

## **INVITATION FOR BIDS**

Oil India Limited (OIL), A Government of India Enterprise, invites Competitive Bids **under Single Stage Composite Bid System** for the following service from interested competent and eligible bidders, for its offices at Sector 16A, NOIDA.

<b>Tender No.</b>	<b>Description of Work</b>	<b>Bid Closing Date</b>	<b>Tender Fee</b>
LCP4778P15	Annual Maintenance Services for Security Access Control System and Visitor Management System of Oil India Limited in its premises located at OIL HOUSE, Plot No. 19, Sector 16A , NOIDA, SB Tower, 6th Floor, 1A/1, Sector - 16A, NOIDA and FC-24, 5 <sup>th</sup> Floor, Sector 16A, NOIDA	07.10.2014 (14:30 Hrs)	Rs. 500.00

Non-transferable bid documents can be obtained from the office of Chief Advisor (C & P), OIL House, Plot No. 19, Sector 16A, NOIDA on application and payment of non-refundable tender fee (PSU and SSI Units are exempted) as indicated above through crossed demand draft drawn in favor of Oil India Limited and made payable at NOIDA /New Delhi. Tender documents will be on sale **from 08.09.2014** till one day prior to the scheduled Bid Closing Date.

For detailed tender document, please visit website [www.oil-india.com](http://www.oil-india.com) or contact at email ID [corp\\_c&p@oilindia.in](mailto:corp_c&p@oilindia.in).



**ऑयल इंडिया लिमिटेड**  
( भारत सरकार का उद्योग ) पंजीकृत कार्यालय: मुंबई/वाराणसी, उत्तर प्रदेश  
**Oil India Limited**  
(A Government of India Enterprise) Registered Office: Dulejpur, Assam

Plot No. 19, Sector 16A,  
Noida – 201301, U.P.  
Phone: 0120 - 2488333 to 2488347  
(EPABX)  
Fax: 0120 - 2488310  
E-mail: [oilindia@oilindia.in](mailto:oilindia@oilindia.in)  
[corp\\_c&p@oilindia.in](mailto:corp_c&p@oilindia.in)

Web Site: [www.oil-india.com](http://www.oil-india.com)

## C O V E R I N G   N O T E

Tender No.	<b>LCP 4778 P14</b>
Date	<b>05.09.2014</b>
Bid Closing Date	<b>07.10.2014</b>
Bid Closing Time	<b>14 : 30 Hrs.(IST)</b>
Bid Opening Date	<b>07.10.2014</b>
Bid Opening Time	<b>14 : 45 Hrs. (IST)</b>
Bid Security	<b>Rs.14,400.00</b>
Performance Security	<b>7.5% of one year Contract Value.</b>

### DESCRIPTION OF SERVICE:

Oil India Limited (OIL), a Govt. of India Enterprise, invites sealed quotations for entering into a contract for “Annual Maintenance services for Security Access Control System and Visitor management System in its premises located at OIL HOUSE, Plot No. 19, Sector 16A, NOIDA, OIL SB Tower Office, 6th Floor, 1A/1, Sector -16A, NOIDA and OIL’s office, FC-24, 5<sup>th</sup> Floor, Sector 16A, NOIDA. The duration of Contract shall be for 3(three) years with a provision for extension by another year.

OIL is inviting bids from reputed firms **under Single Stage Composite Bid System** for the above mentioned Service. The bid document for the above services comprises of the following Sections:

- SECTION-I: INSTRUCTIONS TO BIDDERS
- SECTION-II: GENERAL TERMS AND CONDITIONS
- SECTION-III: SPECIAL CONDITIONS OF CONTRACT
- SECTION-IV: SCOPE OF SERVICE
- SECTION-V: BIDDING FORMAT
- SECTION-VI: FORM OF BID SECURITY (BANK GUARANTEE)
- SECTION-VII: FORM OF PERFORMANCE BANK GUARANTEE
- SECTION-VIII: SAMPLE FORM OF AGREEMENT
- SECTION-IX: BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)

**1.0** You are requested to submit your most competitive offer in a sealed envelope super scribing the following details on the right hand top corner :

OIL’s Tender No. \_\_\_\_\_  
Bid Closing date \_\_\_\_\_  
Brief description of the job \_\_\_\_\_  
Bidder’s Name \_\_\_\_\_

- 1.1** Offers must be addressed to:  
**Chief Adviser (C&P)**  
**Oil India Limited**  
**Plot No. 19, Sector-16A, NOIDA-201 301**
- 1.2** The sealed envelope containing the offer must be delivered at the Office of Chief Adviser (C&P) at above address latest by 2.30 PM (IST) on the Bid Closing Date.
- 1.3** Bidders, in their own interest, are advised to drop their bids personally in the Tender Box placed at the Office of Chief Advisor (C&P) at the above address. Alternatively, they may send the same through Courier or by Post. OIL will not be responsible for any delay, wrong delivery or non-delivery of the bids.
- 1.4** In case of unscheduled holiday on the Bid Closing Date, the Bid Closing Date / Time will get extended up to the next working day.
- 1.5** Offers or modifications to offers received after the Bid Closing Time / Date will not be considered. No unsolicited correspondence after submission into cognizance of the Offer will be taken.
- 1.6** Your offer must include :  
i. Tender No. & Date  
ii. Full description of the works/services offered.  
iii. Rates as per the format enclosed as Annexure – II.  
iv. Validity of minimum 90 days from the bid closing date.
- 1.7** All entries in the offer must be made in English. The offered rates must be firm and shall be both in figures and words. Deviations/conditions, discounts if any, should be highlighted. Offer should show the details of Taxes, Duties and other charges, if any. In absence of these details the quoted rates shall be considered as net price inclusive of all charges / expenses for completing the job in all respect at the required place / location.

**2.0 Contact Personnel:**

Interested bidders may contact the following person to visit the site at their own expenses to have a realistic assessment of the job.

Mrs. Mousumi Deka

CE (IT)

Mobile No. 08800227398, E-mail: Mousumi@oilindia.in

Thanking you,  
Yours faithfully,  
OIL INDIA LIMITED

(Anurag Gohain)  
Manager Materials  
For Chief Advisor (C & P)  
For Chairman & Managing Director

## **SECTION – I**

### **INSTRUCTIONS TO BIDDERS**

- 1.0 Bidder shall bear all costs associated with the preparation and submission of bid. Oil India Limited, hereinafter referred to as Company, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **A. BIDDING DOCUMENTS**

- 2.0 The services required, bidding procedures and contract terms are prescribed in the Bidding Document. This bidding document includes the following:

- (a) A Covering Note highlighting the following points:

- (i) Oil India Limited 's Tender No.
- (ii) Type of Bidding
- (iii) Cost of Bid Document
- (iv) Bid closing date and time.
- (v) Bid opening date, time and place.
- (vi) Bid submission place and opening place
- (vii) Bid opening place
- (viii) The amount of Bid Security.
- (ix) The amount of performance guarantee.
- (x) The amount of Retention Money
- (xi) Contract Period.

- (b) Instructions to Bidders (Section - I)
- (c) General Terms and Conditions (Section - II)
- (d) Special Conditions of Contract (Section - III)
- (e) Scope of Service (Section - IV)
- (f) Bidding Format (Section - V)
- (g) The Bid Security Form (Section - VI)
- (h) The Performance Security Form (Section - VII)
- (i) Sample Form of Agreement (Section - VIII)
- (j) Bid Evaluation Criteria/Bid Rejection Criteria (BEC/BRC)-(Section - IX)

- 2.1 The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk & responsibility and may result in rejection of their bid.

#### **3.0 AMENDMENT OF BIDDING DOCUMENTS:**

- 3.1 At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document through an Addendum.
- 3.2 The Addendum will be sent in writing or by Fax/E-mail/Courier/Post to all prospective Bidders to whom Company had issued the bid documents. The Company may, at its discretion, extend the deadline for bid submission, if the Bidders are expected to require additional time in which to take the Addendum into account in preparation of their bid or for any other reason.

**B. PREPARATION OF BIDS:**

**4.0 LANGUAGE OF BIDS:**

- 4.1 The bid as well as all correspondence and documents relating to the bid exchanged between the Bidder and the Company shall be in English language, except that any printed literature may be in another language provided it is accompanied by an English version which shall govern for the purpose of bid interpretation.

