

INDIA LIMITED
(A Govt. of India Enterprise)
4, India Exchange Place,
Kolkata – 700 001.
E-mail : oilcalmn@oilindia.in
INVITATION FOR BID
NATIONAL COMPETITIVE BID

OIL INDIA LIMITED invites National Competitive Bid through its e-procurement portal – <https://etender.srm.oilindia.in/irj/portal> for the following items :-

E-Tender No.	Bid Closing Date	ITEM
CKI 1590 P20/06	05.07.2019	Hiring of services for Annual Maintenance Contract for PCs, Printers, Network Devices and Accessories.

Period of sale of documents, Bid Closing / Opening date, the complete bid documents and details for purchasing bid documents, participation in e-tenders etc. are available on OIL's e-procurement portal <https://etender.srm.oilindia.in/irj/portal> as well as OIL's website <http://www.oil-india.com/>.

No separate notification shall be issued in the press. Bidders should regularly visit above website and e-portal to keep themselves updated.



ऑयल इंडिया लिमिटेड
(भारत सरकार का उद्योग) पंजीकृत कार्यालय: दुर्गाबाजार, असम
Oil India Limited
(A Government of India Enterprise) Registered Office: Duliajan, Assam

Kolkata Office,
4 India Exchange Place,
ICC Building, 4th Floor
Kolkata-700001
West Bengal
Phone (O) 033-22301657/58
FAX: 91-33-22302596

FORWARDING LETTER

M/s. _____

Description: TENDER NO- CKI 1590 P20/06 for hiring of services for Annual Maintenance Contract for PCs, Printers, Network Devices and Accessories.

Dear Sirs,

1.0 OIL INDIA LIMITED (OIL), Kolkata, West Bengal (Registered Office at Duliajan, Assam) a 'Navaratna' Category, Government of India Enterprise, is a premier oil Company engaged in exploration, production and transportation of crude oil & natural gas invites **ON-LINE BIDS** from experienced and established Indigenous firms / Contractors meeting the requisite criteria for the above mentioned work under **SINGLE STAGE TWO BID System** through its e-Procurement site <https://etender.srm.oilindia.in/irj/portal> . For ready reference, few salient points of the IFB (covered in detail in the Bid Document) are highlighted below:

(i)	Tender / IFB No.	:	CKI 1590 P20/06
(ii)	Type of Bidding	:	Online - Single Stage-Two Bid System
(iii)	Tender Fee	:	NIL (PLEASE REFER TO DOCUMENT-'SPECIAL NOTE')
(iv)	Bid Closing Date & Time	:	As mentioned in Online E-tender portal
(v)	Technical Bid Opening Date & Time	:	As mentioned in Online E-tender portal
(vi)	Price Bid Opening Date & Time	:	Will be intimated only to the eligible/qualified Bidders nearer the time.
(vii)	Bid Submission Mode	:	Bids must be uploaded online in OIL's E-procurement portal
(viii)	Bid Opening Place	:	OIL INDIA LIMITED, 4 INDIA EXCHANGE PLACE, ICC BUILDING, 4 TH FLOOR, KOLKATA - 700001
(ix)	Bid Validity	:	120 days from date of Bid Closing
(x)	Bid Security Amount	:	Rs. 82, 100 /-
(xi)	Bid Security Validity	:	31.01.2020

(xii)	Original Bid Security to be submitted	:	OIL INDIA LIMITED, 4 INDIA EXCHANGE PLACE, ICC BUILDING, 4 TH FLOOR, KOLKATA - 700001
(xiii)	Amount of Performance Security	:	10% of the annualized contract value
(xiv)	Validity of Performance Security	:	Up to 3 months from date of completion of contract
(xv)	Duration of the Contract	:	3 (three) Years from the date of commencement of contract with provision for extension of upto 1(one) year or lesser period at the option of the company at the same rates, terms and conditions.
(xvi)	Location of service		Oil India Limited, Kolkata Main Office & Shipping Office

2.0 **GUIDELINES FOR PARTICIPATING IN OIL'S E-PROCUREMENT:**

2.1 To participate in OIL's E-procurement tender, bidders should have a legally valid Digital Signature Certificate as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India (<http://www.cca.gov.in>). The digital signature should be of Class 3 digital certificate alongwith encryption certificate for the designated individual with organization name. Please also refer **"Guideline to Bidder for participating in OIL"**.

2.2 Bidders must have a valid User ID to access OIL e-Procurement site for submission of bid. Vendors having User ID & password can purchase bid documents **on-line through OIL's electronic Payment Gateway**. Bidders without having E-tender Login ID and Password should complete their online registration at least seven (7) days prior to the scheduled bid closing date and time of the tender. For online registration, Bidder may visit the OIL's E-tender site <https://etender.srm.oilindia.in/irj/portal>

2.3 In order to bid for OIL e-tenders all the vendors are required to obtain a legally valid Digital Certificate Class III [Organization] along with encryption certificate as per Indian IT act from the licensed certifying authorities(CA) operating under the root certifying Authority of India (RCAI), controller of certifying authorities (CCA) of India. Digital Signature Certificate comes in a pair of Signing/Verification and Encryption /decryption certificate. Bidder should have both the Signing/Verification and Encryption /decryption certificate for signing and Encryption, decryption purpose respectively. The driver needs to be installed once, without which the DSC will not be recognized. While participating on e-Tendering the DSC token should be connected to your system.

Encryption certificate is mandatorily required for submission of bid. In case bidder created response with one certificate (using encryption key) and bidder change his Digital Signature Certificate then old certificate (used for encryption) is required in order to decrypt his encrypted response for getting the edit mode of the response. Once decryption is done, bidder may use new DSC certificate for uploading and submission of their offer. It is the sole responsibility of the bidder to keep their DSC certificate properly. In case of loss of the certificate, OIL INDIA LIMITED is not responsible.

2.4 Parties, who do not have a User ID, can click on **Guest** login button in the E-portal to view the available open tenders. **The detailed guidelines are available in OIL's e-procurement site (Help Documentation)**. For any clarification in this regard, bidders may contact E-Tender Support Cell at Duliajan at erp_mm@oilindia.in .

3.0 **IMPORTANT NOTES:**

3.1 Bidders shall take note of the following important points while participating in OIL's e-procurement tender:

- i) The bid along with all supporting documents must be submitted through OIL's E-procurement site before the tender closing date and time only except the following documents which shall be submitted manually by the bidder in two copies in a sealed envelope superscribed with OIL's IFB No./ Tender No., Bid Closing date and marked as "Original Bid Security" and addressed to GM-KOLKATA OFFICE, OIL INDIA LIMITED, 4 INDIA EXCHANGE PLACE, ICC BUILDING, 4TH FLOOR, KOLKATA – 700001, INDIA :
 - a) Original Bid Security
 - b) Printed catalogue and Literature, if called for in the tender.
 - c) Power of Attorney for signing the bid.
 - d) Any other document required to be submitted in original as per tender requirement.

The above documents including the Original bid security must be received at OIL's GM-Kolkata's office at 4 India Exchange Place, ICC Building, 4th floor, Kolkata – 700001, India on or before Techno-commercial bid opening date and time failing which the bid shall be rejected. A scanned copy of the Bid Security shall also be uploaded by the bidder along with their Techno-commercial Bid in OIL's E-procurement site.

- ii) Bid should be submitted online in OIL's E-procurement site upto the date and time as mentioned in e-portal and will be opened on the day/time mentioned in e-portal at the office of the GM-KOLKATA BRANCH in presence of the authorized representatives of the bidders. Bidders who are deputing their representative should hand over the authorization to the tender opening Officer on the Bid Opening day.

3.2 **The tender is invited under SINGLE STAGE-TWO BID SYSTEM.** Bidders shall quote accordingly under Single Stage Two Bid System. **The bidders are required to submit both the "TECHNO-COMMERCIAL UNPRICED BID" and "PRICED BID" through electronic format in the OIL's e-Tender portal within the Bid Closing Date and Time stipulated in the e-Tender.**

3.2.1 **Please ensure that Techno-commercial Bid / all technical related documents related to the tender are uploaded in the Technical Attachment** as shown in the screen shot below. The **"TECHNO-COMMERCIAL UNPRICED BID"** shall contain all techno-commercial details **except the prices. Please note that no price details should be uploaded in Technical Attachment.**

3.2.2 The **"PRICE BID"** must contain the price schedule and the bidder's commercial terms and conditions. **Details of prices as per Price Bid format/Priced bid can be uploaded as Attachment in the attachment option under "Notes & Attachments" tab as shown in the screen shot below.**

A screen shot in this regard is shown below.

Upload Technical Bid / Price Bid.

1.

Response - Oil India Ltd - SRM QAS Portal - Internet Explorer

http://srmqas.oilindia.in:5000/aj/portal

Response

Display RFx Response:

Edit Print Preview Check

RFx Response Number: 60065572 RFx Number: Status: Saved Submission Deadline: Opening Date: 11.04.2017 00:00:00

Total Value: XXXXX INR RFx Response Number: Active Version: Submission Number: 1

RFx Information Items Notes and Attachments Conditions Summary Tracking

Basic Data Questions **Technical Attachments**

Event Parameters

Currency: Indian Rupee

Detailed Price Information: Price with Conditions

Terms of Payment: OTH Others (Please specify under attributes)

Service and Delivery

Incoterms: FOB SINGAPORE

Area for uploading "Priced Bid" if the detailed price information is "No Price"

Area for uploading "Priced Bid" if the detailed price information is "Price with Condition"

Area for uploading "Techno-commercial Unpriced Bid"

Please do not upload price under "Technical Attachment"

▼ Partners and Delivery Information

Details: Send E-Mail: Call: Clear

Function	Number	Name
The table does not contain any data		

2. On “EDIT” Mode- The following screen will appear. Bidders are advised to Upload “Techno-Commercial Unpriced Bid” and “Priced Bid” in the places as indicated above:

“The “Techno-Commercial Unpriced Bid” shall contain all technocommercial details except the prices.

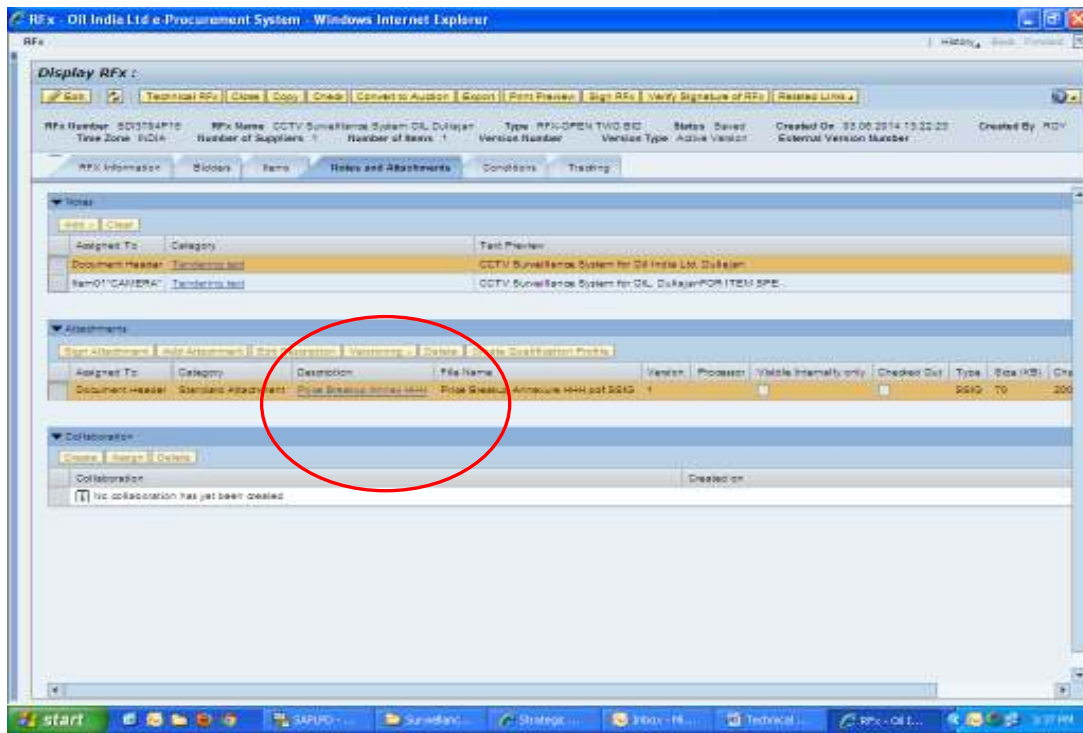
**** Please follow the instructions as per Vendor User Manual for Uploading Price under “Notes and Attachment” or “Condition”**

3.2.3 Any Offer not complying with above submission procedure will be rejected as per Bid Rejection Criteria mentioned in the tender.

3.2.4 Only the price-bids of the bidders whose offers are commercially and technically acceptable shall be opened for further evaluation.

3.2.5 Price Breakup/format:

Bidders should submit the price breakup/format of all the items as per “Price bid format ” which has been uploaded under “Notes & Attachments” > “Attachments” as shown below. The price breakup/format “Proforma A” should be filled up, signed and uploaded under “Notes & Attachments” > “Attachments” only. **The filled up price breakup/format of all the items should not be uploaded in Technical Attachment.**



Please do refer “**NEW INSTRUCTION TO BIDDER FOR SUBMISSION**” for the above two points and also please refer “**New Vendor Manual (effective 12.04.2017)**” available in the login Page of the OIL’s E-tender Portal.



4.0 Bidders are requested to examine all instructions, forms, terms and specifications in the bid. Failure to furnish all information required as per the NIT or submission of offers not substantially responsive to the bid in every respect will be at the bidders risk and may result in rejection of its offer without seeking any clarifications.

5.0 Please do refer the User Manual provided on the portal on the procedure-How to create Response for submitting offer.

6.0 **Bid must be submitted electronically only through OIL's e-procurement portal. Bid submitted in any other form will be rejected.**

7.0 Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance/non compliance to all the NIT terms and conditions of NIT.

8.0 Bidder are advised to fill up the **Undertaking of authenticity of information/documents submitted (Annexure- K), Technical compliance sheet (Annexure FFF), Financial check list (Annexure DDD) , commercial bid check list (Annexure EEE) , and Bank Details (Annexure GGG)** given in this bidding document uploaded in Technical RFX -> External Area - > Tender Documents. The above filled up documents to be uploaded in the Technical RFX Response along with the technical bid.

9.0 Against Bid Security/EMD/Performance Bank Guarantee – **Only payments through online mode or Submission of Bank Guarantee will be acceptable.** No DD/Cheques/Cashier Cheque or any other mode will be acceptable.

10. "For convenience of the qualified Bidders and to improve transparency, the rates/costs quoted by bidders against OIL's e-tenders shall be available for online viewing by such Bidders whose price bids are opened by Company. A Bidder can view item-wise rates/ costs of all other such peer bidders against the tender immediately after price bid opening, if the e-tender is floated by Company with PRICE CONDITION. In case the

Price-Bid is invited by Company through attachment form under "Notes & Attachment" (i.e., NO PRICE Condition), Bidders must upload their detailed Price-Bid as per the prescribed format under "Notes & Attachment", in addition to filling up the "Total Bid Value" Tab taking into account the cost of all individual line items and other applicable charges like freight, tax, duties, levies etc. Under NO PRICE Condition (i.e., Price Bid in attachment form), the "Total Bid Value" as calculated & quoted by the Bidder shall only be shared amongst the eligible bidders and Company will not assume any responsibility whatsoever towards calculation errors/ omissions therein, if any. Notwithstanding to sharing the "Total Bid Value" or the same is whether filled up by the Bidder or not, Company will evaluate the cost details to ascertain the inter-se-ranking of bidders strictly as per the uploaded attachment and Bid Evaluation Criteria only. Online view of prices as above shall be available to the Bidders only upto seven days from the date of Price-Bid opening of the e-tender."

