td>i.</td><td>M/s. Alfred H Knight India Private Limited</td><td>a. rkjain@ahkgroup.com
b. Pradeep.mathur@ahkgroup.com
c. info@ahkgroup.com</td></tr>
<tr><td>ii.</td><td>M/s. TUV India Private Limited</td><td>a. noida@tuv-nord.co
b. mumbai@tuv-nord.
c. salim@tuv-nord.co</td></tr>
<tr><td>iii.</td><td>M/s Conformity India International Private Limited</td><td>a. mktg@ciindia.in</td></tr>
</table></td><td></td><td></td><td></td></tr>
</table>

TECHNICAL EVALUATION/Compliance SHEET

			iv.	M/s Ravi Energic Private Limited	a. baroda@ravienergic m b. tpia@ravienergic.co			
			v.	M/s SGS India Private Limited	a. dhaval.vora@sgs.co b. sgs.india@sgs.com			
			vi.	M/s Assure Quality Management Certification Services Private Limited	a. aqmcs@aqm cs.com			
			vii.	M/s. IRCLASS Systems and Solutions Private Limited	a. industrial_services(ass.org b. Bhavesh.satam@ir .org			
			viii.	M/s. TÜV Rheinland (India) Pvt. Ltd.	a. Shailesh.deotale @ind.tuv.com b. ravi.kumar@ind.t uv.com c. Kaushal.gohil@in d.tuv.com d. info@ind.tuv.com			
			ix.	M/s Gulf Lloyds (India) Ltd.	a. contact@gulflloyds. b. inspection@gulfloy om			
			x.	M/s Baltic Testing India Pvt. Ltd.	a. office@balticcontr olindia.com			
			xi.	M/s Sanmarg Engineering Validation & Assessment	a. Amitra@sanmarg eva.com			
			xii.	M/s Meenar Global Consultants LLP	a. sales@mgellp.in			

			xiii.	M/s Rites Limited	a. nrinspn@rites.com b. info@rites.com c. sbu.ninsp@rites.co			
			xiv.	M/s Bureau Veritas (India) Private Limited	a. bvindia.corporate@bureauveritas.com			
			xv.	M/s TUV SUD South Asia Private Limited	a. Hemant.chavan@tud.com b. Jayashree.rane@tud.com			
			xvi.	M/s Adornment Engineers India Private Limited	a. jks@adornmentengineers.com			
			xvii.	M/s TCRC Inspections Pvt. Ltd.	a. admin@tereinspect.com b. ashismallick@teregp.com c. tenders@teregroup.			
		10.2 Bidders are required to have their followi documents verified and certified by any o of the empanelled Independent Third-Pa Inspection Agencies listed below: (i) Technical Criteria: BEC Clause No. 2.1 Technical Criteria (ii) Financial Criteria: Line of Credit, incorporated in the tender. (iii) General Requirement: Bidder's Certifica of Incorporation, if applicable. (iv) Additional Documents: Not Applicable The Inspection Certificate, duly issued the selected agency, must be submitt						

		along with the Technical Bid. All cos related to verification and certification the Thirty-Party Inspection Agencies sh be borne solely by the respective bidde Payments in this regard shall be ma directly by the bidders to the Inspecti Agencies. OIL shall not be held responsil for any payment-related dispute betwe the bidders and the inspection agencies. 10.3 **The verified and certified documents (mentioned in Para 10.2 above) must submitted along with the Technic Bid**s. Any bid submitted with un-verifi supporting documents shall not considered. However, in case a bidc submits its bid along with all releva supporting documents as per BEC witho getting all/some of them verified by t designated Independent Inspection agen such bid can be provisionally considere provided it is accompanied by Undertaking by the Bidder on their offic letterhead towards submission of the du verified and certified copies and Inspecti Certificate within 07 (Seven) days from t actual date of bid opening. **No reminde or clarifications will be issued by t Company in this regard, and failure submit the verified/ certifi documents within the stipulated tir shall result in outright rejection of t bid, at the sole risk and responsibility the bidder.** 10.4 The methodology of verificatio certification of documents followed by t agencies is broadly as under, but r			