**5.0 DOCUMENTS COMPRISING THE BID:**

- 5.1 The bid submitted by the Bidder must be under **Single Stage Composite Bid System** and shall comprise of the following components:

- (i) Documentary evidence in accordance with the Bid Rejection Criteria (BRC) as per Section-IX.
- (ii) Original DD/Bank Guarantee for the amount of the Bid Security in accordance with para 8.0.
- (iii) Statement of compliance as per **Proforma-I**, enclosed.
- (iv) Price bid as per the bidding format provided in Section –V.
- (v) Check list as per Annexure-III.

The envelope containing the bid should be sealed and to be submitted at the office of:

**Chief Advisor(C&P)  
Oil India Limited  
Plot No. 19, Sector-16A  
NOIDA –201301**

**6.0 BID PRICE:**

- 6.1 Prices should be quoted in Bidding Format vide Section – V.
- 6.2 Rates quoted by the Successful Bidder must remain firm during its performance of the Contract and is not subject to variation on any account.
- 6.3 All duties and taxes, corporate income taxes except Service tax and other levies payable by the Contractor under the Contract for which this Bid Document is being issued, shall be included in the rates, prices and total Bid Price submitted by the bidder. Service tax as applicable shall be on OIL's Account. Evaluation and comparison of bids shall be made accordingly. For example, personal taxes and/or any corporate taxes arising out of the profits on the contract as per rules of the country shall be borne by the bidder.

**7.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS:**

- 7.1 These are listed in Bid Rejection Criteria vide Section – IX.

8.0 BID SECURITY:

- 8.1 Pursuant to Para 5.0 above, the Bidder shall furnish as part of its bid, Bid Security in the amount as specified in the "Covering Note".
- 8.2 The Bid Security is required to protect the Company against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to sub-para 8.7 below.
- 8.3 The Bid Security shall be denominated in the currency of the bid or another freely convertible currency, and shall be in the form of Demand Draft / Banker's Cheque issued in favour of Oil India Limited and payable at NOIDA/ DELHI or a Bank Guarantee issued by a scheduled Indian Bank or a foreign bank through its Indian branch in the form enclosed vide SECTION VII and valid for 30 days beyond the validity of the bid. The Bank Guarantee should be so endorsed that it can be invoked at the issuing bank's branch located at NOIDA or alternatively at Delhi.
- 8.4 Any Bid not secured in accordance with above-mentioned subparagraphs 8.1 to 8.3 will be rejected by Company as non-responsive. However, Public Sector undertakings (central or state) are exempted from submission of bid security. Moreover, Small Scale Units registered with NSIC/Directorate of Industries are exempted from submitting bid security provided they submit an attested copy of their valid registration with Corporation / directorate of Industries which indicates the category of service being tendered for and if the total tender value is less than the monetary limit for which the unit is registered. Documentary evidence of the monetary limits should be enclosed without which the bidder will not be entitled for exemption.
- 8.5 Unsuccessful Bidder's Bid Security will be discharged and /or returned after expiry of the period of bid validity or finalization of the tender, whichever takes place earlier.
- 8.6 Successful Bidder's Bid Security will be discharged upon the Bidder's signing of the contract and furnishing the performance security.
- 8.7 The Bid Security will be forfeited:
- (a) If any Bidder withdraws their bid during the period of bid validity (including any subsequent extension) specified by the Bidder on the Bid Form, or
  - (b) If a Successful Bidder fails:
    - i) To sign the contract within reasonable time and within the period of bid validity, and /or,
    - ii) To furnish Performance Security
  - (c) If the Bidder furnish fraudulent document/information in their bid

9.0 PERIOD OF VALIDITY OF BIDS:

- 9.1 Bids shall remain valid for 90 days from the date of bid closing prescribed by the Company.
- 9.2 In exceptional circumstances, the Company may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing (or by Fax or E-mail). A Bidder may refuse the request without forfeiting their Bid Security. A Bidder granting the request will neither be required nor permitted

to modify their bid but shall arrange suitable validity extension of their bid security provided under para 8.0 above.

- 10.0 The bid should contain no interlineations, correcting fluid erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such correction shall be initialed by the person(s) signing the bid. Any bid not meeting this requirement shall be liable for rejection.

C. SUBMISSION OF BIDS:

11.0 SEALING AND MARKING OF BIDS:

- 11.1 All the conditions of the contract to be made with the successful bidder are given in various Sections of this document. Bidders are requested to state their compliance/noncompliance to each clause as per **PROFORMA – I**, enclosed. This should be a part of the technical bid.
- 11.2 Bids (Technical & Price bids) have to be sealed as per the instructions given in Point No. 5.0 above.
- 11.3 Timely delivery of the bids is the responsibility of the Bidders. Bidders should submit their bid before the scheduled bid closing Date and Time of the tender.
- 11.4 Fax/E-mail/ Telephonic offers will not be accepted.
- 11.5 Bid should be properly signed by competent authority of the bidder.

12.0 DEADLINE FOR SUBMISSION OF BIDS :

- 12.1 **No bid can be submitted after the submission dead line is reached. Bids are to be submitted before the Bid Closing Date and Time mentioned in the Covering Note.**

13.0 MODIFICATION AND WITHDRAWAL OF BIDS :

- 13.1 The Bidder, after submission of bid, may modify or withdraw its bid by written notice prior to bid closing.
- 13.2 No bid can be modified subsequent to the deadline for submission of bids.
- 14.0 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the Bidding Format. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its Bid Security.

15.0 BID OPENING AND EVALUATION:

- 15.1 Company will open the Bids, including submission(s) made pursuant to para 13.0, in the presence of Bidder's representatives who choose to attend at the date, time and place mentioned in the Covering Note. However, the Bidder's representative must produce an authorization letter from the bidder at the time of opening of tenders. Unless this letter is presented, the representative will not be allowed to attend the opening of tenders. Only one representative against each bid will be allowed to attend.
- 15.2 Bid (if any) for which an acceptable notice of withdrawal has been received pursuant to para 13.0 shall not be opened. On opening the remaining bids Company will examine

them to determine whether the same are complete, requisite Bid Securities have been furnished, documents have been properly signed and the bids are generally in order.

- 15.3 At bid opening, Company will announce the Bidders' names, written notifications of bid modifications or withdrawal, if any, furnishing of requisite Bid Security and such other details as the Company may consider appropriate.
- 15.4 Company shall prepare, for its own records, minutes of bid opening including the information disclosed to those present in accordance with the sub-para 15.2.
- 15.5 To facilitate examination, evaluation and comparison of bids the Company may, at its discretion, ask the Bidder for clarifications of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- 15.6 Prior to detailed evaluation, the Company will determine the substantial responsiveness of each bid to the Bidding Document. For purpose of these paragraphs, a substantially responsive bid is one which conforms to all the terms and conditions of the Bidding Document without material deviations. The Company's determination of bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 15.7 A Bid determined as not substantially responsive will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 15.8 The Company may waive minor informality or nonconformity or irregularity on a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 15.9 Normally no request for extension of Bid Closing Date will be entertained. However, in case of any changes in the specifications, inadequate response or for any other reasons, OIL may at its discretion, extend the bid closing date and/or time.
- 16.0 OPENING OF BIDS:
- 16.1 Company (OIL) will open the Price-bids of the technically acceptable offer(s) on the scheduled bid opening date and time at the place mentioned above. Bidders or their authorized personnel may attend the same at their interest. However authorized personnel of the bidder have to carry proper authorization certificate for attending the same.
- 16.2 The Company will examine the bids to determine whether they are complete, any computational errors have been made, required sureties have been furnished, the documents have been properly signed, and the bids are generally in order.
- 16.3 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price (that is obtained by multiplying the unit price and quantity) the unit price shall prevail and the total price shall be corrected accordingly. If any Bidder does not accept the correction of the errors, his bid will be rejected. If there is a discrepancy between words, and figures, the amount in words will prevail.



17.0 EVALUATION AND COMPARISON OF BIDS:

17.1 The Company will evaluate and compare the bids as per Bid Evaluation Criteria (Section-IX) of the tender document.

18.0 CONTACTING THE COMPANY :

18.1 Except as otherwise provided in para 14.0 above, no Bidder shall contact Company on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded except as required by Company vide para 15.5.

18.2 An effort by a Bidder to influence the Company in the Company's bid evaluation, bid comparison or Contract award decisions may result in rejection of their bid.