11. **For technical support on various matters viz. Online registration of vendors, Resetting of Passwords, submission of online bids etc, vendors should contact OIL's ERP-MM Department at following: Tel. No.s = 0374-2807178, 0374-2807171 , 0374-2807192. Email- id = erp_mm@oilindia.in.**

12. **Amendments to the NIT after its issue will be published on OIL's website only. Revision, clarification, addendum, corrigendum, time extension etc. to the tender will be hosted on OIL website only. No separate notification shall be issued in the press. Prospective bidders are requested to visit website regularly to keep themselves updated.**

13. OIL now looks forward to your active participation in the IFB.

Thanking you,

Yours faithfully,
OIL INDIA LIMITED
Aparajita Gogoi
Sr. Manager Materials
For Sectional Incharge -P
For General Manager

(KO)

PART – 1

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 forwarding letter highlighting the following points:
 - (i) Oil India Limited's Tender No.
 - (ii) Type of Bidding
 - (iii) Period of sale
 - (iv) Bid closing date and time.
 - (v) Bid opening date, time and place.
 - (vi) Bid submission and opening place
 - (vii) Bid Validity
 - (viii) The amount of Bid Security.
 - (ix) The amount of performance guarantee.
 - (x) Duration of Contract
- (b) Instructions to Bidders (Part-1)
- (c) Bid Evaluation Criteria/Bid Rejection Criteria (BEC/BRC) (Part-2)
- (d) General Conditions of Contract (Part-3, Section-I)
- (e) Scope of Work & special conditions of contract (Part-3, Section-II)
- (f) Schedule of Rates (Part-3, Section-III)
- (g) Price Bid Format (Proforma-A)
- (h) Bid Form (Proforma-B)
- (i) Statement of Non-Compliance (Proforma-C)
- (j) Bid Security Form (Proforma-D)
- (k) Performance Security Form (Proforma-E)
- (l) Sample form of agreement Form (Proforma-F)
- (m) Proforma Letter of Authority (Proforma-G)
- (n) Authorisation for attending Bid Opening (Proforma-H)
- (o) Certificate of Annual Turnover & Net Worth (Annexure-B)
- (p) Format of undertaking by Bidders towards submission of authentic information/documents (Annexure-K)
 - (q) Financial check list (ANNEXURE – DDD)
 - (r) Commercial bid checklist (Annexure EEE)
 - (s) Technical Compliance sheet (Annexure FFF)

- 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 TRANSFERABILITY OF BID DOCUMENTS:

- 3.1 Bid Documents are non-transferable. Bid can be submitted only in the name of the bidder in whose name the Bid Document has been issued.
- 3.2 Unsolicited offers will not be considered and will be rejected straightway.

4.0 AMENDMENT OF BIDDING DOCUMENTS:

- 4.1 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.
- 4.2 The Addendum will be uploaded in OIL's E-Tender Portal in the "**Technical RFX**" under the tab "**Amendments**". 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. **Bidders are to check from time to time the E-Tender portal ["Technical RFX" under the tab "Amendments"] for any amendments to the bid documents before submission of their bids. No separate intimation shall be sent to the Bidders.**

B. PREPARATION OF BIDS

5.0 LANGUAGE OF BIDS:

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.

6.0 DOCUMENTS COMPRISING THE BID:

Bids are invited under **Single Stage Two Bid System**. The bid to be uploaded by the Bidder in OIL's E-portal shall comprise of the following components:

- (i) **TECHNO-COMMERCIAL UNPRICED BID shall** comprise of following:

(i)	Complete technical details of the services, specifications, etc.
(ii)	Documentary evidence established in accordance with Clause 9.0.
(iii)	Bid Security (scanned) in accordance with Clause 10.0 hereunder. Original Bid Security should be sent to reach us on or before Techno-Commercial Bid Opening Date and time (except for online payment). (Refer Clause No. 10.11 below).
(iv)	Copy of Bid-Form without indicating prices in Proforma-B
(v)	Statement of Non-compliance as per Proforma-C
(vi)	Copy of Priced Bid <i>without indicating prices</i> (Proforma-A)

- (ii) **PRICED BID shall comprise of the following:**

Bidder shall quote their prices in the following Proforma and shall upload the same in the OIL's E-Portal:

i	Price-Bid Format as per Proforma-A
ii	Bid Form as per Proforma-B

The Priced Bid shall contain the prices and any other commercial information pertaining to the service offered.

7.0 BID FORM:

The bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the Bid Document.

8.0 BID PRICE:

8.1 Price quoted by the successful bidder must remain firm during its performance of the Contract and is not subject to variation on any account.

8.2 All duties and taxes (excluding GST) including Corporate Income Tax, Personal Tax, State Entry Tax etc. and other Cess/levies payable by the successful bidder 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, and the 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.

9.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS:

These are listed in Bid Rejection Criteria/Bid Evaluation Criteria **PART-2** of the Bid document.

10.0 BID SECURITY:

10.1 The Bidder shall furnish as part of its Techno-commercial unpriced bid, Bid Security in the amount as specified in the "Forwarding Letter".

10.2 The Bid Security is required to protect the Company against the risk of Bidder's conduct, which would warrant forfeiture of the Bid Security, pursuant to sub-clause 10.9.

10.3 All the bids must be accompanied by Bid Security **in Original** for the amount as mentioned in the Forwarding Letter. The Bid Security in original should be submitted in a separate envelope as prescribed in Clause 13.3 below (if the same is not submitted online) and shall be in any one of the following forms:

(a) A Bank Guarantee from a scheduled Indian Bank in the prescribed format vide **Proforma D** and valid for 90 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 Kolkata.

(b) Bid Security can also be paid online **through OIL's electronic Payment Gateway.**

- 10.4 Any bid not secured in accordance with sub-clause 10.3 above shall be rejected by the Company as non-responsive.
- 10.5 The bidders shall extend the validity of the Bid Security suitably, if and when specifically advised by OIL, at the bidder's cost.
- 10.6 Unsuccessful Bidder's Bid Security will be discharged and/or returned within 30 days after finalization of Tender.
- 10.7 Successful Bidder's Bid Security will be discharged and/or returned upon Bidder's furnishing the Performance Security and signing of the contract. Successful bidder will however ensure validity of the Bid Security till such time the Performance Security in conformity with Clause 25.0 below is furnished.
- 10.8 Bid Security shall not accrue any interest during its period of validity or extended validity.
- 10.9 The Bid Security may be forfeited:
- i) The bidder withdraws the bid within its original/extended validity.
 - ii) The bidder modifies/revise their bid suo-moto.
 - iii) Bidder does not accept the order/contract.
 - iv) Bidder does not furnish Performance Security Deposit within the stipulated time as per tender/order/contract.
 - v) If it is established that the bidder has submitted fraudulent documents or has indulged into corrupt and fraudulent practice, the bid security shall be forfeited after due process in addition to other action against the bidder
- 10.10 In case any bidder withdraws their bid during the period of bid validity, Bid Security will be forfeited and the party shall be debarred for a period of 2(two) years.
- 10.11 The scanned copy of the Original Bid Security in the form of Bank Guarantee must be uploaded by bidder along with the Techno-Commercial Bid in the "Technical RFx Response" page of OIL's E-portal. **The Original Bid Security shall be submitted by the bidder to the office of GM-KO , Oil India Limited, 4 India Exchange Place, ICC Building, 4th Floor, Kolkata - 700001 in a sealed envelope which must reach the above address before the Techno-commercial Bid Opening date and Time.**
- 10.12 A bid shall be rejected straightway if Original Bid Security is not received within the stipulated date & time mentioned in the Tender and/or if the Bid Security validity is shorter than the validity indicated in Tender and/or if the Bid Security amount is lesser than the amount indicated in the Tender.
- 10.13 A) Bidders submitting bank guarantee as **Bid Security** should note that the bank guarantee issued by the bank must be routed through SFMS platform as per following details:
- (i) MT 760 / MT 760 COV for issuance of bank guarantee
 - (ii) MT 767 / MT 767 COV for amendment of bank guarantee

The above message / intimation shall be sent through SFMS by the BG issuing bank branch to Axis Bank, Corporate Banking Branch, IFSC Code -

UTIB0001164. Branch Address - AXIS Bank Ltd, Corporate Banking Branch, 3rd Floor, AC Market, 1, Shakespeare Sarani, Kolkata 700071."

B) The Bidder shall submit to OIL the copy of SFMS message as sent by the issuing bank branch along with the original bank guarantee.

Note : In the event of an order/award of contract , similar process will be required to be followed by the bidder in case of submission of Performance Security in the form of Bank guarantee.

10.14 Bank Guarantee issued by a Scheduled Bank in India at the request of some other Non –Scheduled Bank of India shall not be acceptable.

11.0 PERIOD OF VALIDITY OF BIDS:

11.1 **Bids shall remain valid for 120 days after the date of techno-commercial bid opening prescribed by the Company.**

11.2 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). The Bid Security provided under Para 10.0 above shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request will neither be required nor permitted to modify their Bid.

C. SIGNING & SUBMISSION OF BIDS:

12.0 SIGNING OF BID:

12.1 Bids are to be submitted online through OIL's E-procurement portal with digital signature. The bid and all attached documents should be digitally signed by the bidder using "Class 3" digital certificates alongwith encryption certificate as per Indian IT Act 2000 obtained from the licensed Certifying Authorities operating under the Root Certifying Authority of India(RCAI), Controller of Certifying Authorities(CCA) of India before bid is uploaded.

The bid including all uploaded documents shall be digitally signed by duly authorized representative of the bidder holding a Power of Attorney to bind the Bidder to the contract.

If any modifications are made to a document after attaching digital signature, the digital signature shall again be attached to such documents before uploading the same. The Power of Attorney in original shall be submitted by bidder as mentioned in Para 13.1 below.

The authenticity of above digital signature shall be verified through authorized CA after bid opening and in case the digital signature is not of "Class-3" with organization name, the bid will be rejected.

Bidder is responsible for ensuring the validity of digital signature and its proper usage by their employees.

12.2 The bid shall be typed or written in indelible inks and shall be digitally signed by the Bidder or a person or persons duly authorized holding a Power of Attorney to bind the Bidder to the Contract. The letter of

authorization (as per **Proforma G**) shall be indicated by written Power of Attorney accompanying the Bid.

- 12.3 Any person signing the Bid or any other document in respect of this Bid Document or other relevant documents on behalf of the Bidder without disclosing his authority to do so shall be deemed to have the authority to bind the Bidder. If it is discovered at any time that the person so signing has no authority to do so, the Company (OIL) may, without prejudice to any other right or remedy, cancel his Bid or Contract and hold the Bidder liable to the Company (OIL) for all costs and damages arising from the cancellation of the Bid or Contract including any loss which the Company (OIL) may sustain on account thereof. In addition to the above, Bid Security/Performance Security (as the case may be) will be forfeited and the party shall be debarred for a period of 2(two) years.
- 12.4 Any physical documents submitted by bidders shall contain no interlineations, white fluid erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such correction shall be initialled by the person or persons who has/have digitally signed the Bid.
- 12.5 Any Bid, which is incomplete, ambiguous, or not in compliance with the Bidding process will be rejected.

13.0 SUBMISSION OF BIDS:

- 13.1 The tender is processed under **Single stage – Two bid system**. Bidder shall submit the Techno-commercial bid and Priced bid along with all the Annexures and Proforma (wherever applicable) and copies of documents in electronic form through OIL's e-procurement portal within the Bid Closing Date & Time stipulated in the e-tender. The Techno-commercial bid is to be submitted as per Scope of Work/Special Conditions of contract of the bid documents and Priced Bid as per the Price Schedule. The Techno-commercial Bid should be uploaded in the Technical Attachment as shown in the screen shot in the "Forwarding Letter". The **"TECHNO-COMMERCIAL UNPRICED BID"** shall contain all techno-commercial details **except the prices**. The **"PRICE BID"** must contain the price schedule and the bidder's commercial terms and conditions. **Details of prices as per Price Bid format/Priced bid can be uploaded** as shown in the screen shot in the "Forwarding Letter"

The priced bid should not be submitted in physical form which shall not be considered. However, the following documents should necessarily be submitted in physical form in sealed envelope superscribing the "IFB/Tender No., Brief Description of services and Bid Closing / Opening date & Time along with the bidder's name and should be addressed to GM-KO, Oil India Limited, 4 India Exchange Place, 4th Floor, Kolkata – 700001, as indicated in the IFB:

- (i) The Original Bid Security along with 2(two) copies.
- (ii) Power of Attorney for signing of the bid digitally
- (iii) Any other document required to be submitted in original as per bid document requirement.

Documents sent through E-mail/Fax/Telex/Telegraphic/Telephonic will not be considered.

- 13.2 All the conditions of the Contract to be made with the successful bidder are given in various Sections of the Bid Document. Bidders are requested to state their non-compliance to each clause as per Proforma-C of the bid document and the same should be uploaded along with the Techno-commercial Bid.
- 13.3 Timely delivery of the documents in physical form as stated in Para 13.1 above is the responsibility of the bidder. Bidders should send the same through Registered Post or by Courier Services before the Bid Closing Date and Time failing which bid shall be rejected. Company shall not be responsible for any postal delay / transit loss.
- 13.4 Bids received through the e-procurement portal shall only be accepted. Bids received in any other form shall not be accepted.
- 13.5 Bidder shall submit the Bid, duly completed in terms of the Bid Document.

14.0 DEADLINE FOR SUBMISSION OF BIDS:

- 14.1 Bids should be submitted on-line as per the online tender submission deadline. Bidders will not be permitted by System to make any changes in their bid/quote after the bid submission deadline is reached. Bidders are requested to take note of this and arrange to submit their bids within the submission deadline to avoid last minute rush/network problems.
- 14.2 No bid can be submitted after the submission dead line is reached. The system time displayed on the e-procurement web page shall decide the submission dead line.
- 14.3 The documents in physical form as stated in Para 13.1 must be received by Company at the address specified in the "Forwarding Letter" on or before the Bid Opening date & Time mentioned in the "Forwarding Letter". Timely delivery of the same at the address mentioned in the Forwarding Letter is the responsibility of the Bidders.
- 14.4 LATE BIDS: Bidders are advised in their own interest to ensure that their bids are uploaded in system before the closing date and time of the bid. The documents in physical form mainly the Original Bid Security if received by the Company after the deadline for submission prescribed by the Company shall be rejected and shall be returned to the Bidders in unopened condition immediately.

15.0 MODIFICATION AND WITHDRAWAL OF BIDS:

- 15.1 The Bidder after submission of Bid may modify or withdraw its Bid prior to Bid Closing Date & Time.
- 15.2 No Bid can be modified or withdrawn subsequent to the deadline for submission of Bids.
- 15.3 No Bid can 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 Bid Form. Withdrawal of a Bid during this interval shall result in the Bidder's forfeiture of its Bid Security and bidder shall also be debarred from participation in future tenders of OIL.

16.0 EXTENSION OF BID SUBMISSION DATE:

Normally no request for extension of Bid Closing Date & Time will be entertained. However, OIL at its discretion, may extend the Bid Closing Date and/or Time due to any reasons.

17.0 BID OPENING AND EVALUATION

- 17.1 Company will open the Bids, including submission made pursuant to clause 15.0, in presence of Bidder's representatives who choose to attend at the date, time and place mentioned in the Forwarding Letter. However, an authorization letter (as per **Proforma H**) from the Bidder must be produced by the Bidder's representative at the time of Bid Opening. Unless this Letter is presented, the representative will not be allowed to attend the Bid Opening. The Bidder's representatives who are allowed to attend the Bid Opening shall sign a register evidencing their attendance. Only one representative against each Bid will be allowed to attend.
- 17.2 In case of any unscheduled holiday or Bandh on the Bid Opening Date, the Bids will be opened on the next full working day. Accordingly, Bid Closing Date / time will get extended up to the next working day and time.
- 17.3 Bids which have been withdrawn pursuant to clause 15.0 shall not be opened. Company will examine bids to determine whether they are complete, whether requisite Bid Securities have been furnished, whether documents have been properly signed and whether the bids are generally in order.
- 17.4 At bid opening, Company will announce the Bidder's names, the presence of requisite Bid Security and such other details as the Company may consider appropriate.
- 17.5 Company shall prepare, for its own records, minutes of bid opening including the information disclosed to those present in accordance with the sub-clause 17.4.
- 17.6 Normally no clarifications shall be sought from the Bidders. However, for assisting in the evaluation of the bids especially on the issues where the Bidder confirms compliance in the evaluation and contradiction exists on the same issues due to lack of required supporting documents in the Bid (i.e. document is deficient or missing), or due to some statement at other place of the Bid (i.e. reconfirmation of confirmation) or vice-versa, clarifications may be sought by OIL. In all the above situations, the Bidder will not be allowed to change the basic structure of the Bid already submitted by them and no change in the price or substance of the Bid shall be sought, offered or permitted.
- 17.7 Prior to the detailed evaluation, Company will determine the substantial responsiveness of each bid to the requirement of the Bid Documents. For purpose of these paragraphs, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bid Document without material deviations or reservation. A material deviation or reservation is one which affects in any substantial way the scope, quality, or performance of work, or which limits in any substantial way, in-consistent way with the Bid Documents, the Company's right or the bidder's obligations under the contract, and the rectification of which deviation or reservation would affect

unfairly the competitive position of other bidders presenting substantial responsive bids. The Company's determination of Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

17.8 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.