		limited to: (a) It is the sole responsibility of the bidde intending to participate in the tender thoroughly understand the requirements the tender, particularly the documer required under BEC. The bidders mu present all relevant documents to any the empanelled third-party certifyi agencies for verification/certification. T TPI Agencies shall verify the authenticity the documents only. They will not ver whether the documents produced by t bidder are sufficient for meeting t requirements of the tender or not. Neith OIL nor the Inspection Agencies shall responsible for the selection appropriateness of the documer submitted for verification. It is entirely t bidder's responsibility to ensure that t appropriate documents a verified/certified in support of BI compliance. (b) The concerned Independent Third-Pa Inspection Agencies shall depute th qualified/competent inspector to t Bidder's premises to check the origir documents and certify the copies which t bidder shall submit along with their bids. (c) On issuance of the Inspection Certificate the bidder, TPI agency should share a co of the same to concerned Purchase Offic through email directly (Email I **bikramjit.borgohain@oilindia.in**). OIL w reserve the right to ask the inspecti agencies to verify the documents wi			

		source, if required, at no extra cost to O Verification/Certification of documents OIL's empanelled third-party inspecti agencies shall not automatically make t bidder techno-commercially acceptable eligible for award of contract. **Notes:** (i) If any documen LOI/LOA/Orders/Contracts, et submitted towards BEC are issued Oil India Limited, such documer need not be verified by TPI agency. (ii) Undertaking from TPI Agency as p format (**PROFORMA-M**) enclos should be submitted along with t Bid. (iii) In case of clarifications sought by C against BEC, supporting documer (historical in nature) to tho submitted in the original bid will al have to be verified from the same T agency which has originally verifi their bid documents. OIL sh categorically mention the documer that are to be submitted with T verification in the clarification soug In case the bidder fails to submit t TPI verified documents, as sought OIL, as part of their clarification, th offer will be liable for rejection.			
	PQC Clause No. 11.0	Bidders should submit an undertaking that the bid is compliant to Order No. F. 7/10/2021-PP			

		(1) dated 23.02.2023 issued by Ministry Finance, Department of Expenditure, Publ Procurement Division, Govt. of India (includi subsequent amendments thereto, if an regarding restrictions on procurement from bidder of a country which shares land bord with India. In this regard, bidders must submit duly seal & signed undertaking as per format provided vi **Exhibit-I, Exhibit-II** and **Exhibit-III** along wi the technical bid.			

"OIL INDIA LIMITED
(A Government of India Enterprise)
Duliajan, Assam"□

REVISED BOQ/PRICE BIDDING FORMAT

[Bidders must fill the 'PRICE BIDDING FORMAT/FINANCIAL DOCUMENT' and compute all-inclusive (including GST) bid value. This all-inclusive (including GST) bid value is to be entered against the 'OFFER PRICE' field in the GeM portal. The duly filled 'PRICE BID / FINANCIAL DOCUMENT' in electronic form must be submitted by the bidders through GeM Portal only along with the Financial Bid. Any Financial Bid without the duly filled Price Bid may be liable for rejection.]

Note: The breakup of the quoted/offered price i.e. the duly filled Price Bid Format MUST NOT be uploaded with the technical bid; otherwise the bid shall be rejected straightway.

DESCRIPTION OF SERVICES: Hiring of Comprehensive Facility Management, Operation & Maintenance and Comprehensive Annual Maintenance Contract Services for G+6 Residential Complex at OIL-FHQ, Duliajan for a period of Three (03) Years.