**D. AWARD OF CONTRACT**

19.0 AWARD CRITERIA:

19.1 The Company will award the Contract to the Contractor whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

20.0 COMPANY'S RIGHT TO ACCEPT OR REJECT ANY BID:

20.1 Company reserves the right to accept any bid and to reject any or all bids.

21.0 NOTIFICATION OF AWARD:

21.1 Prior to expiry of the period of bid validity or extended validity, the Company will notify the successful Bidder(s) in writing by registered letter / courier or by fax (to be confirmed in writing by registered / courier letter) that his bid has been accepted.

21.2 The notification of award will constitute the formation of the Contract.

22.0 SIGNING OF CONTRACT:

22.1 At the same time as the Company notifies the successful Bidder(s) that his Bid has been accepted, the Company will either invite the bidder(s) for signing of the agreement or send the Contract Form provided in the bidding document. The form will be accompanied by the General & Special Conditions of Contract, scope of works, schedules of rates and all other relevant documents.

22.2 Within 15 days of receipt of the final contract document, the successful Bidder shall sign and date the contract and return the same to the Company.

23.0 PERFORMANCE SECURITY :

23.1 Within 15 days of receipt of notification of award from the Company, the successful Bidder shall furnish the performance security for an amount specified in the Covering Note in the Performance Security Form (form of Bank Guarantee in the format) as provided in the Bidding Document or in any other form acceptable to the Company (demand draft) from a Bank located in India. The performance security shall be

payable to Company as compensation for any loss resulting from Contractor's failure to fulfill its obligations under the Contract.

- 23.2 The performance security specified above must be valid for six (06) months beyond the expiry date of the contract to cover any obligation and to lodge claim, if any. The same will be discharged by Company after the validity period of the performance security. In the event of extension of contract, subsequent to expiry of validity of the original contract period, Contractor shall have to enhance the value of the performance security to cover the contract value for the extended period and also to extend the validity of the performance security accordingly.
- 23.3 Failure of the successful bidder to comply with the requirements of para 22.1 to 23.1 above shall constitute sufficient grounds for annulment of the award and forfeiture of the Bid Security. In such an event, the Company may award the contract to the next evaluated Bidder or call for new bid or negotiate with the next lowest bidder as the case may be.

**( END OF SECTION – I )**

## **SECTION –II**

### **GENERAL TERMS AND CONDITIONS**

#### **1.0 DEFINITIONS:**

Following terms and expressions shall have the meaning hereby assigned to them unless the context otherwise requires:

- 1.1 'Contract' means the terms and conditions contained in the document entitled “**Annual Maintenance Services for Security Access Control System and Visitor Management System of Oil India Limited in its premises located at OIL HOUSE, Plot No. 19, Sector 16A , NOIDA , OIL’s SB Tower Office , 6th Floor, 1A/1, Sector -16A, NOIDA and OIL’s office at FC-24, 5<sup>th</sup> Floor, Sector 16A, NOIDA**” and the attached exhibits. In the event of any conflict between the text of the contract and the exhibits, the text of the Contract shall have precedence over the exhibits.
- 1.2 ‘Contractor’ means the individual or firm or body incorporated performing the work under this contract.
- 1.3 ‘Company’ means OIL INDIA LIMITED (OIL) and its executors, successors, administrators and assignees.
- 1.4 The ‘Work’ means each and every activities required for the successful performance of the services described under this contract.
- 1.5 Here 'Operating Area' means OIL HOUSE, Plot No. 19, Sector 16A , NOIDA, OIL SB Tower Office , 6th Floor, 1A/1, Sector -16A, NOIDA and OIL’s office, FC-24, 5<sup>th</sup> Floor, Sector 16A, NOIDA.
- 1.6 'Site' means the land and other places, on, under, in or through which the works are to be executed by the Contractor and any other land and places provided by the Company for working space or any other purpose as designated hereinafter as forming part of the Site.
- 1.7 ‘Contract Price’ means the price payable to the Contractor under the contract for the full and proper performance of its contractual obligations.
- 1.8 'Company's Items' means the equipment, materials and services which are to be provided by Company/Contractor at the expense of Company.
- 1.9 'Contractor's Items' means the equipment, materials and services which are to be provided by Contractor/Company at the expense of the Contractor.
- 1.10 'Commencement Date' means the date on which the Contractor starts work as per the scope of work of the Contract.
- 1.11 'Contractor's personnel' means the personnel as required to be provided by Contractor from time to time for execution of this contract.
- 1.12 ‘Company Representative’ means the person or persons appointed and approved in writing from time to time by the Company to act on its behalf for overall co-ordination.

2.0 DURATION OF CONTRACT:

- 2.1 The duration of the contract shall be for a period of 3 years with a provision for extension of 1 year at sole discretion of OIL.

3.0 CONTRACTOR'S PERSONNEL:

- 3.1 Contractor's Personnel - Contractor warrants that it shall provide all manpower for the necessary operations, supervision and execution of all works under this Contract to Company's satisfaction. The personnel to be deployed by the Contractor must be competent and sufficiently experienced to perform the works correctly and efficiently except where otherwise stated.
- 3.2 Except as otherwise hereinafter provided, the selection, replacement and remuneration of Contractor's personnel shall be determined by Contractor. Such employees shall be the employees solely of Contractor. Contractor shall ensure that its personnel will be competent and efficient.
- 3.3 Replacement of Contractor's Personnel- Contractor will immediately remove and replace any of the Contractor's personnel, who in the opinion of Company, is incompetent, or negligent or of unacceptable behaviour or whose employment is otherwise considered by Company to be undesirable.

4.0 GENERAL OBLIGATIONS OF CONTRACTOR:

- 4.1 It is expressly understood that Contractor is an independent entity and that neither it nor its employees and its sub-contractors, if any are employees or agents of Company. Company is authorised to designate its representative, who shall at all time have access to the related equipment and all records, for the purposes of observing, inspecting and designating the work to be performed hereunder by Contractor. The Contractor may treat Company's representative for the time being at site as being in-charge of all Company's and Company designated personnel at site. The Company's representative may, amongst other duties, observe, test, check the work performed by Contractor.
- 4.2 Compliance with Company's Instructions: - Contractor shall comply with all instructions of Company consistent with the provision of this Contract and perform the works described in the Terms of reference/Scope of Work.
- 4.3 Contractor shall perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for successful and timely execution of the work.
- 4.4 Contractor shall be deemed to have satisfied itself before submitting its bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided herein, cover all its obligations under the contract.
- 4.5 Contractor shall give or provide all necessary supervision during the performance of the services and as long thereafter as Company may consider necessary for the proper fulfilling of contractor's obligations under the contract.

## 5.0 GENERAL OBLIGATIONS OF COMPANY:

- 5.1 Company shall, in accordance with and subject to the terms and conditions of the Contract, pay Contractor for its full and proper performance of obligations as per provision of this contract.
- 5.2 Allow Contractor and its employees to access, subject to normal security and safety procedures, to all areas of Company as required for orderly performance of the work.

## 6.0 PAYMENT TERMS

- 6.1 Payment shall be made on quarterly basis after successful completion of AMC service of the quarter. The bidder shall have to raise an invoice for the services provided after each quarter. Any penalty due for the quarter will be deducted from the quarterly payment to the bidder.
- 6.2 The payment for any user interface, certified by OIL's IT Department as damaged due to physical/ user mishandling will be paid as per the rate quoted by the successful bidder as mentioned in "Corrective Maintenance Services" of Scope of Service of this document.

## 7.0 LIQUIDATED DAMAGES:

- 7.1 The Contractor shall mobilize their personnel and equipment within the specified time for commencement of services as mentioned in the notice of award of contract. In the event of the Contractor's default in timely commencement of services within the stipulated time, the Contractor shall be liable to pay Liquidated Damages at the rate of 0.5% (half percent) of the total evaluated value of the Contract per week or part thereof of delay subject to maximum of 7.5%. Liquidated damages will be reckoned from the stipulated date of commencement as defined in the notice of award of the contract. Company may without prejudice to any other right or remedy available to it to recover damages for breach of contract, recover the liquidated damages as above from the Contractor. This is an agreed genuine pre-estimate of damages duly agreed by the parties.
- 7.2 The Company also reserves the right to cancel the contract without any compensation whatsoever in case of failure to commence services within the stipulated date.