17.9 The Company may waive minor informality or nonconformity or irregularity in a Bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Bidder.

17.10 OPENING OF PRICE-BIDS

The Company will open the Priced Bids of the techno-commercially qualified Bidders on a specific date in presence of representatives of the interested qualified bidders. Techno-commercially qualified Bidders will be intimated about the Priced Bid Opening Date & Time in advance. In case of any unscheduled holiday or Bandh on the Priced Bid Opening Date, the Bids will be opened on the next working day.

18.0 EVALUATION AND COMPARISON OF BIDS:

The Company will examine the Price quoted by Bidders to determine whether they are complete, any computational errors have been made, the documents have been properly signed, and the bids are generally in order.

The Company will evaluate and compare the bids as per **BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC), PART-2** of the Bid Documents.

19.0 DISCOUNTS / REBATES:

19.1 Unconditional discounts/rebates, if any, given in the bid will be considered for evaluation.

19.2 Post bid or conditional discounts/rebates offered by any bidder shall not be considered for evaluation of bids. However, if the lowest bidder happens to be the final acceptable bidder for award of contract, and if they have offered any discounts/rebates, the contract shall be awarded after taking into account such discounts/rebates.

20.0 CONTACTING THE COMPANY:

20.1 Except as otherwise provided in Clause 17.0 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 sub-clause 17.6.

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

D. AWARD OF CONTRACT

21.0 AWARD CRITERIA:

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.

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

Company reserves the right to accept or reject any or all bids and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder, or bidders or any obligation to inform the affected bidder of the grounds for Company's action.

23.0 NOTIFICATION OF AWARD:

23.1 Prior to the expiry of the period of bid validity or extended validity, Company will notify the successful Bidder in writing by registered letter or by fax or E-mail (to be confirmed in writing by registered / couriered letter) that its Bid has been accepted.

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

23.3 Upon the successful Bidder's furnishing of Performance Security pursuant to Clause 24.0 below, the Company will promptly notify each un-successful Bidder and will discharge their Bid Security, pursuant to Clause 10.0 hereinabove.

24.0 PERFORMANCE SECURITY:

24.1 Within 15 days of receipt of notification of award from the Company, the successful Bidder shall furnish to Company the Performance Security for an amount specified in the Forwarding Letter (and Letter of Award (LOA) issued by Company to Contractor awarding the contract) as per **Proforma-E** or in any other format acceptable to the Company and must be in the form of a Bank Guarantee from Any scheduled Bank incorporated in India or any Branch of an International/Foreign bank situated in India and registered with Reserve Bank of India as scheduled foreign bank.

24.2 Bank Guarantees issued by Banks in India should be on non-judicial stamp paper/ Franking receipt of requisite value, as per Indian Stamp Act, purchased in the name of the issuing Banker or the Contractor.

24.3 Bank Guarantee issued by a Bank, amongst others, must contain the following particulars of such bank:

- a) Full address.
- b) Branch Code.
- c) Code Nos. of the authorized signatory with full name and designation.
- d) Phone Nos., Fax Nos., E-mail address.

24.4 The Performance Security specified above must be valid for 3(three) months beyond the contract period. The Performance Security will be discharged by Company not later than 30 days following its expiry. In the event of any extension of the Contract period, Bank Guarantee should be extended by Contractor by the period equivalent to the extended period.

- 24.5 Performance Security can also be submitted through online mode. No DD/Cheques/Cashier Cheque or any other mode will be acceptable.
- 24.6 The Performance Security shall be payable to Company as compensation for any loss resulting from Contractor's failure to fulfil its obligations under the Contract.
- 24.7 The Performance Security will not accrue any interest during its period of validity or extended validity.
- 24.8 Failure of the successful Bidder to comply with the requirements of clause 24.0 and/or 25.0 shall constitute sufficient grounds for annulment of the award and forfeiture of the Bid Security or Performance Security. In such an eventuality, the party shall be debarred for a period of 2(two) years from the date of default.
- 24.9 Bank Guarantee issued by a Scheduled Bank in India at the request of some other Non –Scheduled Bank of India shall not be acceptable.
- 24.10 A. Bidders should note that the bank guarantee issued by the bank must be routed through SFMS platform as per following details:
- (i) MT 760 / MT 760 COV for issuance of bank guarantee
 - (ii) MT 767 / MT 767 COV for amendment of bank guarantee

The above message / intimation shall be sent through SFMS by the BG issuing bank branch to Axis Bank, Corporate Banking Branch, IFSC Code - UTIB0001164. Branch Address - AXIS Bank Ltd, Corporate Banking Branch, 3rd Floor, AC Market, 1, Shakespeare Sarani, Kolkata 700071."

B. The Bidder shall submit to OIL the copy of SFMS message as sent by the issuing bank branch along with the original bank guarantee.

25.0 SIGNING OF CONTRACT:

- 25.1 At the same time as the Company notifies the successful Bidder that its Bid has been accepted, the Company will either call the successful Bidder for signing of the agreement or send the Contract Form provided in the Bid Documents, along with the General & Special Conditions of Contract, Technical Specifications, Schedule of Rates incorporating all agreements agreed between the two parties.
- 25.2 The successful Bidder shall sign and date the contract and return it to the Company after receipt of LOA. Till the contract is signed, the LOA issued to the successful bidder shall remain binding amongst the two parties.
- 25.3 In the event of failure on the part of the successful Bidder to sign the contract, OIL reserves the right to terminate the LOA issued to the successful Bidder and invoke the Bid Security or the Performance Security if submitted by the successful Bidder. The party shall also be debarred for a period of 2(two) years from the date of default.

26.0 FURNISHING FRAUDULENT INFORMATION/DOCUMENTS:

If it is found that a bidder/contractor has furnished fraudulent information / documents, the Bid Security/Performance Security shall be forfeited and the party shall be debarred for a period of 3(three) years from the date of detection of such fraudulent act besides the legal action.

27.0 MOBILISATION ADVANCE PAYMENT:

- 27.1 Request for advance payment shall not be normally considered. However, depending on the merit and at the discretion of the Company, advance against mobilisation charge may be given at an interest rate of 1% above the prevailing Bank rate (CC rate) of SBI from the date of payment of the advance till recovery/refund.
- 27.2 Advance payment agreed to by the Company shall be paid only against submission of an acceptable bank guarantee whose value should be equivalent to the amount of advance plus the amount of interest covering the period of advance. Bank guarantee shall be valid for 2 months beyond completion of mobilisation and the same may be invoked in the event of Contractor's failure to mobilise as per agreement.
- 27.3 In the event of any extension to the mobilisation period, Contractor shall have to enhance the value of the bank guarantee to cover the interest for the extended period and also to extend the validity of bank guarantee accordingly.

28.0 ERRING / DEFAULTING AGENCIES:

Erring and defaulting agencies like bidder, contractor, supplier, vendor, service provider will be dealt as per OIL's Banning Policy dated 6th January, 2017 available in OIL's website: www.oilindia.com.

29.0 Taxes:

I. For the purposes of levy and imposition of GST, the expressions shall have the following meanings:

- (i) GST - means any tax imposed on the supply of goods and/or services under GST Law.
- (b) Cess - means any applicable cess, existing or future on the supply of Goods and Services as per Goods and Services Tax (Compensation to States) Act, 2017.
- (c) GST Law - means IGST Act 2017, CGST Act 2017, UTGST Act, 2017 and SGST Act, 2017 and all related ancillary Rules and Notifications issued in this regard from time to time.

II. The rates quoted by the bidders shall be inclusive of all taxes, duties and levies but excluding GST. However, bidders are required to provide separately the rate and amount of all types of taxes, duties and levies. In case, the quoted information related to various taxes, duties and 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 the right to recover the difference in case the rate of duty/taxes finally assessed is on the lower side. Further, bidders have to clearly show the amount of GST separately in the Tax invoices. Further, it is the responsibility of the bidders to make all possible efforts to make their accounting / IT system GST complaint in order to ensure availability of Input Tax Credit (ITC) to Oil India Ltd.

III. Offers without giving any of the details of the taxes (including rates and amounts) as specified above will be considered as inclusive of all taxes excluding GST. When a bidder mentions taxes as extra without specifying the rates and 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/ contract on that bidder, taxes mentioned by OIL on the Purchase Order/ contracts will be binding on the bidder.

- IV.** Bidder is required to pass on the benefit arising out of introduction of GST, including seamless flow of Input Tax Credit, reduction in Tax Rate on inputs as well as final goods by way of reduction of price as contemplated in the provision relating to Anti-Profiteering Measure vide Section 171 of the CGST Act, 2017. Accordingly, for supplies made under GST, the bidder must confirm that benefit of lower costs has been passed on to OIL by way of lower prices/taxes and must also provide details of the same as applicable. OIL reserves the right to examine such details about costs of inputs/input services of the bidder to ensure that the intended benefits of GST have been passed on to OIL.
- V.** Statutory variation (increase/decrease) of GST within the contractual delivery period will be to the account of OIL subject to documentary evidence. However, any increase in statutory levy after the expiry of the scheduled date of delivery shall be to the supplier's account.
- VI.** Bidder agrees to do all things but not limited to providing GST compliant Tax Invoices or other documentation as per GST law relating to the supply of goods and/or services covered in the instant contract like raising of and /or acceptance or rejection of credit notes / debit notes as the case may be, payment of taxes, timely filing of valid statutory Returns for the tax period on the Goods and Service Tax Network (GSTN), submission of general information as and when called for by OIL in the customized format shared by OIL in order to enable OIL to update its database etc. that may be necessary to match the invoices on GSTN common portal and also for claiming input tax credit in relation to any GST payable under this Contract or in respect of any supply under this Contract.
- VII.** In case Input Tax Credit of GST is denied to OIL or demand is recovered from OIL by the Central / State Authorities on account of any non-compliance by Bidder/Supplier, including non-payment of GST charged and recovered, the Bidder/Supplier shall indemnify OIL in respect of all such claims of tax, penalty and/or interest, loss, damages, costs, expenses and liability that may arise due to such non-compliance. OIL, at its discretion, may also withhold/recover such an amount demanded and recovered by the authorities/ state authorities from the pending payments of the Bidder/Supplier.
- VIII.** GST liability, if any on account of supply of free samples against any tender/purchase order/ contract (wherever applicable) shall be to bidder's/ supplier's account.

END OF PART-1

PART – 2

BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)

(I) BID REJECTION CRITERIA (BRC):

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. All documents related to BRC must be submitted along with the Techno-Commercial Bid.

A. BID REJECTION CRITERIA (Technical):

1.0 Bidder must quote for all the items in the Price Bid of the tender and strictly follow the price bid format failing which the bid will be rejected.

1.1 Bidder must have experience of successfully completing at least one **Similar work** of value Rs. 6,84,000.00 (Rupees Six Lakhs and Eighty Four Thousand Only) in previous 07 (seven) years reckoned from the original bid closing date with PSUs / Central Government / State Government Organization / Public Limited Company.

1.1.1 "Similar work" mentioned above means the relevant experience of comprehensive maintenance of IT Hardware covering PCs, Laserjet Printers (MNC Brands) and Scanners.

1.1.2 For proof of requisite experience, any one of the following documents must be submitted along with the bid:

a) For OIL Contractors, Copy of Certificate of Completion (COC) / Certificate of Payment (COP) for relevant Jobs successfully completed.

b) For other bidders, Certificate issued by PSUs / MNCs/state or Central Government organizations / Public Limited companies in last 7 (Seven) years clearly showing:

- i) Nature of Maintenance Job done and IT Hardware quantities involved.
- ii) Contract number/ order number and Contract Period/Contract start and completion date.
- iii) Gross value of work done.

1.1.3 SIMILAR work executed by a bidder for its own organization / subsidiary will not be considered as experience for the purpose of meeting BEC.

Note: The original Bid Closing date shall be considered by OIL for evaluation of BRC Criteria even in case of any extension of the original Bid closing date. Bidders to quote accordingly.

B) BID REJECTION CRITERIA (FINANCIAL) :

1.0 Annual Financial Turnover of the bidder during any of preceding three financial / accounting years from the original bid closing date should be at least Rs. 4,10,400/-.

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

1.1 Considering the time required for preparation of Financial Statements, if the last date of preceding financial / accounting year falls within the preceding six months 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 affidavit/undertaking certifying that 'the balance sheet/Financial Statements for the financial year..... (as the case may be) has actually not been audited so far'.

Note 1: (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 **ANNEXURE-B**.

OR

ii) Audited Balance Sheet along with Profit & Loss account."

b) 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.

Note : The original Bid Closing date shall be considered by OIL for evaluation of BRC Criteria even in case of any extension of the original Bid closing date. Bidders to quote accordingly.

C. BID REJECTION CRITERIA (Commercial) :

1.0 Bids are invited under **Single Stage Two Bid System** i.e. Technical Bid (Un-priced) and Commercial Bid (Priced) separately. Bidders must submit both "Technical" and "Commercial" Bids in electronic form through online OIL's e-Tender portal accordingly within the Bid Closing Date and time stipulated in the e-Tender. The Technical Bid is to be submitted as per Scope of Work & Technical Specifications of the tender and the Commercial Bid as per the **PRICE BID FORMAT**. **No price details should be furnished in the Technical (i.e. Unpriced) bid**. The "Unpriced Bid" shall contain all techno-commercial details except the prices, which shall be kept blank. The "Price Bid" must contain the price schedule and the bidder's commercial terms and conditions. Bidder not complying with above submission procedure will be rejected.

2.0 **Bid security of Rs. 82,100/-** shall be furnished as a part of the TECHNICAL BID. The Bid Security may be submitted manually **in the form of Bank Guarantee** in a sealed envelope super scribed with Tender no. and Bid Closing date to GM-KOLKATA OFFICE, OIL INDIA LIMITED, 4 INDIA EXCHANGE PLACE, ICC BUILDING, 4TH FLOOR, KOLKATA – 700001, INDIA on or before the Bid Closing Date and Time mentioned in the Tender.

Bid Security may also be paid online on or before the Bid Closing Date and Time mentioned in the Tender.

A bid shall be rejected straightway if Original Bid Security in the form of BG is not received within the stipulated date & time mentioned in the Tender and/or if the Bid Security validity is shorter than the validity indicated in Tender and/or if the Bid Security amount is lesser than the amount indicated in the Tender.

2.1 For exemption for submission of Bid Security, please refer Instruction to Bidders.

2.2 The Bank Guarantee towards Bid Security shall be valid **upto 31.01.2020.**

3.0 Successful bidder will be required to furnish a Performance Bank Guarantee @10% of annualized Contract value. Validity of the performance security shall be valid for 90 days beyond contract period/duration and applicable warranty/guarantee/defect liability period (if any). Bidder must confirm the same in their Technical Bid. Offers not complying with this clause will be rejected.

4.0 Bidders shall offer firm price throughout the validity of the contract and not subject to variation on any account. Bids with adjustable price shall be treated as non-responsive and rejected.

5.0 Validity of the bid shall be minimum **120 days** from the Bid Closing Date. Bids with lesser validity will be rejected.