NAME OF BIDDER	
Bidder's GSTIN No.	
SAC Code	

Item No.	Description of Services	UOM	Estimated Quantity	Rate (₹) to be quoted Excluding GST	Amount (₹) Excluding GST
			A	B	C = A * B
10	**Comprehensive Facility Management Services comprising of the following:** Providing complete Facility Management Services as per Scope of Work including deploying required manpower, consumables, tools & tackles, machinery and other compliance/ licenses, uniforms, etc. a)Housekeeping Services (Clause-VII, 1.0 of SCC) b)Pest and Rodent Control Services, (Clause-VII, 2.0 of SCC) c)Waste Management Services (Clause-VII, 3.0 of SCC)	MONTHS	36		₹ -
20	**Comprehensive Electrical Operation and Maintenance Services & CAMC Services** Providing comprehensive electrical operation & maintenance services and Comprehensive AMC as per details mentioned in Clause VII 4.0 of SCC including deploying required f manpower, consumables, machinery, equipment etc.	MONTHS	36		₹ -
30	**Comprehensive Mechanical Operation & Maintenance Services** Providing comprehensive mechanical maintenance services as per details mentioned in Clause VII 7.0 of SCC including deploying required manpower and consumables, machinery, equipment etc.	MONTHS	36		₹ -
40	**Comprehensive Operation & Maintenance Services for entire Fire Water Network including all accessories, control panels etc.** as per details mentioned in Clause VII 8.0 of SCC including required spares, consumables etc.	MONTHS	36		₹ -
50	**Comprehensive Annual Operation & Maintenance Services and CAMC of entire Telephone Network & Accessories** Providing comprehensive maintenance services as per details mentioned in Clause VII 9.0 of SCC including deploying required manpower, consumables, machinery & equipment	MONTHS	36		₹ -
60	**Comprehensive Annual Maintenance Services for entire CCTV Network** as per details mentioned in Clause VII 10.0 of SCC including required spares, consumables etc.	MONTHS	36		₹ -
70	**Operation and Comprehensive Maintenance of STP (Sewege Treatment Plant)** in Clause VII 11.0 of SCC.	MONTHS	36		₹ -
80	**Comprehensive Facility Management Services** comprising of the following: Occupancy Management/ Help Desk Services, Complaint Handling etc. in Clause VII 12.0 of SCC.	MONTHS	36		₹ -
	Total Bid Price (₹) for rendering the service for a period of 03 (Three) years (Exclusive of GST)				#REF!
GST Rate in %		**GST#**		**Total Bid Price (₹) (inclusive of GST)**	#REF!

This value is to be entered against the **'OFFER PRICE'** field in the GeM portal. Bidders to refer **Clause 7.0 of ITB** for

Note: While quoting, the bidder should take into consideration all the terms and conditions alongwith the Scope of Work of the tender. In this regard, may please refer to **SCC (Section-II of STC)** of the tender.

#Please select GST from the dropdown list i.e., **CGST + SGST /CGST+UTGST/IGST/NA.**

Kindly refer to SCC of the tender for detailed Scope against each line item.

1. The price/rate(s) quoted by the Bidders will be inclusive of all taxes except GST (i.e. IGST or CGST and SGST/UTGST as applicable in case of interstate supply or intra state supply respectively and Cess on GST, if applicable) on the final services. However, GST rate (including cess) to be provided in the respective places in the Price Bid.

2. The inter-se-ranking of the techno-commercially qualified bidders will be determined on overall lowest cost basis (L-1 offer) i.e. considering the Total quoted price inclusive of all liabilities and quoted GST (CGST & SGST/UTGST or IGST).

3. OIL will prefer to deal with registered bidder 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 while evaluation of bid.

4. Price Bid uploaded without giving any of the details of the taxes (Including rates and amounts) will be considered as inclusive of all taxes including GST. When a bidder mentions taxes as extra without specifying the rates & amount, the offer will be loaded with maximum value towards taxes received against the tender for comparison purposes. If the bidder emerges as lowest bidder after such loading, in the event of order on that bidder, taxes mentioned by OIL on the Purchase Order/Contracts will be binding on the bidder.

5. Input Tax Credit on GST (Goods & Service Tax) for this service is **NOT** available to OIL & the bids will be evaluated based on total price including GST.

6. Refer to SCC and other chapters of the tender document for detailed description, terms and conditions of the service and quote unit rates accordingly against all the items as per Price Bid Format.

"OIL INDIA LIMITED
(A Government of India Enterprise)
Duliajan, Assam"□

REVISED BOQ/PRICE BIDDING FORMAT

[Bidders must fill the 'PRICE BIDDING FORMAT/FINANCIAL DOCUMENT' and compute all-inclusive (including GST) bid value. This all-inclusive (including GST) bid value is to be entered against the 'OFFER PRICE' field in the GeM portal. The duly filled 'PRICE BID / FINANCIAL DOCUMENT' in electronic form must be submitted by the bidders through GeM Portal only along with the Financial Bid. Any Financial Bid without the duly filled Price Bid may be liable for rejection.]

Note: The breakup of the quoted/offered price i.e. the duly filled Price Bid Format MUST NOT be uploaded with the technical bid; otherwise the bid shall be rejected straightway.

DESCRIPTION OF SERVICES: Hiring of Comprehensive Facility Management, Operation & Maintenance and Comprehensive Annual Maintenance Contract Services for G+6 Residential Complex at OIL-FHQ, Duliajan for a period of Three (03) Years.

NAME OF BIDDER	
Bidder's GSTIN No.	
SAC Code	

Item No.	Description of Services	UOM	Estimated Quantity	Rate (₹) to be quoted Excluding GST	Amount (₹) Excluding GST