## 8.0 TAXES AND DUTIES

- 8.1 All taxes and statutory levies except Service Tax will be on Contractor's account. Service Tax as applicable shall be on Company's account. However, the Company will deduct income tax at source as per Indian Income Tax Act and other taxes as applicable under law. **Bidders should clearly mention all applicable Taxes including Service Tax separately in the Bidding Format enclosed vide SECTION-V which will be added to their quoted price while evaluating their offers.**
- 8.2 The Company will not bear any responsibility nor reimburse any amount in case of duties/taxes actually levied exceeds those taken in to account by the Contractor for preparation of priced bid. Nothing in this contract shall relieve the Contractor from its responsibility to pay any tax / duty that may be levied on profits made by him in respect of the contract. The Contractor shall comply with Indian Income Tax Acts, Rules and Labour Laws framed by Central or State Government from time to time with respect to supply of manpower / sub-contractor or other contracts awarded to other parties.

- 8.3 Duties and taxes on purchases made by contractor shall entirely be borne by the Contractor. The Company will not bear any responsibility on such purchases.
- 8.4 Tax levied as per the provisions of tax rules on income derived under this contract will be to Contractor's account.
- 8.5 Taxes will be deducted at source from all payments released to the Contractor, at specified rates of income tax as per provisions of Indian Tax Act.
- 8.6 Contractor shall be responsible for and pay the personnel taxes, if any, for all the personnel deployed.
- 8.7 The Contractor shall furnish the Company, if and when called upon to do, the relevant statements of accounts or any other information pertaining to work done under this contract for submitting the same to Tax Authorities, on specific request by them. Contractor shall be responsible for preparing and filing relevant returns within the stipulated period as per the provisions of the Indian Income tax Act. Company will not assume any responsibility whatsoever towards consequences of non-compliance to above.
- 8.8 The Contractor will arrange tax audit by competent audit firm as per the provision of Indian Tax Laws and submit a copy of the tax audit report to the Company, if and when asked.
- 8.9 Prior to start of operation under this contract, the Contractor shall furnish the Company all necessary documents, as asked for.
- 8.10 Corporate and personnel taxes on Contractor and their sub-contractor shall be the liabilities of the Contractor and Company shall not be responsible on this account.
- 8.11 All local taxes, levies and duties, sales tax, octroi, excise duty etc. on purchases/sales by the Contractor, its sub-contractor and agents shall be borne by the Contractor.

9.0 SUBSEQUENTLY ENACTED LAWS:

Subsequent to the date of issue of letter of intent/award of Contract, if there is a change in or enactment of any law or interpretation of existing law, which results in additional cost/reduction in cost to Contractor on account of the operation under the Contract, the Company/Contractor shall reimburse/pay Contractor/Company for such additional /reduced costs actually incurred.

10.0 USE OF COMPANY'S EQUIPMENT:

- 10.1 Contractor shall assume the risk of and shall be solely responsible for damage to and loss or destruction of materials and equipment or supplies furnished by Company. In case there is a loss or damage to the company's equipment for causes attributable to contractor, the contractor shall compensate the company.

11.0 WAIVERS AND AMENDMENTS:

It is fully understood and agreed that none of the terms and conditions of the Contract shall be deemed waived or amended by either party unless such waiver or amendment is executed in writing by the duly authorized agents or representatives of such party.

The failure of either party to execute any right of termination shall not act as a waiver or amendment of any right of such party provided hereunder.

12.0 CONFIDENTIALITY:

12.1 Contractor agrees to be bound by professional secrecy and undertakes to keep confidential any information obtained during the conduct of services and to take all reasonable steps to ensure that Contractor's personnel likewise keep such information confidential.

12.2 This obligation shall be kept in force even after the termination date and until such information will be disclosed by Company.

13.0 NOTICES:

13.1 Any notice given by one party to other, pursuant to the Contract shall be sent in writing or by Fax or E-mail and confirmed in writing to the applicable address specified below:

**COMPANY**  
OIL INDIA LIMITED  
PLOT NO. 19, SECTOR-16A,  
NOIDA – 201 301  
UTTAR PRADESH  
Fax No. 0120-2419120  
E-MAIL: corp\_c&p@oilindia.in

**CONTRACTOR**

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

14.0 HEADINGS:

The headings of the clauses of the Contract are for convenience only and shall not be used to interpret the provisions hereof.

15.0 ASSIGNMENT AND SUB – LETTING :

The whole of the work included in the Contract shall be executed by the Contractor and the Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part or share thereof / interest therein without the written consent of Oil India Limited. No undertaking shall relieve the Contractor from the full and entire responsibility.

16.0 FORCE MAJEURE :

16.1 In the event of either Party being rendered unable by 'Force Majeure' to perform any obligation required to be performed by them under the contract, the relative obligation of the Party affected by such 'Force Majeure' will stand suspended as provided herein. The word 'Force Majeure' as employed herein shall mean acts of God, war, revolt, agitation, strikes, riot, fire, flood, sabotage, civil commotion, road barricade (but not due to interference of employment problem of the Party) and any other cause, whether of kind herein enumerated or otherwise which are not within the control of the Party to the contract and which renders performance of the contract by the said Party impossible.

16.2 Upon occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing within Seventy Two (72) hours of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.

16.3 Should 'Force Majeure' condition as stated above occurs and should the same be notified within seventy two (72) hours after its occurrence, the either Party will have the right to terminate the contract with prior written notice if such 'Force Majeure' condition continues beyond consecutive ten (10) days. Should either Party decide not to terminate the contract even under such condition, no payment would apply during the force majeure period unless otherwise agreed to.

**17.0 SET OFF:**

Any sum of money due and payable to the Contractor (including security Deposit refundable to them) under this or any other contract may be appropriated by the Company and set off against any claim of the Company (or such other person or persons contracting through the Company) for payment of a sum of money arising out of this contract or under any other contract made by the Contractor / with the Company (or such other person or persons contracting through the Company).

**18.0 ARBITRATION :**

In the event of any disagreement, dispute arising out of execution of the Contract which cannot be settle in an amicable manner between the successful bidder and Oil India Limited the matter shall be referred to Arbitration. Such arbitration shall be governed by the provisions of the Arbitration and Collection Act. 1996 of India as amended up – to – date or any statutory modification or re – enactment thereof for the time being in force. The venue of the Arbitration shall be Delhi / NOIDA.

**(END OF SECTION - II)**



## **SECTION –III**

### **SPECIAL CONDITIONS OF CONTRACT**

Oil India Limited intends to enter into a contract for “Annual Maintenance services for Security Access Control System and Visitor management System in its premises located at OIL HOUSE, Plot No. 19, Sector 16A , NOIDA , OIL SB Tower Office , 6th Floor, 1A/1, Sector -16A, NOIDA and OIL’s office at FC-24,5<sup>th</sup> Floor, Sector 16A, NOIDA”. Some special terms and conditions of the Contract will be as under:

- 1.0 All the work shall be carried out in the best manner and wherever specifications for any item are not given, the relevant Bureau of Indian Standard Specifications shall be applicable.
- 2.0 The Contractor shall make his own arrangement for security of all his men / materials brought to site. OIL will not take any responsibility in respect of Contractor’s men / Materials.

#### **3.0 TERMINATION OF THE CONTRACT :**

The Company (OIL) reserves the right to terminate the contract, any time with 30 days written notice without assigning any reasons whatsoever. The contractor will however be paid for the period of services rendered before termination.

- 4.0 The Contractor hereby undertakes to indemnify the Company against all claims which may arise under the noted Act :

- i) Contract Labour Regulation & Abolition Act, 1970 and the rules framed there under
- ii) The Workman Compensation Act.
- iii) Payment of Wages Act.
- iv) Minimum Wages Act.
- v) Payment of Bonus Act, 1965
- vi) The Employees Provident Fund and Miscellaneous Provisions Act, 1952.
- vii) AGST Act
- viii) Inter – State Migrant Workmen (Regulation of Employment and Conditions of Services) Act, 1979
- ix) Service Tax Act

or any other Act(s) or Statutes not herein above specifically mentioned having bearing over engagement of workers directly or indirectly for execution of work (Contract). The Contractor shall not make the Company liable to reimburse the Contractor for the statutory increase in the wage rates of the contract labour appointed by the Contractor. Such statutory increase in the wage rates of the Contract labour shall be borne by the Contractor.

- 5.0 The Contractor employing more that 20 (twenty) workmen on any day of the preceding 12 months shall be required to obtain requisite license at his cost from the appropriate Licencing Officer before undertaking any Contract work. The Contractor shall also observe the rules and regulations framed under the Contract Labour (Regulations & Abolition) Act.
- 6.0 Wages shall be paid by the Contractor to the workmen directly without the intervention of any Jamadars or Thekadars and that the Contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered by the Jamadars from the wages of the workmen.