6.0 Physical Bids received from the bidders shall not be considered.

7.0 Any Bid received in the form of Telex/Cable/Fax/e-mail will not be accepted.

8.0 The bid documents are not transferable. Bids made by bidders who have not been issued the Bid documents from the Company will be rejected.

9.0 Bids shall contain no interlineations, erasures or over writing except as necessary to correct errors made by bidders, in which case such corrections shall be initialed by the person(s) signing the Bid.

10.0 Any Bid containing false statement will be rejected.

11.0 Bidder must accept and comply with the following clauses as given in the Bid Document in Toto, failing which the Bid will be rejected –

- i) Performance Guarantee Clause
- ii) Force Majeure Clause
- iii) Tax Liabilities Clause
- iv) Arbitration Clause
- v) Acceptance of Jurisdiction and Applicable Law
- vi) Termination Clause
- vii) Penalty Clause

12.0 All the Bids must be Digitally Signed using “Class 3” digital certificate (e-commerce application) with Bidder’s organization name as per Indian IT Act obtained from the licensed Certifying Authorities operating under the Root Certifying Authority

of India (RCAI), Controller of Certifying Authorities (CCA) of India. The bid signed using other than "Class 3" digital certificate with Bidder's organization name, will be rejected.

13.0 The original Bid Closing date shall be considered by OIL for evaluation of BRC Criteria even in case of any extension of the original Bid closing date. Bidders to quote accordingly.

14.0 Bidders must quote clearly and strictly in accordance with the price schedule outlined in "Price Bid Format".

Note: The original Bid Closing date shall be considered by OIL for evaluation of BRC Criteria even in case of any extension of the original Bid closing date. Bidders to quote accordingly.

(II) BID EVALUATION CRITERIA (BEC)

The bids conforming to the terms and conditions stipulated in the bid documents and considered to be responsive after subjecting to the Bid Rejection Criteria will be considered for further evaluation as per the Bid Evaluation Criteria given below:

1.0 Price Bids shall be evaluated on overall lowest cost to OIL (L-1 offer) basis i.e. considering the GRAND TOTAL (total quoted price for all services including GST).

2.0 **PURCHASE PREFERENCE CLAUSE:** Purchase Preference to Micro and Small Enterprises registered with District Industry Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of MSME:

(a) In case participating MSEs 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 a MSE.

(b) 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.

(c) In case any part of the work is sub-contracted to a Micro or Small Enterprise as per contract conditions then the contractor shall provide complete details (i.e. name of the subcontractor, value of sub-contacted work, copy of valid registration certificate etc.) of the sub-contractor to OIL.

(d) **Documentation required to be submitted by MSEs:** Submit a copy of valid Registration Certificate, if bidder is a Micro or Small Enterprises (MSE) registered with District Industry Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of MSME. The Registration Certificate should clearly indicate the monetary limit, if any

and the items for which bidder are registered with any of the aforesaid agencies. In case bidding MSE is owned by Schedule Caste or Schedule Tribe entrepreneur, valid documentary evidence issued by the agency who has registered the bidder as MSE owned by SC/ST entrepreneur.

III. GENERAL

- 1.0 In case bidder takes exception to any clause of bid document not covered under BRC/BEC, 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.
- 2.0 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 BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the Company, failing which the offer will be summarily rejected.
- 3.0 If any of the clauses in the BRC/BEC contradict with other clauses of the Bid Document elsewhere, then the clauses in the BRC/BEC shall prevail.

SECTION-I
GENERAL CONDITIONS OF CONTRACT

1.0 DEFINITIONS:

1.1 In the contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means agreement entered into between Company and Contractor, as recorded in the contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "The Contract Price" means the price payable to Contractor under the contract for the full and proper performance of its contractual obligations;
- (c) "The Work" means each and every activity required for the successful performance of the services described in Section II, the Terms of Reference.
- (d) "Company" or "OIL" means Oil India Limited;
- (e) "Contractor" means the individual or firm or body incorporated performing the work under this Contract
- (f) "Contractor's Personnel" means the personnel to be provided by the Contractor to provide services as per the contract.
- (g) "Company's Personnel" means the personnel to be provided by OIL or OIL's Contractor (other than the Contractor executing the Contract). The Company representatives of OIL are also included in the Company's personnel.
- (h) "Gross Negligence" means any act or failure to act (whether sole, joint or concurrent) by a person or entity which was intended to cause, or which was in reckless disregard of or wanton indifference to, avoidable and harmful consequences such person or entity knew, or should have known, would result from such act or failure to act. Notwithstanding the foregoing, Gross negligence shall not include any action taken in good faith for the safeguard of life or property.
- (i) "Willful Misconduct" means intentional disregard of good and prudent standards of performance or proper conduct under the Contract with knowledge that it is likely to result in any injury to any person or persons or loss or damage of property.

2.0 EFFECTIVE DATE, DATE OF COMMENCEMENT OF THE CONTRACT AND DURATION OF CONTRACT:

2.1 **EFFECTIVE DATE OF CONTRACT :** The contract shall become effective on the date on which the Company notifies the Contractor in writing that it has been awarded the contract. This date of issuance of Letter of Award(LOA) by the Company will be the Effective Date of Contract.

2.2 **Mobilization period :** The Contractor should provide the Bio-data of engineers ready to be deployed for AMC services, as per clause No. 3.4, within a maximum period of 15 days from the date of issue of Letter of Award(LoA).

2.3 **DATE OF COMMENCEMENT OF CONTRACT:** The date(reporting date) on which contractor's service personnel are asked to be reported at our Office for AMC services.

2.4 **DURATION OF CONTRACT:** The Contract shall remain in force for a period of three years from the date of commencement of the Contract.

3.0 GENERAL OBLIGATIONS OF CONTRACTOR: Contractor shall,

in accordance with and subject to the terms and conditions of this Contract:

- 3.1 Perform the work described in the Terms of Reference (Section-II) in most economic and cost effective way.
- 3.2 Except as otherwise provided in the Terms of Reference and the special Conditions of the contract, provide all labour as required to perform the work.
- 3.3 Perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for the successful and timely completion of the work.
- 3.4 Contractor shall be deemed to have satisfied himself before submitting their bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided, cover all its obligations under the contract.
- 3.5 Contractor shall give or provide all necessary supervision during the performance of the services and as long thereafter within the warranty period as Company may consider necessary for the proper fulfilling of contractor's obligations under the contract.
- 4.0 **GENERAL OBLIGATIONS OF THE COMPANY:** Company shall, in accordance with and subject to the terms and conditions of this contract:
 - 4.1 Pay Contractor in accordance with terms and conditions of the contract.
 - 4.2 Allow Contractor access, subject to normal security and safety procedures, to all areas as required for orderly performance of the work.
 - 4.3 Perform all other obligations required of Company by the terms of this contract.
- 5.0 **PERSONNEL TO BE DEPLOYED BY CONTRACTOR**
 - 5.1 Contractor warrants that it shall provide competent, qualified and sufficiently experienced personnel to perform the work correctly and efficiently.
 - 5.2 The Contractor should ensure that their personnel observe applicable company and statutory safety requirement. Upon Company's written request, contractor, entirely at its own expense, shall remove immediately any personnel of the Contractor determined by the Company to be unsuitable and shall promptly replace such personnel with personnel acceptable to the Company. Replacement personnel should be mobilized within 15 days from the date of issuance of notice without affecting the operation of the company.
 - 5.3 The Contractor shall be solely responsible throughout the period of

the contract for providing all requirements of their personnel including but not limited to, their transportation to & fro, enroute/ local boarding, lodging & medical attention etc. Company shall have no responsibility or liability in this regard unless specified otherwise elsewhere in Bid/Contract document.

6.0 WARRANTY AND REMEDY OF DEFECTS

- 6.1 Contractor warrants that they shall perform the work in a first class, workmanlike, and professional manner and in accordance with their highest degree of quality, efficiency and current state of the art technology and in conformity with all specifications, standards and drawings set forth or referred to in the Terms of Reference and with instructions and guidance which Company may, from time to time, furnish to the Contractor.
- 6.2 Should Company discover at any time during the tenure of the Contract or till the Unit/equipment/tools are demobilised from site or base camp (if applicable) that the work does not conform to the foregoing warranty, Contractor shall after receipt of notice from Company, promptly perform any and all corrective work required to make the services conform to the Warranty. Such corrective Work shall be performed entirely at Contractor's own expenses. If such corrective Work is not performed within a reasonable time, the Company, at its option may have such remedial Work performed by others and charge the cost thereof to Contractor subject to a maximum of the contract value payable for the defective work which needs corrective action which the Contractor must pay promptly. In case Contractor fails to perform remedial work, or pay promptly in respect thereof, the performance security shall be forfeited.

7.0 CONFIDENTIALITY, USE OF CONTRACT DOCUMENTS AND INFORMATION:

- 7.1 Contractor shall not, without Company's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing pattern, sample or information furnished by or on behalf of Company in connection therewith, to any person other than a person employed by Contractor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance with prior permission from Company. However, nothing hereinabove contained shall deprive the Contractor of the right to use or disclose any information:
- (a) which is possessed by the Contractor, as evidenced by the Contractor's written records, before receipt thereof from the Company which however the Contractor shall immediately inform to Company ; or
 - (b) which is required to be disclosed by the Contractor pursuant to an order of a court of competent jurisdiction or other governmental agency having the power to order such disclosure, provided the Contractor uses its best efforts to provide timely notice to Company of such order to permit Company an opportunity to contest such order subject to prior permission from Company.
- 7.2 Contractor shall not, without Company's prior written consent, make use of any document or information except for purposes of performing the contract.

- 7.3 Any document supplied to the Contractor in relation to the contract other than the Contract itself remain the property of Company and shall be returned (in all copies) to Company on completion of Contractor's performance under the Contract if so required by Company.
- 7.4 During this Contract, Company and its employees, agents, other contractors, sub-contractors (of any tier) and their employees etc may be exposed to certain Confidential information and data of the Contractor. Such information and data shall held by the Company, its employees, agents, other contractors, sub-contractors (of any tier) and their employees in the strictest Confidence and shall not be disclosed to any other party except on a need to know basis.
- 7.5 However, the above obligation shall not extend to information which:
- i) is, at the time of disclosure, known to the public which Contractor shall immediately inform Company ;
 - ii) is lawfully becomes at a later date known to the public through no fault of Contractor subject to Contractor's undertaking that no information has been divulged by them to the public;
 - iii) is lawfully possessed by Contractor before receipt thereof from Company which should be immediately informed to Company;
 - iv) is developed by Contractor independently of the information disclosed by Company which should be shared with the Company;
 - v) Contractor is required to produce before competent authorities or by court order subject to prior permission from Company;

8.0 **TAXES:**

- 8.1 All Statutory taxes levied by the Central & State Government or any other competent authority from time to time will be borne by contractor and the amount of the contract specified in the contract is inclusive of all tax liabilities but excluding GST. The price excludes GST and GST, if applicable, shall be to the company's account. However, GST portion payable directly by the Service provider (if applicable) as per provisions of the GST Act shall be reimbursed to the Contractor on the basis of the documentary evidence.
- 8.2 Tax levied on Contractor as per the provisions of Indian Income Tax Act and any other enactment/rules on income derived/payments received under the contract will be on Contractor's account.
- 8.3 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.
- 8.4 Contractor shall be responsible for and pay the personnel taxes, if any, for all the personnel deployed.
- 8.5 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.

8.6 Prior to start of operations under the contract, the Contractor shall furnish the Company with the necessary documents, as asked for by the Company and/ or any other information pertaining to the contract, which may be required to be submitted to the Income Tax authorities at the time of obtaining "No Objection Certificate" for releasing payments to the Contractor.

8.7 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.

8.8 All local taxes, levies and duties, GST, etc. on purchases/sales by the Contractor, its sub-Contractor and agents shall be borne by the Contractor

9.0 **INSURANCE:**

9.1 The Contractor shall arrange at their own cost or cause to have arranged insurance to cover all risks in respect of their personnel, materials and equipment belonging to the Contractor or its subcontractor (if applicable) during the currency of the contract. All insurance taken out by Contractor or their sub-contractor shall, in return of a similar waiver for the Company, be endorsed to provide that the underwriters waive their rights of recourse on the Company and to the extent of the liabilities assumed by Contractor under this Contract.

10.0 **CHANGES:**

10.1 During the performance of the work, Company may make minor change to take care of any supplementary work within the general scope of this Contract including, but not limited to, changes in methodology, and minor additions to or deletions from the work to be performed. Contractor shall perform the work as changed. Changes of this nature will be affected by written order by the Company.

10.2 If any change result in an increase in compensation due to Contractor or in a credit due to Company, Contractor shall submit to Company an estimate of the amount of such compensation or credit in a form prescribed by Company. Such estimates shall be based on the rates shown in the Schedule of Rates (Section IV). Upon review of Contractor's estimate, Contractor shall establish and set forth in the Change Order the amount of the compensation or credit for the change or a basis for determining a reasonable compensation or credit for the change. If Contractor disagrees with compensation or credit set forth in the Change Order, Contractor shall nevertheless perform the work as changed, and the parties will resolve the dispute in accordance with Clause 13 hereunder. Contractor's performance of the work as changed will not prejudice Contractor's request for additional compensation for work performed under the Change Order.

11.0 **FORCE MAJEURE :**

11.1 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 for the period during which such cause lasts. 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 Contractor) acts of government of the two parties, which makes performance impossible or impracticable 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.

11.2 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 72(Seventy Hours) hours of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.

11.3 Should 'force majeure' condition as stated above occurs and should the same be notified within 72 (seventy two) hours after its occurrence the 'force majeure' rate shall apply for the first 10(ten) days. Parties will have the right to terminate the Contract if such 'force majeure' conditions continue beyond ten (10) days with prior written notice. Should either party decide not to terminate the Contract even under such condition, no payment would apply after expiry of ten(10) days force majeure period unless otherwise agreed to.

12.0 **TERMINATION:**

12.1 **TERMINATION ON EXPIRY OF THE TERMS (DURATION):** This contract shall be deemed to have been automatically terminated on the expiry of duration of the contract or the extension period, if exercised by Company under the provision of the Contract.

12.2 **TERMINATION ON ACCOUNT OF FORCE MAJEURE:** Either party shall have the right to terminate this Contract on account of Force Majeure as set forth in Article 11.0 above.

12.3 **TERMINATION ON ACCOUNT OF INSOLVENCY:** In the event that the Contractor or its collaborator at any time during the term of the Contract, becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Company shall, by a notice in writing have the right to terminate the Contract and all the Contractor's rights and privileges hereunder, shall stand terminated forthwith.

12.4 **TERMINATION FOR UNSATISFACTORY PERFORMANCE:** If the Company considers that, the performance of the Contractor is unsatisfactory, or not upto the expected standard, the Company shall notify the Contractor in writing and specify in details the cause of the dissatisfaction. The Company shall have the option to terminate the Contract by giving 15 days notice in writing to the Contractor, if Contractor fails to comply with the requisitions contained in the said written notice issued by the Company.

- 12.5 **TERMINATION DUE TO CHANGE OF OWNERSHIP & ASSIGNMENT:** In case the Contractor's rights and /or obligations under this Contract and/or the Contractor's rights, title and interest to the equipment/ material, are transferred or assigned without the Company's consent, the Company may at its absolute discretion, terminate this Contract.
- 12.6 If at any time during the term of this Contract, breakdown of Contractor's equipment results in Contractors being unable to perform their obligations hereunder for a period of 15 successive days, Company at its option, may terminate this Contract in its entirety without any further right or obligation on the part of the Company, except for the payment of money then due. No notice shall be served by the Company under the condition stated above.
- 12.7 Notwithstanding any provisions herein to the contrary, the Contract may be terminated at any time by the company on giving 15 (fifteen) days written notice to the Contractor due to any other reason not covered under the above clause from 12.1 to 12.6 and in the event of such termination the Company shall not be liable to pay any cost or damage to the Contractor except for payment of services as per the Contract upto the date of termination including the De-mob cost, if any.
- 12.8 **CONSEQUENCES OF TERMINATION:** In all cases of termination herein set forth, the relative obligations of the parties to the Contract shall be limited to the period up to the date of termination. Notwithstanding the termination of this Contract, the parties shall continue to be bound by the provisions of this Contract that reasonably require some action or forbearance after such termination.
- 12.9 Upon termination of this Contract, Contractor shall return to Company all of Company's items, which are at the time in Contractor's possession.
- 12.10 In the event of termination of contract, Company will issue Notice of termination of the contract with date or event after which the contract will be terminated. The contract shall then stand terminated and the Contractor shall demobilize their personnel & materials.
- 13.0 **SETTLEMENT OF DISPUTES AND ARBITRATION:**
- 13.1 **Arbitration (Applicable for Suppliers/Contractors other than PSU):** Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties are unable to settle mutually, the same shall be referred to Arbitration as provided hereunder:
1. A party wishing to commence arbitration proceeding shall invoke Arbitration Clause by giving 30 days notice to the other party. The notice invoking arbitration shall specify all the points of dispute with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter. If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal.