- 7.0 The Company, for any reason whatsoever and of which the Company shall be the sole judge, may terminate the Contract with one month notice in writing to the Contractor and in the event of Company's so doing the clause 4.0 hereof shall prevail and the accounts between the parties will be in accordance therewith finalized.
- 8.0 The Contractor will not be allowed to construct any structure (for storage / housing purpose) with thatch, bamboo or any other inflammable materials within the OIL's premises or other fenced area of the Company.
- 9.0 The Contractor shall ensure that all men engaged by him are provided with appropriate protective clothing and safety wear in accordance with appropriate Governmental regulations. The Company's representative shall not allow / accept those men who are not provided with the same.
- 10.0 In order to promote, safeguard and facilitate the general, operational economic interest of the Company, during the continuance of this agreement the contractor hereby agrees and under takes not to take any direct or indirect interest and / or support, assist maintain or help any person or persons engaged in antisocial activities, demonstrations , riots or in any agitation prejudicial to the Company's interest and any such event taking shape or form at any place of the Company's work and its neighborhoods.
- 11.0 In case of any doubt or dispute as to the interpretation of any Clause herein contained the decision of the Company's authorized personnel shall be final and binding on the Contractor.
- 12.0 **LIABILITY**
- 12.1 Except as otherwise expressly provided, neither Company nor its servants, agents, nominees, Contractors, or subcontractors shall have any liability or responsibility whatsoever to whomsoever for loss of or damage to the equipment and/or loss of or damage to the property of the Contractor and or his Contractors or subcontractors, irrespective of how such loss or damage is caused and even if caused by the negligence of Company and/or its servants, agents, nominees, assignees, Contractors and subcontractors. The Contractor shall protect, defend, indemnify and hold harmless Company from and against such loss or damage and any suit, claim or expense resulting therefrom.
- 12.2 Neither Company nor its servants, agents, nominees, assignees, Contractors, sub-contractors shall have any liability or responsibility whatsoever for injury to, illness, or death of any employee of the Contractor and / or of its Contractors or subcontractors irrespective of how such injury, illness or death is caused and even if caused by the negligence of Company and/or its servants, agents, nominees, assignees, contractors and sub-contractors. Contractor shall protect, defend, indemnify and hold harmless Company from and against such liabilities and any suit, claim or expense resulting there from.
- 12.3 The Contractor hereby agrees to waive its right to recourse and further agrees to cause his underwriters to waive their right of subrogation against Company and/or its underwriters, servants, agents, nominees, assignees, contractors and subcontractors for loss or damage to the equipment of the Contractor and/or its subcontractors when such loss or damage or liabilities arises out of or in connection with the performance of the Contract.
- 12.4 The Contractor hereby further agrees to waive its right of recourse and agrees to cause its under writers to waive their right of subrogation against Company and/or its

underwriters, servants, agents, nominees, assignees, contractors and subcontractors for injury to, illness or death of any employee of the contractor and of its contractors, subcontractors and / or their employees when such injury, illness or death arises out of or in connection with the performance of the Contract.

- 12.5 Except as otherwise expressly provided, neither Contractor nor its servants, agents, nominees, contractors or subcontractors shall have any liability or responsibility whatsoever to whomsoever for loss of or damage to the equipment and/or loss or damage to the property of the Company and/or his contractors or subcontractors, irrespective of how such loss or damage is caused and even if caused by the negligence of Contractor and / or its servants, agents, nominees, assignees, contractors and subcontractors. The Company shall protect, defend, indemnify and hold harmless Contractor from and against such loss of damage and any suit, claim or expense resulting therefrom.
- 12.6 Neither Contractor nor its servants, agents, nominees, assignees, contractors, subcontractors shall have any liability or responsibility whatsoever to whomsoever or injury to, illness, or death of any employee of the Company and/or of its contractors or subcontractors irrespective of how such injury, illness or death is caused and even if caused by the negligence of contractor and/or its servants, agents, nominees, assignees, contractors and subcontractors Company shall protect, defend indemnify and hold harmless contractor from and against such liabilities and any suit, claim or expense resulting therefrom.
- 12.7 The Company agrees to waive its right of recourse and further agrees to cause its underwriters to waive their right of subrogation against contractor and / or its underwriters, servants, agents, nominees, assignees, contractors and subcontractors for loss or damage to the equipment of Company and/or its contractors or subcontractors when such loss or damage or liabilities arises out of or in connection with the performance of the Contract.
- 12.8 The Company hereby further agrees to waive its right of recourse and agrees to cause its underwriters to waive their right of subrogation against contractor and / or its underwriters, servant, agents, nominees, assignees, contractors and subcontractors for injury to, illness or death of any employee of the Company and of its contractors, subcontractors and/or their employees when such injury, illness or death arises out of or in connection with the performance of the contract.

### 13.0 CONSEQUENTIAL DAMAGE

- 13.1 Neither party shall be liable to the other for special, indirect or consequential damages resulting from or arising out of the contract, including but without limitation, to loss of profit or business interruptions, howsoever caused and regardless of whether such loss or damage was caused by the negligence (either sole or concurrent) of either party, its employees, agents or sub-contractors.

### 14.0 WITH-HOLDING

- 14.1 Company may with-hold or nullify the whole or any part of the amount due to Contractor on account of subsequently discovered evidence in order to protect Company from loss on account of :

- (a) For non-completion of jobs assigned as per the Contract.
- (b) Contractor's indebtedness arising out of execution of this contract.
- (c) Defective work not remedied by Contractor.

- (d) Claims by sub-contractor of Contractor or others filed or on the basis of reasonable evidence indicating probable filing of such claims against Contractor.
- (e) Failure of Contractor to pay or provide for the payment of salaries / wages, contributions, unemployment, compensation, taxes or enforced savings withheld from wages etc.
- (f) Damage to another Contractor of Company.
- (g) All claims against Contractor for damages and injuries, and / or for non-payment of bills etc.
- (h) Any failure by Contractor to fully reimburse Company under any of the indemnification provisions of this contract. If, during the progress of the work Contractor shall allow any indebtedness to accrue for which Company, under any circumstances in the opinion of Company may be primarily or contingently liable or ultimately responsible and Contractor shall, within five days after demand is made by Company, fail to pay and discharge such indebtedness, then Company may during the period for which such indebtedness shall remain unpaid, withhold from the amounts due to Contractor, a sum equal to the amount of such unpaid indebtedness.
- (i) With-holding will also be effected on account of the following :

- 1) Garnishee order issued by a Court of Law in India.
- 2) Income-tax deductible at source according to law prevalent from time to time in the country.
- 3) Any obligation of Contractor which by any law prevalent from time to time to be discharged by Company in the event of Contractor's failure to adhere to such laws .

14.2 When all the above grounds for with-holding payments shall be removed, payment shall thereafter be made for amounts so with-held.

14.3 Notwithstanding the foregoing, the right of Company to withhold shall be limited to damages, claims and failure on the part of Contractor which is directly / indirectly due to some negligent act or omission on the part of Contractor relating to the Contractor's obligation on the Contract.

## 15.0 MISCELLANEOUS PROVISIONS

15.1 Contractor shall give all notices and pay all fees required to be given or paid for by any National or State statute, ordinance, or other law, or any regulation, or bye-law of any local or other duly constituted authority in relation to the performance of the services and by the rules and regulations of all public bodies and companies whose property or rights are affected or may be affected in any way by the services.

15.2 Contractor shall confirm in all respect with provisions of any such statute, ordinance or law as aforesaid and the regulations or bye-laws of any local or other duly constituted authority which may be applicable to the services and with such rules and regulations of public bodies and Companies as aforesaid and shall keep Company indemnified against all penalties and liability of every kind for breach of any such statute, ordinance or law, regulations or bye-law.

#### **16.0 EMPLOYMENT OF OFFICIAL/PERSONNEL OF THE COMPANY**

Contractors are advised not to employ serving Company employees without its prior permission. It is also advised not to employ ex-personnel of the Company within the initial two years period after their retirement/resignation/severance from service without specific permission of the Company. Company may decide not to deal with such firm(s)/ Contractors who fail to comply with the advice.

**(END OF SECTION – III)**

## **SECTION – IV**

### **SCOPE OF WORK**

A. Maintenance Support Services (MSS): The bidder shall provide Comprehensive Onsite Maintenance for all the specified hardware infrastructure notified in the tender document as Annexure - I for a period as defined the bid document. This involves comprehensive maintenance of all components covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spare parts and to ensure that the system/equipment is operational. This will include preventive & corrective maintenance services. The detailed Scope of Work under MSS is as follows:

1. The AMC services shall be for all equipment , interconnecting network , Server and Application software including database of OIL's Security Access Control System and Visitor management System.
2. The AMC service should include but not limited to all items mentioned in the Annexure -I.
3. Any hardware / spares / software required for maintenance of the system shall have to be provided free of cost by the bidder.
4. The bidder shall have to provide free of cost any upgrades of the application software / firmware used for the system , which is released during the contract Period.
5. If end of support of any part of the system under maintenance is declared by the OEM during currency of the contract, the bidder shall have to replace and configure the same free of cost.
6. The bidder shall have to impart training to two (2) personnel of OIL on day to day configuration and operation of the system at the beginning of the contract.
7. The to and fro cost of the bidder's service engineer to OIL's premises for maintenance shall have to borne by the bidder.
8. All tools and instruments required to carry out the maintenance service will be responsibility of the bidder.

B. Preventive Maintenance Services :

1. Preventive maintenance services are required to be taken up by the bidder on quarterly basis (15 days before the end of each quarter). However, if recommended by OEM for any item covered, the frequency has to be revised accordingly.
2. The bidder has to inform the schedule of preventive maintenance at least 5 (Five) days before schedule time. The Purchaser may not approve any request for preventive maintenance not made 5 (Five) days before and any delay arising due to such request will be calculated in account of the service provider.
3. Preventive maintenance consisting inspection, cleaning of the equipments, testing, satisfactory execution of all diagnostics, necessary repairing of the equipment etc. This will also include checking/ testing of Attendance Maintenance Application Software, Visitor Management Application Software and the Control Application for the Security Access Control System. The Bidder has to complete as per the schedule.

4. Trouble shooting of all hardware components whenever required and / or communicated by OIL. Other preventive maintenance activities of components as per their manufactures' recommendation/ advice.
5. A status report of the system shall have to be submitted to IT Department after such preventive maintenance is carried out.

C. Corrective Maintenance Services :

1. The bidder has to carry out Corrective Maintenance Services as and when required upon receiving information of any fault in the equipments covered under the contract.
2. The bidder shall carry out troubleshooting & replacement of faulty equipments/ parts as and when required in co-ordination with OIL's IT Department.
3. The bidder shall have to quote for the items provided in Annexure -II along with the bid, which are susceptible to damage because of user mishandling / physical damage. In case any replacement of these devices is required due to user mishandling, OIL shall make payment as per the quoted price for such actual replacement. However, such replacement shall be carried out only on certification by OIL's IT Department that the damage is due to user handling / physical damage.
4. The Bidder may provide standby equipments / parts in substitution of the fault equipments / parts, for time being, if:
  - i. Expected time to be taken by the bidder for repair / replacement of faulty equipment / part is higher and downtime caused due to this is affecting the whole system adversely.
  - ii. The standby equipment / part is of similar configuration, in good condition, should conforming for integrating into the existing system /part and acceptable to OIL.
  - iii. The standby equipment / part is of similar configuration, in good condition, should conforming for integrating into the existing system whole system/part and acceptable to the purchaser.
  - iv. A prior permission is obtained for such standby equipment / part by the Bidder from OIL's IT Department
  - v. Bidder shall also be responsible to ensure all the supplied equipments should remain in proper working condition throughout the contract period.
  - vi. The bidder will provide the Mobile No. of his engineer/coordinator for the OIL's complaints. This person will be responsible for maintaining the inventory of the supplied items. He will record all the complaints and provide a complaint number to end user. He will manage to provide proper solution to end user through bidders service engineers. He will provide the desired reports to OIL as and when asked to do so.

D. Configuration Management Services: The Bidder shall maintain complete configuration (in hardcopy & softcopy) details of all the items maintained by him covered under the contract and will share the copy of same with purchaser and/ or designated agency.

E. Service Level Agreement:

- i. Bidder is required to provide a minimum overall uptime of 99% on quarterly basis for each equipment covered under the contract. The uptime / downtime report of all the equipments should be provided with bills.

- ii. The purchaser may add/ remove any item at any time from the contract after intimating to the bidder.
- iii. The bidder's maintenance engineer shall have to report to OIL's IT Department within 2 hours of reporting of call and the system shall have to be made operational within 24 hrs of reporting the call.

F. DURATION OF CONTRACT:

The duration of the contract shall be for a period of 3 years with a provision for extension of 1 year at sole discretion of OIL.

G. PAYMENT TERMS:

- 1. Payment shall be made on quarterly basis after successful completion of AMC service of the quarter. The bidder shall have to raise an invoice for the services provided after each quarter. Any penalty due for the quarter will be deducted from the quarterly payment to the bidder.
- 2. The payment for any user interface, certified by OIL's IT Department as damaged due to physical/ user mishandling will be paid as per the rate quoted by the successful bidder as mentioned in "Corrective Maintenance Services" of Scope of Service of this document.

H. PANALTY TERMS:

Failure to repair /replace the defective parts or rectify any fault in the system under maintenance within 24 hrs of reporting such fault will attract a penalty at the rate of Rs 500/- per day ( on prorated basis ) subject to maximum of 7.5 % of the total evaluated value of the contract.



## LIST OF ITEMS:

Sl No	Item Description	Quantity	Product Make & Part No
1	Four reader control panel with PS cabinet power supply with on board IP, remote, telnet & web browser interface	11 Nos.	Solus : DAC 04 – IPW V2-B
2	Biometric Access Control unit with power supply	13 Nos.	Solus : ID08 – 1K – M-C
3	Exit Buttons	38 Nos.	Reputed Make
4	Proximity type smart card reader	38 Nos	Solus : SDR 913 - W
5	Access Control Systems, supports basic time & attendance single shift, absentee, late early, OT reporting compatible with supplied hardware (database – MS SQL) single user desktop application	1 Nos	Solus SACS – SW –S - SQL
6	Attendance management system, single user, supports multiple shift, leave management & muster reports – single dektop application (data base – MSDE(SQL)	1 Nos	Solus SAMS – SW –S
7	Electromagnetic lock	10 Nos.	Reputed Make
8	Finger Enrolment reader with enrolment & terminal management software with smart card writer	1 No.	Solus TBSE 13 – 02 (Sagem)
9	Biometric Scanners/readers for 500 Users (1:N) - 2 templates each user with inbuilt smart reader for attendance monitoring system	3 Nos	Solus TSB - 1K –M(1:1) – 8B
10	Retractable Flap Barrier Passage clearance minimum 900 mm	1 No	SIVANANDA : SS Flap Barrier Model RB-1STG
11	Retractable Flap Barrier Passage clearance minimum 500 mm	1 No.	SIVANANDA : SS Flap Barrier Model RB-2STG
12	Visitor's Management System software package	1 No.	SVMS – SW –S COM
13	PC where Access control system and Visitor management system are installed. Specification : Intel (R) Core(TM) 2 Duo CPU E7500 @ 2.93 GHz RAM : 2 GB 64 bit Widows 7 Professional Make and model : HP pro	2 Nos	

LIST OF EQUIPMENT SUSCEPTABLE TO DAMAGE DUE TO USER MISHANDLING /  
PHYSICAL

LIST OF EQUIPMENT SUSCEPTABLE TO DAMAGE DUE TO USER MISHANDLING /  
PHYSICAL:

Sl No	ITEM DESCRIPTION
1	Biometric Access Control unit with power supply
2	Biometric Scanners/readers for 500 Users (1:N) -2 templates each user with inbuilt smart reader for attendance monitoring system
3	Exit Buttons
4	Electromagnetic lock