2. The number of arbitrators and the appointing authority will be as under:

Claim amount (excluding claim for interest and counter claim, if any)	Number of Arbitrator	Appointing Authority
Upto Rs. 5 Crore	Sole Arbitrator	OIL
Above Rs. 5 Crore	3 Arbitrators	One Arbitrator by each party and the 3 rd Arbitrator, who shall be the presiding Arbitrator, by the two Arbitrators.

3. The parties agree that they shall appoint only those persons as arbitrators who accept the conditions of the arbitration clause. No person shall be appointed as Arbitrator or Presiding Arbitrator who does not accept the conditions of the arbitration clause.
4. Parties agree that there will be no objection if the Arbitrator appointed holds equity shares of OIL and/or is a retired officer of OIL/any PSU. However, neither party shall appoint its serving employees as arbitrator.
5. If any of the Arbitrators so appointed dies, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.
6. Parties agree that neither shall be entitled for any pre-reference or pendente-lite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.
7. The arbitral tribunal shall make and publish the award within time stipulated as under:

Amount of Claims and counter claims(excluding interest)	Period for making and publishing of the award(counted from the date of first meeting of the Arbitrators)
Upto Rs. 5 Crore	Within 8 months
Above Rs. 5 Crore	Within 12 months

The above time limit can be extended by Arbitrator, for reasons to be recorded in writing, with the consent of the other parties.

8. If after commencement of the arbitration proceedings, the parties agree to settle the dispute mutually or refer the dispute to conciliation, the arbitrators shall put the proceedings in abeyance until such period as requested by the parties.

9. Each party shall be responsible to make arrangements for the travel and stay etc. of the arbitrator pointed by it. Claimant shall also be responsible for making arrangements for travel/stay arrangements of the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.

In case of sole arbitrator, OIL shall make all necessary arrangements for his travel, stay and the expenses incurred shall be shared equally by the parties.

10. The Arbitration shall be held at the place from where the contract has been awarded. However, parties to the contract can agree for a different place for the convenience of all concerned.
11. The Arbitrator(s) shall give reasoned and speaking award and it shall be final and binding on the parties.
12. Subject to aforesaid, provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment thereof shall apply to the arbitration proceedings under this clause.

13.2 Arbitration (applicable in case of Contract awarded on Public Sector Enterprise):

In the event of any dispute or difference relating to, arising from or connected with the Contract, such dispute or difference shall be referred by either party to the arbitration of one of the Arbitrators in the Department of Public Enterprises, to be nominated by the Secretary to the Government of India, In-Charge of the Bureau of Public Enterprises. The Arbitration and Conciliation Act 1996 shall not be applicable to the Arbitration under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Deptt. of Legal Affairs, Ministry of Law and Justice, Government of India. Upon such reference, the dispute shall be decided by the Law Secretary or the Special Secretary/Additional Secretary, whose decision shall bind the parties finally and conclusively. The parties in the dispute will share equally the cost of the arbitration as intimated by the Arbitrator.

The venue of all arbitrations under both 13.1 & 13.2 will be Kolkata, West Bengal. The award made in pursuance thereof shall be binding on the parties.

14.0 NOTICES:

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

Company

a) For contractual matters

b) For technical matters

Sectional Incharge (Materials)
OIL INDIA LIMITED
Kolkata Office
4 India Exchange Place,
ICC Building, 4th Floor,
Kolkata – 700001
India
Fax No. 033-22302596
Email : oilcalmn@oilindia.in

S. Engineer (IT)
OIL INDIA LIMITED
Kolkata Office
4 India Exchange Place,
ICC Building, 4th Floor,
Kolkata – 700001
India
Fax No. 033-22302596
Email : oilcalmn@oilindia.in

Contractor

Fax No. :

Email :

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

15.0 SUBCONTRACTING/ASSIGNMENT:

- 15.1 Contractor shall not subcontract, transfer or assign the contract, in full or any part under this contract, to any third party (ies). Except for the main services under this contract, Contractor may sub-contract the petty support services subject to Company's prior approval. However, Contractor shall be fully responsible for complete execution and performance of the services under the Contract.
- 15.2 If against an order placed by OIL, successful bidder(s) (other than Micro / Small Enterprise) is procuring materials/services from their sub-vendor who is a Micro or Small Enterprise registered with District Industry Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of MSME with prior consent in writing of the purchasing authority / engineer in charge the details like Name, Registration No., Address, Contact No. details of material and value of procurement made, etc. of such enterprises shall be furnished by the Contractor at the time of submission of invoice/bill.

16.0 MISCELLANEOUS PROVISIONS:

- 16.1 Contractor shall give notices and pay all fees at their own cost required to be given or paid by any National or State Statute, Ordinance, or other Law or any regulation, or bye-law of any local or other duly constituted authority as may be in force from time to time in India, in relation to the performance of the services and by the rules & regulations of all public bodies and companies whose property or rights are affected or may be affected in any way by the services.

- 16.2 Contractor shall conform in all respects with the provisions of any Statute, Ordinance of Law as aforesaid and the regulations or bye-law of any local or other duly constituted authority which may be applicable to the services and with such rules and regulation 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, regulation or bye-law.
- 16.3 During the tenure of the Contract, Contractor shall keep the site where the services are being performed reasonably free from all unnecessary obstruction and shall store or dispose of any equipment and surplus materials and clear away and remove from the site any wreckage, rubbish or temporary works no longer required. On the completion of the services, Contractor shall clear away and remove from the site any surplus materials, rubbish or temporary works of every kind and leave the whole of the site clean and in workmanlike condition to the satisfaction of the Company.
- 16.4 Key personnel cannot be changed during the tenure of the Contract except due to sickness/death/resignation of the personnel in which case the replaced person should have equal experience and qualification, which will be again subject to approval, by the Company.
- 17.0 Deleted
- 18.0 **PERFORMANCE SECURITY:** The Contractor has furnished to Company a Bank Guarantee No. _____ dated _____ issued by _____ for _____ (being 10% of estimated annualised Contract Price) with validity of 3(three) months beyond the contract period. The performance security shall be payable to Company as compensation for any loss resulting from Contractor's failure to fulfill their obligations under the Contract. In the event of extension of the Contract period, the validity of the bank guarantee shall be suitably extended by the Contractor. The bank guarantee will be discharged by Company not later than 30 days following its expiry.
- 19.0 **ASSOCIATION OF COMPANY'S PERSONNEL:** Company's personnel will be associated with the work throughout the operations. The Contractor shall execute the work with professional competence and in an efficient and workman like manner and provide Company with a standard of work customarily provided by reputed Contractors to major international oil companies in the petroleum industry.
- 20.0 **LABOUR:** The recruitment of the labour shall be met from the areas of operation and wages will be according to the rates prevalent at the time which can be obtained from the District Authorities of the area. The facilities to be given to the labourers should conform to the provisions of labour laws as per contract Labour (Regulation and Abolition) Act, 1970.
- 21.0 **LIABILITY:**
- 21.1 Except as otherwise expressly provided, neither Company nor its servants, agents, nominees, Contractors, or sub-contractors 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

their Contractors or sub-contractors, irrespective of how such loss or damage is caused and even if caused by the negligence of Company and/or its servants, agent, nominees, assignees, contractors and sub-Contractors. The Contractor shall protect, defend, indemnify and hold harmless Company from and against such loss or damage and any suit, claim or expense resulting there from.

- 21.2 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 sub-contractor 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.
- 21.3 The Contractor hereby agrees to waive its right of recourse and further agrees to cause its underwriters to waive their right of subrogation against Company and/or its underwriters, servants, agents, nominees, assignees, Contractors and sub-contractors for loss or damage to the equipment of the Contractor and/or its sub-contractors and/or their employees when such loss or damage or liabilities arises out of or in connection with the performance of the contract limited to the Contractor's liabilities agreed to under this Contract.
- 21.4 The Contractor hereby further agrees to waive its right of recourse and agrees to cause its underwriters to waive their right of subrogation against Company and/or its underwriters, servants, agents, nominees, assignees, Contractors and sub-contractors for injury to, illness or death of any employee of the Contractor and of its contractors, sub-contractors and/or their employees when such injury, illness or death arises out of or in connection with the performance of the contract limited to the Contractor's liabilities agreed to under this Contract.
- 21.5 Except as otherwise expressly provided, neither Contractor nor its servants, agents, nominees, Contractors or sub-contractors 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 their Contractors or sub-contractors, 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 sub-contractors. The Company shall protect, defend, indemnify and hold harmless Contractor from and against such loss or damage and any suit, claim or expense resulting there from.
- 21.6 Neither Contractor nor its servants, agents, nominees, assignees, Contractors, sub-contractors shall have any liability or responsibility whatsoever to whomsoever for injury or illness, or death of any employee of the Company and/or of its Contractors or sub-contractors 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 sub-contractors. Company shall protect, defend indemnify and hold harmless Contractor from and against such liabilities and any suit, claim or expense resulting there from.

- 21.7 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 sub-contractors for loss or damage to the equipment of Company and/or its contractors or sub-contractors when such loss or damage or liabilities arises out of or in connection with the performance of the contract.
- 21.8 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, servants, agents, nominees, assignees, Contractors and sub-contractors for injury to, illness or death of any employee of the Company and of its Contractors, sub-contractors and/or their employees when such injury, illness or death arises out of or in connection with the performance of the Contract.
- 22.0 **INDEMNITY AGREEMENT:**
- 22.1 Except as provided hereof Contractor agrees to protect, defend, indemnify and hold Company harmless from and against all claims, suits, demands and causes of action, liabilities, expenses, cost, liens and judgments of every kind and character, without limit, which may arise in favour of Contractor's employees, agents, contractors and sub-contractors or their employees on account of bodily injury or death, or damage to personnel/properly as a result of the operations contemplated hereby, regardless of whether or not said claims, demands or causes of action arise out of the negligence or otherwise, in whole or in part or other faults.
- 22.2 Except as provided hereof Company agrees to protect, defend, indemnify and hold Contractor harmless from and against all claims, suits, demands and causes of action, liabilities, expenses, cost, liens and judgments of every kind and character, without limit, which may arise in favour of Company's employees, agents, contractors and sub-contractors or their employees on account of bodily injury or death, or damage to personnel/properly as a result of the operations contemplated hereby, regardless of whether or not said claims, demands or causes of action arise out of the negligence or otherwise, in whole or in part or other faults.
- 23.0 **INDEMNITY APPLICATION:** The indemnities given herein above, whether given by Company or Contractor shall be without regard to fault or to the negligence of either party even though said loss, damage, liability, claim, demand, expense, cost or cause of action may be caused, occasioned by or contributed to by the negligence, either sole or concurrent of either party.
- 24.0 **SET-OFF:** Any sum of money due and payable to the Contractor (including Performance Security refundable to them) under this or any other Contract may be appropriated by OIL and set-off against any claim of OIL (or such other person or persons contracting through OIL) for payment of a sum of money arising out of this contract or under any other contract made by the Contractor with Oil India Limited (or such other person or persons contracting through Oil India Limited).
- 25.0 **WITHHOLDING:** Company may withhold or nullify the whole or any part of the amount due to Contractor, after informing the Contractor of the reasons

in writing, 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 Section-II.
- 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 with-held from wages etc.
- f) Failure of Contractor to pay the cost of removal of unnecessary debris, materials, tools, or machinery.
- g) Damage to another Contractor of Company.
- h) All claims against Contractor for damages and injuries, and/or for non-payment of bills etc.
- i) 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, with-hold from the amounts due to Contractor, a sum equal to the amount of such unpaid indebtedness.

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

- i) Order issued by a Court of Law in India.
- ii) Income-tax deductible at source according to law prevalent from time to time in the country.
- iii) Any obligation of Contractor which by any law prevalent from time to time to be discharged by Company in the event of Contractor's failure to adhere to such laws.
- iv) Any payment due from Contractor.

When all the above grounds for withholding payments shall be removed, payment shall thereafter be made for amounts so with-hold.

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 related to some negligent act or omission on the part of Contractor.

26.0 APPLICABLE LAW:

26.1 The Contract shall be deemed to be a Contract made under, governed by and construed in accordance with the laws of India for the time being in force and shall be subject to the exclusive jurisdiction of Courts situated in Kolkata.

26.2 The Contractor shall ensure full compliance of various Indian Laws and Statutory Regulations, to the extent applicable, as stated below, but not limited to, in force from time to time and obtain necessary permits/ licenses etc. from appropriate authorities for conducting operations under the Contract:

- a) The Minimum Wages Act, 1948
- b) The Oil Mines Regulations, 1984
- c) The Workmen's Compensation Act, 1923
- d) The Payment of Wages Act, 1963
- e) The Payment of Bonus Act, 1965
- f) The Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed there under
- g) The Employees Pension Scheme, 1995
- h) The Interstate Migrant Workmen Act., 1979 (Regulation of employment and conditions of service)
- (i) The Employees Provident Fund and Miscellaneous Provisions Act, 1952
- j) GST Act.
- k) Customs & GST Act.

- 27.0 **RECORDS, REPORTS AND INSPECTION**: The Contractor shall, at all times, permit the Company and its authorised employees and representatives to inspect all the Work performed and to witness and check all the measurements and tests made in connection with the said work. The Contractor shall keep an authentic, accurate history and logs including safety records of each section with major items consumed, which shall be open at all reasonable times for inspection by the Company designated representatives and its authorised employees and representatives. The Contractor shall provide the Company designated representatives with a daily written report, on form prescribed by the Company showing details of operations during the preceding 24 hours and any other information requested by the Company whenever so requested. The Contractor shall not, without Company's written consent allow any third person(s) access to the said work, or give out to any third person information in connection therewith.
- 28.0 **SUBSEQUENTLY ENACTED LAWS**: Subsequent to the date of bid closing, if there is a change in or enactment of any law or change in application or enforcement or interpretation of existing law by any governmental authority or public body, which results in addition/ reduction in cost to Contractor on account of the operation contemplated under the Contract, the Company/Contractor shall reimburse the Contractor/pay Company for such additional/reduced costs actually incurred/saved by Contractor, subject to the submission of documentary evidence by Contractor/Company.
- 29.0 **ROYALTY AND PATENTS**: Each party shall hold harmless and indemnify the other from and against all claim and proceedings for or on account of any patent rights, design, trade mark or other protected rights arising from any use of materials, equipment, processes, inventions and methods which have not been imposed on the attending party by the terms of the contract or the specifications or drawings forming part thereof.
- 30.0 **WAIVER**: Any delay in exercising and any omission to exercise any right, power or remedy exercisable by the Company under this contract shall not impair such right, power or remedy nor shall any waiver by the Company of any breach by the Contractor of any provision of this contract prevent the subsequent enforcement of that provision by the Company or be deemed a waiver by the Company of any subsequent breach by the Contractor.