**CHECK LIST**

Scope of Work		Complied (Y/N)	Deviation if any
<b>A. Maintenance Support Services</b>	1.0 The AMC services shall be for all equipment, interconnecting Network, Server and Application software including database of OIL's Security Access Control System and Visitor management System.		
	2.0 The AMC service should include but not limited to all items mentioned in the Annexure-I.		
	3.0 Any hardware / spares / software required for maintenance of the system shall have to be provided free of cost by the bidder.		
	4.0 The bidder shall have to provide free of cost any upgrades of the application software / firmware used for the system , which is released during the contract Period.		
	5.0 If end of support of any part of the system under maintenance is declared by the OEM during currency of the contract, the bidder shall have to replace and configure the same free of cost.		
	6.0 The bidder shall have to impart training to two (2) personnel of OIL on day to day configuration and operation of the system at the beginning of the contract.		
	7.0 The to and fro cost of the bidder's service engineer to OIL's premises for maintenance shall have to borne by the bidder.		
	8.0 All tools and instruments required to carry out the maintenance service will be responsibility of the bidder.		
<b>B. Preventive Maintenance Services</b>	1.0 Preventive maintenance services are required to be taken up by the BIDDER on quarterly basis (15 days before the end of each quarter). However, if recommended by OEM for any item covered, the frequency has to be revised accordingly.		
	2.0 The Bidder has to inform the schedule of preventive maintenance at least 5 (Five) days before schedule time. The Purchaser may not approve any request for preventive		

	maintenance not made 5 (Five) days before and any delay arising due to such request will be calculated in account of the service provider.		
	3.0 Preventive maintenance consisting inspection, cleaning of the equipments, testing, satisfactory execution of all diagnostics, necessary repairing of the equipment etc. This will also include checking/ testing of Attendance Maintenance Application Software, Visitor Management Application Software and the Control Application for the Security Access Control System. The Bidder has to complete as per the schedule.		
	4.0 Trouble shooting of all hardware components whenever required and / or communicated by OIL. Other preventive maintenance activities of components as per their manufactures' recommendation/ advice.		
	5.0 A status report of the system shall have to be submitted to IT Department after such preventive maintenance is carried out .		
<b>C. Corrective Maintenance Services</b>	1.0 The bidder has to carry out Corrective Maintenance Services as and when required upon receiving information of any fault in the equipments covered under the contract.		
	2.0 The BIDDER shall carry out troubleshooting & replacement of faulty equipments/ parts as and when required in co-ordination with OILs IT Department.		
	3.0 The bidder shall have to quote for the items provided in ANNEXURE –II along with the bid, which are susceptible to damage because of user mishandling / physical damage. In case any replacement of these devices is required due to user mishandling, OIL shall make payment as per the quoted price for such actual replacement. However, such replacement shall be carried out only on certification by OIL's IT Department that the damage is due to user handling / physical damage.		
	4.0 The Bidder may provide standby		

	<p>equipments / parts in substitution of the fault equipments / parts, for time being, if:</p> <ul style="list-style-type: none"> <li>i) Expected time to be taken by the BIDDER for repair / replacement of faulty equipment / part is higher and downtime caused due to this is affecting the whole system adversely.</li> <li>ii) The standby equipment / part is of similar configuration, in good condition, should conforming for integrating into the existing system /part and acceptable to OIL.</li> <li>iii) The standby equipment / part is of similar configuration, in good condition, should conforming for integrating into the existing system whole system/part and acceptable to the purchaser.</li> <li>iv) A prior permission is obtained for such standby equipment / part by the Bidder from OIL's IT Department.</li> <li>v) Bidder shall also be responsible to ensure all the supplied equipments should remain in proper working condition throughout the contract period.</li> <li>vi) The bidder will provide the Mobile No. to his engineer/coordinator for the OIL's complaints. This person will be responsible for maintaining the inventory of the supplied items. He will record all the complaints and provide a complaint number to end user. He will manage to provide proper solution to end user through bidders service engineers . He will provide the desired reports to OIL as and when asked to do so.</li> </ul>		
<b>D. Configuration Management Services:</b>	The Bidder shall maintain complete configuration (in hardcopy & softcopy) details of all the items maintained by him covered under the contract and will share the copy of same with purchaser and/ or designated agency.		
<b>E. Service Level Agreement.</b>	i. Bidder is required to provide a minimum overall uptime of <b>99%</b> on quarterly basis for each equipment covered under the contract. The		

	<p>uptime/ downtime report of all the equipments should be provided with bills.</p> <p>ii. The purchaser may add/ remove any item at any time from the contract after intimating to the bidders.</p> <p>iii. The bidder's maintenance engineer shall have to report to OIL's IT Department within 2 hours of reporting of call and the system shall have to be made operational within 24 hrs of reporting the call.</p>		
<b>F. Duration of contract</b>	1.0 The duration of the contract shall be for a period of 3 years with a provision for extension of 1 year at sole discretion of OIL .		
<b>G. Payment Terms</b>	<p>1.0 Payment shall be made on quarterly basis after successful completion of AMC service of the quarter. The bidder shall have to raise an invoice for the services provided after each quarter. Any penalty due for the quarter will be deducted from the quarterly payment to the bidder.</p> <p>2.0 The payment for any user interface, certified by OIL's IT Department as damaged due to physical/ user mishandling will be paid as per the rate quoted by the successful bidder as mentioned in "Corrective Maintenance Services" of Scope of Work of this document.</p>		
<b>H. Penalty Terms</b>	1.0 Failure to repair / replace the defective parts or rectify any fault in the system under maintenance within 24 hrs of reporting such fault will attract a penalty at the rate of Rs 500/- per day ( on prorated basis ) subject to maximum of 7.5 % of the total evaluated value of the contract.		

**(END OF SECTION – IV)**

**SECTION – V**

**BIDDING FORMAT**

Sl no	DESCRIPTION	Unit	Quantity	Unit Rate (Rs.)	Total Price (Rs.)
1	Comprehensive Annual Maintenance Services for Security access Control and Visitor Management system of OIL	Qtr	12		
2	Biometric Access Control unit with power supply	No	6		
3	Biometric Scanners/readers for 500 Users (1:N) -2 templates each user with inbuilt smart reader for attendance monitoring system	No	6		
4	Exit Buttons	No	6		
5	Electromagnetic lock	No	6		
Grand Total Value (in Rs.)					
Service Tax applicable ( <b>Bidder to quote in percentage</b> )					
Any other applicable Taxes, if any ( <b>Bidder to quote in percentage</b> )					
Grand Total Value inclusive of Taxes (in Rs.)					

Note:

1. Commercial evaluation of bids will be done on the basis of “Grand Total Value inclusive of Taxes.”
2. Quantities indicated against item No. 2, 3, 4 and 5 of above Bidding Format are estimated only and for evaluation purpose. Actual requirement may vary from the above mentioned quantities and payment shall be made as per actual nos. replaced.
3. The Bidders shall quote for all items, failing which their offer will be considered incomplete and rejected.
4. Bidders to indicate any other tax applicable, if any clearly in their bid.
5. The price quoted above shall remain valid for 90 days from the bid closing date of the tender.

**(END OF SECTION – V)**

## **SECTION – VI**

### **FORM OF BID SECURITY (BANK GUARANTEE)**

WHEREAS, (Name of Bidder) \_\_\_\_\_ (hereinafter called "the Bidder") has submitted his bid dated (Date) \_\_\_\_\_ for the provision of House keeping Services (hereinafter called "the Bid").

WE KNOW ALL MEN by these presents that We (Name of Bank) \_\_\_\_\_ of (Name of Country) \_\_\_\_\_ having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto Oil India Ltd (hereinafter called "Company" in the sum of (\_\_\_\_\_) \* for which payment well and truly to be made to Company, the Bank binds itself, its successors and assignees by these presents. SEALED with the common seal of the Bank this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

THE CONDITIONS of this obligation are:

- (1) If the Bidder withdraws his Bid during the period of bid validity specified by the bidder
- (2) If the Bidder, having been notified of the acceptance of his Bid by the Company during the period of Bid validity :
  - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, on tender document;  
or
  - (b) fails or refuses to furnish the Performance Security in accordance with the Instructions to Bidders on tender documents.
- (3) If the Bidder furnish fraudulent document/information in their bid.

We undertake to pay to Company up to the above amount upon receipt of its first written demand, (by way of letter/fax/e-mail) without Company having to substantiate its demand, provided that in its demand Company will note that the amount claimed by it is due to it owing to the occurrence of any of the above conditions specifying the occurred condition or conditions.

This guarantee will remain in force up-to and including the date (date of expiry of bank guarantee should be minimum 30 days beyond the validity of the bid) any demands in respect thereof should not reach the bank not later than the above date.

-----  
\* The bank should insert the amount of guarantee in words and figures

Date :

Signature of issuing authority of Bank with  
designation seal and seal of the bank.