- 31.0 **CONSEQUENTIAL DAMAGE:** Except as otherwise expressly provided, 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 or 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.
- 32.0 **PAYMENTS, MANNER OF PAYMENT, RATES OF PAYMENT:**
- 32.1 Company shall pay to the Contractor during the term of the Contract the amount due from time to time calculated according to the rates of payment set and in accordance with other provisions hereof. No. other payments shall be due from company unless specifically provided for in the Contract. All payments will be made in accordance with the terms hereinafter described. Request for payment /part payment to a third party i.e. to a party other than the contractor will not be entertained by OIL under any circumstances.
- 32.2 **MANNER OF PAYMENT:** All payments due by company to Contractor hereunder shall be made at Contractor's designated bank. Bank charges, if any will be on account of the Contractor.
- 32.3 Payment of any invoices shall not prejudice the right of company to question the validity of any charges therein, provided company within one year after the date of payment shall make and deliver to contractor written notice of objection to any item or items the validity of which Company questions.
- 32.4 Contractor shall send invoice to company on the day following the end of each month for all daily or monthly charges due to the contractor.
- 32.5 Contractor will submit 04 (Four) sets of all invoices duly super scribed 'Original' and 'copy' as applicable to the company for processing payment.
- 32.6 Invoice for the reimbursable charges related to the contract will be accompanied by documents supporting the cost incurred.
- 32.7 Payment of monthly invoices, if undisputed, shall be made within 30 days following the date of receipt of invoice by Company excepting for the first two (2) monthly invoices where some delay (up to one month) may occur.
- 32.8 Payment of mobilization charges wherever applicable shall be made within 45 days following the date of receipt of undisputed invoices by Company. Mobilization should be complete in all respect before raising invoice.
- 32.9 Company shall within 30 days of receipt of the invoice notify the contractor of any item under dispute, specifying the reasons thereof, in which event, payment of the disputed amount may be withheld until settlement of the dispute, but payment shall be made of any undisputed portion. This will not prejudice the company's right to question the validity of the payment at a later date as envisaged in Clause 32.3 above.
- 32.10 The acceptance by Contractor of part payment on any billing not paid on or before the due date shall not be deemed a waiver of Contractor's rights in any other billing, the payment of which may then or thereafter be due.

- 32.11 Contractor shall maintain complete and correct records of all information on which contractor's invoice are based upto 2 (two) years from the date of last invoice. Such records shall be required for making appropriate adjustments or payments by either party in case of subsequent audit query / objection.
- 33.0 **LIMITATION OF LIABILITY:** Notwithstanding any other provisions herein to the contrary, except only in cases of willful misconduct and / or criminal acts,
- (a) Neither the Contractor nor the Company (OIL) shall be liable to the other, whether in Contract, tort, or otherwise, for any consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs.
 - (b) Notwithstanding any other provisions incorporated elsewhere in the contract, the aggregate liability of the Contractor in respect of this contract, whether under Contract, in tort or otherwise, shall not exceed 50% of the Annualized Contract Price, provided however that this limitation shall not apply to the cost of repairing or replacing defective equipment by the Contractor, or to any obligation of the Contractor to indemnify the Company with respect to Intellectual Property Rights.

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

END OF SECTION – I

Part-3

SECTION-II

SCOPE OF WORK & SPECIAL CONDITIONS OF CONTRACT

1.0 INTRODUCTION

1.1 This Section establishes the scope and schedule for the work to be performed by the contractor and describes reference to the specification, instruction, standard and other documents including the specification for any materials, tools or equipment which the contractor shall satisfy or adhere to while carrying out the work. Various details incorporated in this chapter for the contract are indicated below:

2 SCOPE OF WORK

2.1 The Contractor shall provide his own equipment along with qualified and experienced personnel for execution of following jobs in the operational areas of OIL Kolkata Office.

2.2 The job will involve carrying out preventive as well as corrective maintenance of all PCs, Printers, Network Devices and accessories as mentioned in **Annexure-I**. OIL will have the right to bring additional systems under the purview of the contract up to the maximum limit mentioned in Annexure-I. The contractor can check the system before such inclusion. Also, OIL will have the right to take out any system from the purview of the contract as and when necessary with prior information to the contractor.

2.3 The job includes supplying and replacing of all spare parts for equipment listed in Annexure-I. All spares used for maintaining the systems have to be new and from the OEM of the system being repaired. Image drum, fuser assembly, gears, adapter and all other spares of printers & scanners are to be replaced by the contractor at their own cost under the AMC. However replacement of toners and cartridges of printers will be OIL's responsibility. Laptop batteries and UPS batteries will be provided by OIL.

2.4 If the contractor at any time during the contract period claims a system to be beyond repair due to obsolescence, the contractor has to submit a end-of support declaration document from OEM of the system in support of his claim. If such claim is validated, OIL's IT department may allow use of second hand spares for maintenance of such system, or will bring the system out of purview of this contract.

2.5 Contractor will have to maintain all hardware installed as mentioned in Annexure-I along with interface, network and power cables.

2.6 No cannibalization of any equipment will be permitted to carry out the maintenance services.

2.7 Disk media and print head is to be maintained within the scope of the maintenance services. Formatting of hard disk is to be done by the contractor whenever necessary after prior permission from OIL's authorized representative. Contractor will have to take back-up of hard disk before formatting and restore the backup after formatting.

2.8 Contractor will provide software maintenance and support for Windows Operating Systems, joining/dis-joining/re-joining the systems to Active Directory, installation and configuration of windows Office applications, antivirus client, SAP GUI etc. The installation of new or existing software after formatting or change of Hard disk has to be done by the contractor. However, the CD media for the Software will be provided by OIL. In addition, the contractor will provide support for configuration of mail client, internet browser, data backup and recovery support at the user end as and when required. However, necessary guidance, as and when necessary will be provided by IT engineers of OIL.

2.9 Contractor will provide network maintenance services which include basic troubleshooting for connectivity issues within LAN. Cables and connectors will be provided by OIL, Cable laying if required will be done by OIL.

2.9 Contractor will have to restore the PC in case of malfunctions due to virus. Contractor will have to provide support for installation of Antivirus Software. However the CD Media for the software will be provided by OIL.

2.10 Any defective hard disk, motherboard & SMPS replaced by contractor will remain property of OIL for Data security purpose. After replacement, the contractor has to deposit the defective disk to OIL's authorized representative.

2.11 The contractor has to keep spares at site as mentioned in **Annexure-II** to minimize downtime of all the equipments. At the start of the contract, the spares as mentioned in **Annexure -II** of this document has to be submitted to OIL's IT department.

2.12 If demanded by OIL, the contractor has to sign a confidentiality agreement with OIL as per IT security policy of OIL.

2.13 The contractor has to submit personal details of his technicians including present address, permanent address, contact phone and mobile no. etc.

3.0 PERSONNEL

3.1 2 (Two) qualified engineers with minimum three years experience, one each at the 2 offices of OIL (4, India Exchange Place, Kolkata and 15-A Hemanta Basu Sarani, Kolkata) will have to be stationed at Kolkata Office of OIL, exclusively for maintenance of minimum quantity of PCs, Printers (Mono Laserjet, Color Laserjet and Inkjet Printers), Network Devices, Scanners, etc. as mentioned in Annexure-I.

3.2 The engineer should be available at site during office hours, i.e. (9.00 am to 5.00 pm).

3.3 Both the engineers should have at least a minimum qualification of Diploma in Computer Science / Electronics / Electricals / Telecommunications / Instrumentation/Computer Software Applications/Computer Networking & Hardware with adequate experience in Computer Maintenance.

3.4 The Bio-data of the engineers to be posted at Kolkata Office should be provided by the bidder before the commencement of the Contract. However, OIL will have the right to ask for replacement if not found suitable to carry out the maintenance services at any time during the contract period.

4.0 SCOPE OF EQUIPMENT SUPPLY

4.1 All equipment and machinery necessary to carry out the maintenance job will be contractor's responsibility.

5.0 PERFORMANCE OF WORK

5.1 All the materials, equipment, spares, etc. be provided by the contractor and the manner and speed of execution and maintenance of operations are to be conducted in a manner to the satisfaction of the company's representative.

5.2 If the contractor needs to send any equipment out of the premises of OIL for repair purpose, the same shall be permitted after taking due written permission from IT personnel or his authorized representative. In case the contractor needs to send a PC for repair outside the premises of OIL, the hard disk of such PCs will be removed by OIL authorities before providing necessary permission for the same. This is for security purpose. The cost of transport for such equipment has to be borne by the contractor. Any damage/loss of such equipment during transit will be the responsibility of the contractor.

5.3 Any equipment sent out of the premises of OIL for repair purpose should be returned back to OIL, duly repaired, within a maximum period of 15 days, failing which, the contractor has to provide a permanent replacement with same or higher configuration.

5.4 Stock replenishment should be made from time to time before the stock level falls below 80% of the minimum spares to be stocked at site.

6.0 SAFETY

6.1 The contractor shall take all measures necessary to protect the personnel, work and facilities and shall observe safety rules & regulation of company provided to contractor in writing.

6.2 The contractor shall report as soon as possible any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and then immediately take the first emergency control steps conforming to good operation practice and safety regulation.

7.0 PROTECTION OF PROPERTY & EXISTING FACILITIES

7.1 The contractor shall perform each work in such a manner as will prevent damage to the company's property and shall carry on the works in such a manner as to conform to, and consistent with, and not to interfere in any way with continuous and safe operation of the computers. Any permanent damage/loss to the company's installation, assets and equipment due to the operation of the services envisaged under this contract shall have to be remedied by the contractor, entirely at its own cost, which will include and shall not be limited to actual replacement of such damaged assets and equipment, or payment of actual replacement cost in relation thereto, as may be incurred by the company.

8.0 EXTENSION

8.1 OIL reserves the right to extend the validity of the contract by maximum 1(One) year as per same rates and same terms & conditions of this contract.

9.0 PENALTY

9.1 In case the contractor fails to repair any equipment listed in Annexure-I within 24 hours from the time of reporting the breakdown, or provide a permanent replacement as per clause 5.3, a penalty of Rs. 100/- per day per system will be levied. In case of absence of the engineer for more than 24 hours, a penalty of Rs. 1,000/-, will be levied. If for any reason, the contractor fails to repair the equipment within seven successive days from the date of reporting, the contract will be extended by the said period, at no extra cost, in addition to the above penalty. However, the maximum penalty amount shall not exceed 15% of the total contract value.

9.2 In case the Contractor fails to commence the contract within mobilization period, a penalty of Rs. 1,000/- will be deducted per day till the contract commences.

10.0 OBLIGATIONS OF THE CONTRACTOR

10.1 Contractor at his own cost shall arrange clearance of the spare parts, equipment etc. from customs and port authorities in India and shall pay all requisite duties including customs duty, demurrages, if any, clearance fees, charges, post fees, clearing and forwarding agent fees/charges, inland transport charges etc. Company will provide all reasonable assistance but the responsibility for clearance will rest on the contractor.

10.2 Contractor will have to provide Mobile Telephone facilities to site Engineer to facilitate immediate contact from OIL.

10.3 Company will have the option to upgrade the Hard disk or Memory or OS of the systems, during the term of the contract. However, the contractor will have to maintain the upgraded Hard disk, Memory and OS, within the scope of the contract.

10.4 The quality of the replacement PCs/Printers/other items that may be replaced during the term of AMC, has to be equivalent or better or higher capacity than the replaced unit. The same has to be certified by representative of IT, before replacement.

10.5 The Contractor will have to follow the preventive maintenance schedule of at least once in three months per PC / Printer/Network Device/ Peripherals/ other items, strictly throughout the period of contract.

10.6 The Contractor will be responsible for any property of OIL sent by the contractor to outside OIL premises for repair. Any loss or damage to such property has to be borne by the contractor.

10.7 Contractor will be responsible for timely submission of the field call reports everyday for the calls attended in OIL's standard format. The field call reports have to be duly signed by the respective users.

10.8 Contractor will have to submit a weekly report on the first working day of every week regarding the list of spares stocked at site as per Annexure II. The report should include spares consumed, spares replenished and present stock of spares.

10.9 Contractor will have to maintain an attendance register at OIL. The date and time of reporting of station engineer has to be logged on to the register, on all working days of OIL.

10.10 Contractor should provide a well defined escalation matrix to report issues and update changes time to time.

11.0 OBLIGATIONS OF COMPANY

11.1 The Company shall provide the contractor access to all the computers, peripherals and related equipment as mentioned in Annexure-I under contract, for the purpose of maintenance.

11.2 The Company shall provide, if required, all necessary documents for clearance from Government of India or States or their departments or undertaking and will extend all assistance and necessary help to the contractor.

12.0 PAYMENT TERMS

12.1 The contractor will quote for item-wise and unit-wise for all the items in Annexure I. Payment will be made as per the actual number of items maintained by the contractor during the billing period. During the contractual term, OIL will have the right to increase the quantity of any of the items mentioned in Annexure-I, at the same unit rate on pro-rata basis, as per the same terms and conditions of the contract (up to the limit of maximum quantity maintained in annexure I). The added items will be paid on monthly pro-rata basis for full month and daily basis for any part period thereof, with effect from the date of inclusion of the item under the contract till the end of contract period. OIL will also have the right to reduce the quantity of any item mentioned in Annexure-I, during the term of contract.

12.2 Payment shall be made on quarterly basis after completion of period on actuals basis based on pro-rata calculation of assets under maintenance after due deduction of penalties, if any.

13.0 EFFECTIVE DATE, DATE OF COMMENCEMENT OF THE CONTRACT AND DURATION OF CONTRACT:

13.1 EFFECTIVE DATE OF CONTRACT : The contract shall become effective on the date on which the Company notifies the Contractor in writing that it has been awarded the contract. This date of issuance of Letter of Award (LOA) by the Company will be the Effective Date of Contract.

13.2 Mobilization period : The Contractor should provide the Bio-data of engineers ready to be deployed for AMC services, as per clause No. 3.4, within a maximum period of 15 days from the date of issue of Letter of Award (LoA).

13.3 DATE OF COMMENCEMENT OF CONTRACT: The date (reporting date) on which contractor's service personnel are asked to be reported at our Office for AMC services.

13.4 DURATION OF CONTRACT: The Contract shall remain in force for a period of three years from the date of commencement of the Contract.

14.0 TERMINATION OF CONTRACT:

14.1 The company reserves the right to terminate the contract at any time by giving one month's notice in advance without assigning any reasons thereof.

END OF SECTION-II

Part-3
SECTION – III

SCHEDULE OF RATES

Schedule of Works, Units and Quantities and Prices (SOQ)

1.0 Bidders must indicate the prices in the prescribed Price Bid Format (Proforma-A) .

PROFORMA – A

PRICE BID FORMAT
(A GOVT. OF INDIA ENTERPRISE)

PRICE BID FORMAT: IFB NO. CKI 1590P20/06

DESCRIPTION OF WORK/ SERVICE: Annual Maintenance Contract for PCs, Printers, Network Devices and Accessories.

NAME OF BIDDER

GSTIN NO. OF BIDDER

(1) S. Line	(2) Description of Services	(3) Maximum Devices.	(4) UOM	(5) Monthly Unit Rate (Rs.) (Exclusive of GST)	(6) Total(Rs) for 3 yrs (Exclusive of GST) (3)*(5)*36	(7) Applicable GST (%)	(8) Total (Rs.) for 3 years (Inclusive of GST) (6)*[1+(7)/100]
1	Desktop PC	110	NO				
2	Laptop	2	NO				
3	Server	2	NO				
4	Printer-Monochromatic Laser Medium Duty	60	NO				
5	Printer-Color Laser Medium Duty	10	NO				
6	Printer-Color Laser Heavy Duty	1	NO				
7	Printer-Monochromatic Multifunction Laser Medium Duty	20	NO				
8	Printer-Colour Multifunction Inkjet	2	NO				
9	Cheque Printer	1	NO				
10	Scanners	8	NO				
11	Online UPS-1 kVA	2	NO				
12	Cisco Router	3	NO				
13	Cisco Switch	6	NO				
14	Wireless Router	15	NO				
15	Projector	2	NO				
16	Network Rack 36U	1	NO				
17	Network Maintenance, Software Maintenance and support for Windows	1	NO				
18	Printer-Color Multifunction Laser Printer Medium Duty	10	NO				
GRAND TOTAL (Rs.)							-

Price Bids shall be evaluated on overall lowest cost to OIL (L-1 offer) basis i.e. considering the GRAND TOTAL(total quoted price for all services including GST).

BID FORM

To
**M/s. Oil India Limited,
4 India Exchange Place,
ICC Building, 4th Floor
Kolkata - 700001
West Bengal
India**

Sub: IFB No. CKI

Gentlemen,

Having examined the General and Special Conditions of Contract and the Terms of Reference including all attachments thereto, the receipt of which is hereby duly acknowledged, we the undersigned offer to perform the services in conformity with the said conditions of Contract and Terms of Reference for the sum of _____ (Total Bid Amount in words and figures) (**“NOT TO BE SHOWN IN TECHNO-COMMERCIAL UNPRICED BID”**) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence the work within (_____) days calculated from the date of issue of Letter of Award (LOA).

If our Bid is accepted, we will obtain the guarantee of a bank in a sum not exceeding _____ for the due performance of the Contract.

We agree to abide by this Bid for a period of **120 days** from the date fixed for Bid closing and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your notification of award shall constitute a binding Contract between us.

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

Dated this _____ day of _____ 20.....

Authorised Person's Signature: _____

Name: _____

Designation: _____

Name of the firm/service provider/bidder: _____

(To be digitally signed by Bidder's Authorized signatory)

STATEMENT OF NON-COMPLIANCE (IF ANY)
(Only exceptions/deviations to be rendered)

1.0 The Bidder shall furnish detailed statement of **exceptions/deviations**, if any, to the tender stipulations, terms and conditions in respect of each Section of Bid Document in the following format:

Section No.	Clause No. (Page No.)	Non-Compliance	Remarks

Authorised Person's Signature: _____

Name: _____

Designation: _____

Name of the firm/service provider/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 bids. If the “**Statement of Compliance**” in the above Proforma is left blank (or not submitted along with the technical bid), then it would be construed that the bidder has not taken any exception/deviation to the tender requirements.

FORM OF BID SECURITY (BANK GUARANTEE)

To:
M/s. OIL INDIA LIMITED,
4 India Exchange Place,
ICC Building, 4th floor,
Kolkata-700001
West Bengal, India

WHEREAS, (Name of Bidder) _____ (hereinafter called "the Bidder") has submitted their offer Dated _____ for the provision of certain services (hereinafter called "the Bid") against OIL INDIA LIMITED, Kolkata, Assam, India (hereinafter called the Company)'s **Tender No. -----**KNOW ALL MEN BY these presents that we (Name of Bank) _____ of (Name of Country) _____ having our registered office at _____ (hereinafter called "Bank") are bound unto the 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 said Bank this ____ day of _____ 20-----.

THE CONDITIONS of these obligations are:

1. If the Bidder withdraws their Bid within its original/extended validity; or
2. The Bidder modifies/revises their bid suomoto; or
3. The Bidder does not accept the contract; or
4. The Bidder does not furnish Performance Security Deposit within the stipulated time as per tender/contract; or
5. If it is established that the Bidder has submitted fraudulent documents or has indulged into corrupt and fraudulent practice.

We undertake to pay to Company up to the above amount upon receipt of its first written demand (by way of letter/fax/cable), 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 conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including the date (**--/--/--) and any demand in respect thereof should reach the Bank not later than the above date.

The details of the Issuing Bank and Controlling Bank are as under:

- A. Issuing Bank:
BANK FAX NO:
BANK EMAIL ID:
BANK TELEPHONE NO.:
IFSC CODE OF THE BANK:

B. Controlling Office:

Address of the Controlling Office of the BG issuing Bank:

Name of the Contact Person at the Controlling Office with Mobile No. and e-mail address:

SIGNATURE AND SEAL OF THE GUARANTORS _____

Name of Bank & Address _____

Witness _____

Address _____

(Signature, Name and Address)

Date: _____

Place: _____

*** The Bidder should insert the amount of the guarantee in words and figures.**

**** Date of expiry of Bank Guarantee should be minimum 90 days after the end of the validity period of the Bid /as specified in the Tender.**

FORM OF PERFORMANCE BANK GUARANTEE

To:

M/s. OIL INDIA LIMITED,
4 India Exchange Place,
ICC Building, 4th floor,
Kolkata-700001
West Bengal, India

WHEREAS _____ (Name and address of Contractor)
(hereinafter called "Contractor") had undertaken, in pursuance of Contract No.
_____ 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 as security for compliance with Contractor's obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee; NOW THEREFORE we hereby affirm that we are Guarantors on behalf of the Contractor, up to a total of (Amount of Guarantee in figures) _____ (in words _____), such amount 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 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 modification of the terms of the Contract or the work to be performed thereunder or of any of the Contract documents which may be made between you and the Contractor shall in any way cease us from any liability under this guarantee, and we hereby waive notice of such change, addition or modification.

This guarantee is valid until the -----day of ----- (calculated at 90 days after Contract completion date).

The details of the Issuing Bank and Controlling Bank are as under:

A. Issuing Bank:

BANK FAX NO:
BANK EMAIL ID:
BANK TELEPHONE NO.:
IFSC CODE OF THE BANK:

B. Controlling Office:

Address of the Controlling Office of the BG issuing Bank:
Name of the Contact Person at the Controlling Office with Mobile No. and e-mail address:

SIGNATURE AND SEAL OF THE GUARANTORS _____

Designation _____

Name of Bank _____

Address _____

Witness _____

Address _____

Date

Place _____

AGREEMENT FORM

This Agreement is made on ____ day of _____ between Oil India Limited, 4, India Exchange Place, ICC Building, 4th Floor, Kolkata 700001, a Government of India Enterprise, incorporated under the Companies Act 1956, having its registered office at Duliajan in the State of Assam, hereinafter called the "Company" which expression unless repugnant to the context shall include executors, administrators and assignees on the one part, and M/s. _____ (Name and address of Contractor) hereinafter called the "Contractor" which expression unless repugnant to the context shall include executors, administrators and assignees on the other part,

WHEREAS the Company desires that Services _____ (brief description of services) should be provided by the Contractor as detailed hereinafter or as Company may requires;

WHEREAS, Contractor engaged themselves in the business of offering such services represents that they have adequate resources and equipment, material etc. in good working order and fully trained personnel capable of efficiently undertaking the operations and is ready, willing and able to carry out the said services for the Company as per Section-II attached herewith for this purpose and

WHEREAS, Company had issued a firm Letter of Award No. _____ dated _____ based on Offer No. _____ dated _____ submitted by the Contractor against Company's IFB No. _____. All these aforesaid documents shall be deemed to form and be read and construed as part of this agreement/contract. However, should there be any dispute arising out of interpretation of this contract in regard to the terms and conditions with those mentioned in Company's tender document and subsequent letters including the Letter of Intent and Contractor's offer and their subsequent letters, the terms and conditions attached hereto shall prevail. Changes, additions or deletions to the terms of the contract shall be authorized solely by an amendment to the contract executed in the same manner as this contract.

NOW WHEREAS, in consideration of the mutual covenants and agreements hereinafter contained, it is hereby agreed 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 referred to.

2. In addition to documents herein above, the following Sections and Annexures attached herewith shall be deemed to form and be read and construed as part of this agreement viz.:

- | | |
|-----------------|---|
| (a) Section-I | indicating the General Conditions of this Contract; |
| (b) Section-II | indicating the Scope of work/Special Terms & Condition; |
| (d) Section-III | indicating the Schedule of Rates. |

3. In consideration of the payments to be made by the Company to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the

Company to provide the Services and to remedy defects therein in conformity in all respect with the provisions of this Contract.

4. The Company hereby covenants to pay the Contractor in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of this Contract at the times and in the manner prescribed by this Contract.

IN WITNESS thereof, each party has executed this contract at Kolkata, West Bengal as of the date shown above.

Signed, Sealed and Delivered,

For and on behalf of
Company (Oil India Limited)

for and on behalf of Contractor
(M/s. _____)

Name:

Name:

Status:

Status:

In presence of

In presence of

1.

1.

2.

2.

PROFORMA LETTER OF AUTHORITY

TO

GM (Kolkata Office)

Oil India Ltd.,
4 India Exchange Place,
ICC Building, 4th floor,
Kolkata-700001
West Bengal, India

Sir,

Sub: OIL's IFB No.

We _____ confirm that Mr. _____ (Name and address) as authorised to represent us to Bid, negotiate and conclude the agreement on our behalf with you against Tender Invitation No. _____ for hiring of services for _____.

We confirm that we shall be bound by all and whatsoever our said representative shall commit.

Yours Faithfully,

Authorised Person's Signature: _____

Name: _____

Designation: _____

Seal of the Bidder:

Note: This letter of authority shall be on printed letter head of the Bidder and shall be signed by a person competent and having the power of attorney (power of attorney shall be annexed) to bind such Bidder. If signed by a consortium, it shall be signed by members of the consortium.

AUTHORISATION FOR ATTENDING BID OPENING

TO

Date: _____

GM (Kolkata Office)

Oil India Ltd.,
4 India Exchange Place,
ICC Building, 4th floor,
Kolkata-700001
West Bengal, India

Sir,

Sub : OIL's IFB No.

We authorise Mr. /Mrs. _____ (Name and address) to be present at the time of opening of the above IFB due on _____ on our behalf.

Yours Faithfully,

Authorised Person's Signature: _____

Name: _____

Designation: _____

Seal of the Bidder:

Note: This letter of authority shall be on printed letter head of the Bidder and shall be signed by a person who signs the bid.

CERTIFICATE OF ANNUAL TURNOVER & NET WORTHTO BE ISSUED BY PRACTISING **CHARTERED ACCOUNTANTS' FIRM** ON THEIR LETTER HEAD**TO WHOME IT MAY CONCERN**

This is to certify that the following financial positions extracted from the audited financial statements of **M/s.....**(Name of the Bidder)for the last three (3) completed accounting years upto.....(as the case may be) are correct.

YEAR	TURN OVER In INR (Rs)	NET WORTH In INR (Rs)

Place:

Date:

Seal:

Membership No..

Registration Code:

Signature:

**Format of undertaking by Bidders towards submission of authentic information/documents
(To be typed on the letter head of the bidder)**

Ref. No. _____

Date _____

Sub: Undertaking of authenticity of information/documents submitted

Ref: Your tender No. _____ **Dated** _____

To,
The General Manager-Kolkata Office
Oil India Limited
Kolkata

Sir,

With reference to our quotation against your above-referred tender, we hereby undertake that no fraudulent information/documents have been submitted by us.

We take full responsibility for the submission of authentic information/documents against the above cited bid.

We also agree that, during any stage of the tender/contract agreement, in case any of the information/documents submitted by us are found to be false/forged/fraudulent, OIL has right to reject our bid at any stage including forfeiture of our EMD and/or PBG and/or cancel the award of contract and/or carry out any other penal action on us, as deemed fit.

Yours faithfully,
For (type name of the firm here)

Signature of Authorised Signatory

Name :

Designation :

Phone No.

Place :

Date :

(Affix Seal of the Organization here, if applicable)

FINANCIAL CHECKLIST*(To be filled up and submitted along with Unpriced bid)*

Tender no.	
Bidder's name	

Sl. No.	BEC / TENDER REQUIREMENTS	Please strikeout whichever is not applicable
1	Have you submitted “proof of Annual Turnover & Net worth” i.e. (Audited Balance Sheet along with Profit & Loss account or certificate issued by a practicing Chartered/ Cost Accountant' Firm certifying the Annual turnover & Net worth as per format prescribed in ANNEXURE-B)”?	YES / No
2	In case of submission of certificate as per format prescribed in ANNEXURE-B, whether the certificate has been issued by practicing Chartered Accountants' firm on their letter head?	YES / No / Not Applicable
3	Whether the financial documents like Audited Balance Sheet, Profit & Loss account, certificate issued by a practicing Chartered/ Cost Accountant contains Membership Number ?	YES / No
4	Whether the financial documents like Audited Balance Sheet, Profit & Loss account, certificate issued by a practicing Chartered/ Cost Accountant contains Firm Registration Number ?	YES / No
5	In case the last date of preceding financial / accounting year falls within the preceding six months reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder: Have you submitted affidavit/undertaking certifying that 'the balance sheet/Financial Statements for the financial year..... (as the case may be) has actually not been audited so far'.	YES / No / Not Applicable

COMPLIANCE SHEET (Annexure FFF),
(TO BE FILLED & SUBMITTED BY THE BIDDER)

	Compliance	Remarks (if any)
<p>2.0 SCOPE OF WORK</p> <p>2.1 The Contractor shall provide his own equipment along with qualified and experienced personnel for execution of following jobs in the operational areas of OIL Kolkata Office</p> <p>2.2 The job will involve carrying out preventive as well as corrective maintenance of all PCs, Printers, Network Devices and accessories as mentioned in Annexure-I. OIL will have the right to bring additional systems under the purview of the contract up to the maximum limit mentioned in Annexure-I. The contractor can check the system before such inclusion. Also, OIL will have the right to take out any system from the purview of the contract as and when necessary with prior information to the contractor.</p> <p>2.3 The job includes supplying and replacing of all spare parts for equipment listed in Annexure-I. All spares used for maintaining the systems have to be new and from the OEM of the system being repaired. Image drum, fuser assmebly, gears ,adapter and all other spares of printers & scanners are to be replaced by the contractor at their own cost under the AMC. However replacement of toners and cartridges of printers will be OIL's responsibility. Laptop batteries and UPS batteries will be provided by OIL.</p> <p>2.4 If the contractor at any time during the contract period claims a system to be beyond repair due to obsolescence, the contractor has to submit a end-of support declaration document from OEM of the system in support of his claim. If such claim is validated, OIL's IT department may allow use of second hand spares for maintenance of such system, or will bring the system out of purview of this contract.</p> <p>2.5 Contractor will have to maintain all hardware installed as mentioned in Annexure-I along with interface, network and power cables.</p> <p>2.6 No cannibalization of any equipment will be permitted to carry out the maintenance services.</p> <p>2.7 Disk media and print head is to be maintained within the scope of the maintenance services. Formatting of hard disk is to be done by the contractor whenever necessary after prior permission from OIL's authorized representative. Contractor will have to take back-up of hard disk before formatting and restore the backup after formatting.</p> <p>2.8 Contractor will provide software maintenance and support for Windows Operating Systems,joining/dis-joining/re-joining the systems to Active Directory,installation and configuration of windows Office applications, antivirus client,SAP GUI etc. The installation of new or existing software after formatting or change of Hard</p>		