**(END OF SECTION-VI)**



## **SECTION – VII**

### **FORM OF PERFORMANCE BANK GUARANTEE (UNCONDITIONAL)**

To : ( Name of Company\_\_\_\_\_ )  
(Address of Company\_\_\_\_\_)

WHEREAS (Name and address of Contractor)\_\_\_\_\_ (hereinafter called as "Contractor") had undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to execute (Name of Contract and Brief description of the work) \_\_\_\_\_ (hereinafter called "the Contract"),

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee, NOW HEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of (Amount of Guarantee) \* \_\_\_\_\_ (in words)\_\_\_\_\_ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of the Guarantee sum as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modifications of the terms of the contract or of the work to be performed there-under or of any of the contract documents which may be made between you and Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee is valid until the date (.....) six months after Contract completion.

#### **SIGNATURE & SEAL OF THE GUARANTOR**

Name of Bank

Address

Date

\_\_\_\_\_

\* An amount is to be inserted by the Guarantor, representing the percentage of the Contract price specified in the forwarding letter, and denominated either in the currency of the Contract or in a freely convertible currency acceptable to the Company.

**NOTE : Bidders are NOT required to complete this form while submitting the Bid.**

**(END OF SECTION-VII)**

## **SECTION – VIII**

### **SAMPLE FORM OF AGREEMENT**

THIS AGGREEMENT is made on the ..... day of..... 2014, between (Name of Company)\_\_\_\_\_ of (Mailing address of Company) \_\_\_\_\_, hereinafter called "the Company", of the one part and (Name of Contractor) \_\_\_\_\_ (hereinafter called "the Contractor") of the other part.

WHEREAS the Company is desirous that certain works should be executed viz. (Brief description of works)\_\_\_\_\_ and has, by Letter of acceptance dated (Date of Letter of Acceptance)\_\_\_\_\_, accepted a Bid by the Contractor for the execution, completion and maintenance of such works.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz. :
  - a) This form of Agreement,
  - b) The Letter of Acceptance,
  - c) The said Bid and Appendix,
  - d) The Technical Specifications, if any
  - e) The Priced Bid and Quantities,
  - g) The Schedules of Supplementary Information, if any
  - h) The Special Conditions of Contract and
  - i) The General Conditions of Contract
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies they shall take precedence in the order set out above.
4. In consideration of the payment to be made by the Company to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Company to execute, complete and maintain the works in conformity in all respects with the provisions of the contract.
5. The Company hereby covenants to pay the Contractor in consideration of the execution, completion and maintenance of the works the Contract price at the times and in the manner prescribed by the Contract.

IN WITNESS WHEREOF the parties hereto have set their respective hands and seals to this Agreement on the day, year first written above.

SIGNED, SEALED AND DELIVERED.

By the said Name\_\_\_\_\_

On behalf of the Contractor  
in the presence of:

**(END OF SECTION - VIII)**

## **SECTION – IX**

### **A. BID REJECTION CRITERIA (BRC)**

#### **I. TECHNICAL :**

The bid shall conform generally to the specifications and terms and conditions given in the Tender Documents. Bids will be rejected in case 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 mandatory requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected.

1. The bidder should have experience of successfully completed similar service in office building(s) in PSUs / Central Govt./State Govt. Organizations or Enterprises or reputed Private Organizations or Enterprises during the last 7(seven) years ending July,2014, of value either of the following.
  - i) Three similar completed works each costing not less than Rs.2.88lakh each.  
or
  - ii) Two similar completed works each costing not less than Rs.3.6lakh each.  
or
  - iii) One similar completed work costing not less than Rs.5.76lakh.
2. Average Annual financial turnover as per Audited Annual Reports for the last three accounting years, should be at least Rs.2.16Lakh.

Definition of similar Service: Maintenance of Security Access Control System & Visitor Management System using Solus Software application for Access Control, Basic Time and Attendance Maintenance and Solus Visitor Management Software Package.

#### **Notes:**

- a) For proof of Annual Turnover, any one of the following documents/ photocopies must be submitted along with the bid:-
  - i) Attested/ self attested copy of a certificate issued by a practicing Chartered / Cost Accountants Firm certifying the average Annual Turnover for last3( three) accounting years previous to the current accounting year. The certificate must contain seal and membership no. of the Chartered / Cost Accountant.
  - ii) attested/self attested copies of Audited balance sheet and Profit and Loss account .
- b) For proof of requisite experience, any one of the following attested /self attested copies of documents must be submitted along with the bid:-
  - i) Necessary copies of contract document along with a completion certificate from the service recipient stating nature of work, gross value of work and period of job done, duly attested /self attested.

In case of OIL's contractors, copies of contract document showing gross value of work, nature of job and time period covering the financial years as per NIT will be accepted. It may be clearly noted that simply mentioning of OIL Contract Number will not be accepted.

3. Most of the equipment except flap barriers are M/s Solus Security Systems Pvt. Ltd. make and Flap barriers are M/s Savanand make. The Bidder must be either the OEM (M/s Solus Security Systems Pvt. Ltd.) or an authorised service provider of the OEM.
4. In case the bidder is authorised service provider of OEM, the bidder must have a back to back service agreement for spare parts and service support with the OEM (M/s Solus Security Systems Pvt. Ltd) for entire duration of the contract. The copy of back to back service agreement have to be submitted with the bid.
5. The Bidder must have a back to back service agreement for spare parts and service support with M/s Savanand, the manufacturer of the FLAP Barriers for entire duration of the contract. The copy of back to back service agreement have to be submitted with the bid.
6. The bidder must agree to maintain all the equipment / software /hardware mentioned in Annexure - I .Otherwise the bid will be rejected.

## **II. COMMERCIAL :**

1. Bidders must quote their offer in accordance with the Bidding Format. Bids received in any other form will be rejected. Bids must be submitted under single stage composite bid system as described in Tender Document
2. Bids with validity less than 90 days from the scheduled bid closing date will be rejected.
3. Bidders shall furnish the “Bid Security” for the amount as specified in the ‘Covering Note.’ Bid Security if submitted in the form of Bank Guarantee, the same must be valid for minimum 30 days beyond bid validity. Any bid not accompanied by bid security or bid security with inadequate validity will be rejected.
4. Any Bid containing a false statement shall be rejected.
5. Offers received from unsolicited parties shall not be considered and rejected.
6. Any Bid received by Company after the deadline for submission of Bids prescribed herein will be rejected and returned unopened.
7. The rate quoted by Bidders must be held firm during the term of the contract and not be subjected to any variation except as per the provisions of the contract. Bids with adjustable price terms will be rejected.
8. There must be no exception to the following Clauses including sub-clauses, as applicable, otherwise the Bid will be rejected.

- |                                       |                           |
|---------------------------------------|---------------------------|
| - Performance Security Deposit Clause | - Termination Clause      |
| - Penalty / Compensation Clause       | - Arbitration Clause      |
| - Taxes and duties Clause             | -Liquidated damage Clause |
| - Force Majeure Clause                | - Liability Clause        |

**NOTE:** No deviation or exception will be accepted in the clauses covered under BRC/BEC. If any clauses in the BRC contradict clauses elsewhere in the Bid Document, then the clauses in the BRC shall prevail.

**B. BID EVALUATION CRITERIA (BEC)**

1. Bids will be technically evaluated on the basis of the requirements of the tender. The bid should meet the requirements and specifications in the Bid Document.
2. Bids conforming to the technical specifications, the terms and conditions stipulated in the tender and conforming to the Bid Rejection Criteria will be evaluated to determine the lowest bidder.
3. To ascertain the inter-se-ranking, the comparison of the responsive bids will be made on the basis of “Grand Total Value inclusive of taxes” as per Price Bid format of the Bid document.
4. In the event of computational error between unit price and total price, unit price shall prevail and adopted for evaluation.
5. Similarly, in the event of discrepancy between words and quoted figure, words shall prevail.

**(END OF SECTION - IX)**

**STATEMENT OF COMPLIANCE**  
(Only exceptions/deviations to be rendered)

SECTION NO. (PAGE NO.)	CLAUSE NO. SUB-CLAUSE NO.	COMPLIANCE/ NON COMPLIANCE	REMARKS

(Authorised Signatory)

Name of the bidder\_\_\_\_\_

**NOTE:** OIL INDIA LIMITED expects the bidders to fully accept the terms and conditions of the bid document. However, should the bidders still envisage some exceptions/ deviations to the terms and conditions of the bid document, the same should be indicated as per above format and submit along with their technical bids. If the proforma is left blank or not submitted, then it would be construed that the bidder has not taken any exception/deviation to the terms and conditions of the bid document.