<p>disk has to be done by the contractor. However, the CD media for the Software will be provided by OIL. In addition, the contractor will provide support for configuration of mail client, internet browser, data backup and recovery support at the user end as and when required. However, necessary guidance, as and when necessary will be provided by IT engineers of OIL.</p> <p>2.9 Contractor will provide network maintenance services which include basic troubleshooting for connectivity issues within LAN. Cables and connectors will be provided by OIL, Cable laying if required will be done by OIL.</p> <p>2.9 Contractor will have to restore the PC in case of malfunctions due to virus. Contractor will have to provide support for installation of Antivirus Software. However the CD Media for the software will be provided by OIL.</p> <p>2.10 Any defective hard disk, motherboard & SMPS replaced by contractor will remain property of OIL for Data security purpose. After replacement, the contractor has to deposit the defective disk to OIL's authorized representative.</p> <p>2.11 The contractor has to keep spares at site as mentioned in Annexure-II to minimize downtime of all the equipments. At the start of the contract, the spares as mentioned in Annexure -II of this document has to be submitted to OIL's IT department.</p> <p>2.12 If demanded by OIL, the contractor has to sign a confidentiality agreement with OIL as per IT security policy of OIL.</p> <p>2.13 The contractor has to submit personal details of his technicians including present address, permanent address, contact phone and mobile no. etc.</p> <p>3.0 PERSONNEL</p> <p>3.1 2 (Two) qualified engineer with minimum three years experience, one each at the 2 offices of OIL (4, India Exchange Place, Kolkata and 15-A Hemanta Basu Sarani, Kolkata) will have to be stationed at Kolkata Office of OIL, exclusively for maintenance of minimum quantity of PCs, Printers (Mono Laserjet, Color Laserjet and Inkjet Printers), Network Devices, Scanners, etc. as mentioned in Annexure-I.</p> <p>3.2 The engineer should be available at site during office hours, i.e. (9.00 am to 5.00 pm).</p> <p>3.3 Both the engineers should have at least a minimum qualification of Diploma in Computer Science / Electronics / Electricals / Telecommunications / Instrumentation/ Computer Software Applications/ Computer Networking & Hardware with adequate experience in Computer Maintenance.</p> <p>3.4 The Bio-data of the engineers to be posted at Kolkata Office should be provided by the bidder before the commencement of the Contract. However, OIL will have the</p>		
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<p>right to ask for replacement if not found suitable to carry out the maintenance services at any time during the contract period.</p> <p>4.0 SCOPE OF EQUIPMENT SUPPLY</p> <p>4.1 All equipment and machinery necessary to carry out the maintenance job will be contractor's responsibility.</p> <p>5.0 PERFORMANCE OF WORK</p> <p>5.1 All the materials, equipment, spares, etc. be provided by the contractor and the manner and speed of execution and maintenance of operations are to be conducted in a manner to the satisfaction of the company's representative.</p> <p>5.2 If the contractor needs to send any equipment out of the premises of OIL for repair purpose, the same shall be permitted after taking due written permission from IT personnel or his authorized representative. In case the contractor needs to send a PC for repair outside the premises of OIL, the hard disk of such PCs will be removed by OIL authorities before providing necessary permission for the same. This is for security purpose. The cost of transport for such equipment has to be borne by the contractor. Any damage/loss of such equipment during transit will be the responsibility of the contractor.</p> <p>5.3 Any equipment sent out of the premises of OIL for repair purpose should be returned back to OIL, duly repaired, within a maximum period of 15 days, failing which, the contractor has to provide a permanent replacement with same or higher configuration.</p> <p>5.4 Stock replenishment should be made from time to time before the stock level falls below 80% of the minimum spares to be stocked at site.</p> <p>6.0 SAFETY</p> <p>6.1 The contractor shall take all measures necessary to protect the personnel, work and facilities and shall observe safety rules & regulation of company provided to contractor in writing.</p> <p>6.2 The contractor shall report as soon as possible any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and then immediately take the first emergency control steps conforming to good operation practice and safety regulation.</p> <p>7.0 PROTECTION OF PROPERTY & EXISTING FACILITIES</p> <p>7.1 The contractor shall perform each work in such a manner as will prevent damage to the company's property and shall carry on the works in such a manner as to conform to, and consistent with, and not to interfere in any way with continuous and safe operation of the computers. Any permanent damage/loss to the company's installation, assets and equipment due to the operation of the services envisaged under this contract shall have to be remedied by</p>		
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<p>the contractor, entirely at its own cost, which will include and shall not be limited to actual replacement of such damaged assets and equipment, or payment of actual replacement cost in relation thereto, as may be incurred by the company.</p> <p>8.0 EXTENSION</p> <p>8.1 OIL reserves the right to extend the validity of the contract by maximum 1(One) year as per same rates and same terms & conditions of this contract.</p> <p>9.0 PENALTY</p> <p>9.1 In case the contractor fails to repair any equipment listed in Annexure-I within 24 hours from the time of reporting the breakdown, or provide a permanent replacement as per clause 5.3, a penalty of Rs. 100/- per day per system will be levied. In case of absence of the engineer for more than 24 hours, a penalty of Rs. 1,000/-, will be levied. If for any reason, the contractor fails to repair the equipment within seven successive days from the date of reporting, the contract will be extended by the said period, at no extra cost, in addition to the above penalty. However, the maximum penalty amount shall not exceed 15% of the total contract value.</p> <p>9.2 In case the Contractor fails to commence the contract within mobilization period, a penalty of Rs. 1,000/- will be deducted per day till the contract commences.</p> <p>10.0 OBLIGATIONS OF THE CONTRACTOR</p> <p>10.1 Contractor at his own cost shall arrange clearance of the spare parts, equipment etc. from customs and port authorities in India and shall pay all requisite duties including customs duty, demurrages, if any, clearance fees, charges, post fees, clearing and forwarding agent fees/charges, inland transport charges etc. Company will provide all reasonable assistance but the responsibility for clearance will rest on the contractor.</p> <p>10.2 Contractor will have to provide Mobile Telephone facilities to site Engineer to facilitate immediate contact from OIL.</p> <p>10.3 Company will have the option to upgrade the Hard disk or Memory or OS of the systems, during the term of the contract. However, the contractor will have to maintain the upgraded Hard disk, Memory and OS, within the scope of the contract.</p> <p>10.4 The quality of the replacement PCs/Printers/other items that may be replaced during the term of AMC, has to be equivalent or better or higher capacity than the replaced unit. The same has to be certified by representative of IT, before replacement.</p> <p>10.5 The Contractor will have to follow the preventive maintenance schedule of at least once in three months per PC / Printer/Network Device/ Peripherals/ other items,</p>		
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<p>strictly throughout the period of contract.</p> <p>10.6 The Contractor will be responsible for any property of OIL sent by the contractor to outside OIL premises for repair. Any loss or damage to such property has to be borne by the contractor.</p> <p>10.7 Contractor will be responsible for timely submission of the field call reports every day for the calls attended in OIL's standard format. The field call reports have to be duly signed by the respective users.</p> <p>10.8 Contractor will have to submit a weekly report on the first working day of every week regarding the list of spares stocked at site as per Annexure II. The report should include spares consumed, spares replenished and present stock of spares.</p> <p>10.9 Contractor will have to maintain an attendance register at OIL. The date and time of reporting of station engineer has to be logged on to the register, on all working days of OIL.</p> <p>10.10 Contractor should provide a well defined escalation matrix to report issues and update changes time to time.</p> <p>11.0 OBLIGATIONS OF COMPANY</p> <p>11.1 The Company shall provide the contractor access to all the computers, peripherals and related equipment as mentioned in Annexure-I under contract, for the purpose of maintenance.</p> <p>11.2 The Company shall provide, if required, all necessary documents for clearance from Government of India or States or their departments or undertaking and will extend all assistance and necessary help to the contractor.</p> <p>12.0 PAYMENT TERMS</p> <p>12.1 The contractor will quote for item-wise and unit-wise for all the items in Annexure I. Payment will be made as per the actual number of items maintained by the contractor during the billing period. During the contractual term, OIL will have the right to increase the quantity of any of the items mentioned in Annexure-I, at the same unit rate on pro-rata basis, as per the same terms and conditions of the contract (up to the limit of maximum quantity maintained in annexure I). The added items will be paid on monthly pro-rata basis for full month and daily basis for any part period thereof, with effect from the date of inclusion of the item under the contract till the end of contract period. OIL will also have the right to reduce the quantity of any item mentioned in Annexure-I, during the term of contract.</p> <p>12.2 Payment shall be made on quarterly basis after completion of period on actuals basis based on pro-rata calculation of assets under maintenance after due deduction of penalties, if any.</p>		
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<p>13.0 EFFECTIVE DATE,MOBILISATION PERIOD, DATE OF COMMENCEMENT OF THE CONTRACT AND DURATION OF CONTRACT:</p> <p>13.1 EFFECTIVE DATE OF CONTRACT : The contract shall become effective on the date on which the Company notifies the Contractor in writing that it has been awarded the contract. This date of issuance of Letter of Award(LOA) by the Company will be the Effective Date of Contract.</p> <p>13.2 MOBILISATION PERIOD: The Mobilisation should be completed by the Contractor within a maximum period of 15 days from the date of issue of Letter of Award(LoA). Mobilisation shall be deemed to be completed when Contractor's service personnel are deployed at our office for AMC Services.</p> <p>13.3 DATE OF COMMENCEMENT OF CONTRACT: The date on which contractor's service personnel are deployed at our Office for AMC services.</p> <p>13.4. DURATION OF CONTRACT: The Contract shall remain in force for a period of three years from the date of commencement of the Contract.</p> <p>14.0 TERMINATION OF CONTRACT:</p> <p>14.1 The company reserves the right to terminate the contract at any time by giving one month's notice in advance without assigning any reasons thereof.</p>		
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**(TO BE FILLED UP BY ALL THE VENDOR IN THEIR OWN LETER HEAD)
(ALL FIELDS ARE MANDATORY)**

Tender No. :.....
Name of Beneficiary :M/s.....
Vendor Code :.....
Address :.....
Phone No. (Land Line) :.....
Mobile No. :.....
E-mail address :.....
Bank Account No. (Minimum
Eleven Digit No.) :.....
Bank Name :.....
Branch :.....
Complete Address of your
Bank :.....
IFSC Code of your Bank
a) RTGS :.....
b) NEFT :.....
PAN :.....
VAT Registration No. :.....
CST Registration No. :.....
GST registration no. :.....
(enclose a copy of

GSTIN registration certificate)

Service Tax Registration No. :.....
Provident Fund Registration :.....

**I/We confirm and agree that all payments due to me/us from Oil India Limited
can be remitted to our above mentioned account directly and we shall not hold
Oil India Limited responsible if the amount due from Oil India Limited is remitted
to wrong account due to incorrect details furnished by us.**

**Office Seal
Signature of Vendor**

**Counter Signed by Banker:
Seal of Bank:**

Enclosure: Self attested photocopies of the following documents-

- 1) PAN Card
- 2) VAT Registration Certificate
- 3) Service Tax Registration
- 4) GSTIN registration certificate
- 5) CST Registration
- 6) Provident Registration Certificate
- 7) Cancelled cheque of the bank account mentioned above (in original).
- 8) Bank Statement not older than 15 days on the date of submission.

Bid Checklist

Annexure-EEE

Tender No.	<u>TENDER NO.CKI 1590P20/06</u>		
Bidder's Name :			
		Compliance by Bidder	
SL. NO.	BEC / TENDER REQUIREMENTS	Indicate 'Confirmed' / 'Not Confirmed' / Not applicable	Indicate Corresponding page ref. of unpriced bid or Comments
1	Bidder to confirm that he has not taken any exception/deviations to the NIT		
2	Confirm that the Offer has been made with Bid Bond / Bank Guarantee / Earnest Money as per NIT (Wherever Applicable)		
2.1	Confirm that original bid bond guarantee has been submitted in format MENTIONED IN NIT.		
2.2	Bid Security if Not submitted, reasons thereof		
3	Confirm unconditional validity of the bid for 120 days from the date of opening of techno-commercial unpriced bid.		
4	Confirm that the prices offered are firm and / or without any qualifications? (Conditional offer shall be liable for rejection.)		
5	Confirm that the the price bid is as per OIL's price bid format		
6	Confirm that the Bid comply with all the terms & conditions ?		
7	CONFIRM THAT YOU HAVE SHALL SUBMIT PERFORMANCE BANK GUARANTEE AS PER NIT IN THE EVENT OF PLACEMENT OF ORDER/CONTRACT ON YOU		
8	CONFIRM THAT ALL THE DOCUMENTS UPLOADED AS PER BID REJECTION CRITERIA / BID EVALUATION CRITERIA AND NIT		
9	Confirm that you have submitted undertaking of authenticity of information/documents as per annexure- K		
10	Confirm that the offers and all attached documents are digitally signed using Class 3# digital certificate (e-commerce application) in Organization Name issued by an acceptable Certifying Authority (CA) as per Indian IT. Act 2000.NIT.		
11	Whether Bid Security Submitted as per format (if applicable)		

	If yes, provide the details: Details of Bid Security Submitted to OIL (if applicable)		
	a) Bid Security Amount (In Rs):		
	b) Bid Security Valid upto:		
	c) Name and Full Address of Issuing Bank:		
	If Bid security submitted as Bank Guarantee, Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manage		
12	Confirm that you have complied to Payment terms of NIT		

NOTE: Please fill up the greyed cells only.

LIST OF ITEMS TO BE COVERED UNDER AMC

Sl.NO	Item Description	Quantity	
		Existing	Maximum
1.	Desktop PC ACER VERITON/WINDOWS 10/4th Gen Intel I5- 78 Nos; WINDOWS XP -13 Nos	91	110
2.	Laptop (ACER TRAVELMATE P246/Windows 8)	1	2
3.	Server - IBM X Series 235	2	2
4.	Printer - Monochromatic Laser (Medium Duty) (HP LJ PRO M203 DN,CANON LBP 6300 DN, HP LJ 1005, HP LJ 1160, HP LJ 1320,HP LJ P2035)	48	60
5.	Printer - Color Laser Medium Duty (HP CP3525)	5	10
6.	Printer - Color Laser Heavy Duty (HP 5550dn)	1	1
7.	Printer - Monochromatic Multifunction Laser Medium Duty (HP LJ Pro M227fdw,HP LJ M128fw,HP LJ M1319, HP LJ 3015, HP MFD 3050)	8	20
8.	Printer - Colour Multifunction Inkjet (HP DESKJET ADVANTAGE 4675, HP Officejet Pro L7380)	2	2
9.	Cheque Printer (LIPI 2280)	1	1
10.	Scanners (HP Scanjet G3110, HP Scanjet 3970, HP Scanjet 5590 , HP N8460)	8	8
11.	Online UPS- 1 KVA (APC 1000UX)	2	2
12.	Cisco Router (CISCO 1941,CISCO 860VAE)	2	3
13.	Cisco Switch (CISCO 2960)	4	6
14.	Wireless Router	10	15
15.	Projector (BENQ MH680)	1	2
16.	Network Rack 36U	1	1
17.	Network Maintenance, Software Maintenance and support for Windows	1	1
18.	Printer- Color Multifunction Laser Printer Medium Duty	-	10

Note:

1. The computer items against item no. 1, 2, and 3 includes all accessories like hard disk, floppy drive, DVD or CD-ROM Drive or DVD Combo Drive or DVD Writer, Ethernet Card, Key Board, Mouse, Multimedia kit, etc.
2. There are no existing items against item no.18. However OIL might procure the items as per requirement and when brought under the AMC the contractor will be informed. Payment will be done on actual basis as per Payment clause 13.0 .
- 3.The description against each item are currently existing models. OIL might upgrade/replace some items with models of equivalent specifications during the contract period.

LIST OF TOOLS/ SPARES TO BE STOCKED AT SITE

I. DISK MEDIA/ SPARES

A. Hard Disk Drive - 500 GB Minimum	2
B. SMPS	5
C. DVD WRITER	2
D. Key Board	2
E. Mouse	2

II. MAINTENANCE TOOLS

A. Digital Multimeter	2
B. Basic Electronic tool kit for maintenance purpose	2 sets

Note:

All standby systems, disk media and hardware spares should be new and of reputed brands as mentioned above.

SPECIAL NOTES

- a) Bidders without having E-tender Login ID and Password should complete their online registration at least seven (7) days prior to the scheduled bid closing date and time of the tender. For online registration, Bidder may visit the OIL's E-tender site <https://etender.srm.oilindia.in/irj/portal>
- b) Necessary Login ID & Password will be issued by OIL only after submitting the complete online registration by the Bidder. In the event of late registration/incomplete registration by Bidder, OIL INDIA LIMITED shall not be responsible for late allotment of User ID & Password and request for bid closing date extension on that plea shall not be entertained by Company.
- c) MSEs Units (manufacturers/Service Providers only and not their dealers/distributors) who are already registered with District Industry Centers or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or any other body specified by Ministry of MSME are exempted from payment of Bid Security (EMD) irrespective of monetary limit mentioned in their registration, provided they are registered for the item they intend to quote/participate.
- d) For availing benefits under Public Procurement Policy (Purchase preference & EMD exemption), the interested MSE Bidders must ensure that they are the manufacturer/ service provider of tendered item(s) and registered with the appropriate authority for the said item(s). Bids without EMD shall be rejected, if the technical offer does not include a valid copy of relevant MSE Certificate issued by appropriate authority specifying the item as per tender. Therefore, it is in the interest of such MSE Vendors to furnish a copy of complete certificate to the concerned tender handling officer of OIL at least seven (7) days prior to the scheduled Bid Closing Date of the tender; seeking clarification/confirmation as to whether their registered item is eligible for EMD exemption or not. Late communication in this regard and request for bid closing date extension on that plea shall not be entertained by Company.