

(TENDER NO. ISPRL/VZ/CM/MAINTANANCE/T5/16 dated 19.10.2016)

**BIDDING DOCUMENT FOR MAINTANANCE SERVICES FOR ISPRL,
VISAKHAPATNAM**



SPECIAL CONDITIONS OF CONTRACT (S.C.C)

**NAME OF WORK : MAINTANANCE JOB RELATED SERVICES AT INDIAN STRATEGIC
PETROLEUM RESERVES LIMITED (ISPRL),
VISAKHAPATNAM – 530 005**



SPECIAL CONDITIONS OF CONTRACT

1.0 GENERAL

- 1.1 Special Conditions of Contract (SCC) shall be read in conjunction with the General Conditions of Contract (GCC). Schedule of Rates, specifications of work, drawings and any other document forming part of this Contract wherever the context so requires.
- 1.2 Notwithstanding the sub-division of the document into these separate sections and volumes, every part of each shall be deemed to be supplementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so.
- 1.3 Where any portion of the GCC is repugnant to or at variance with any provisions of the Special Conditions of Contract, then unless a different intention appears, the provision(s) of the Special Conditions of Contract shall be deemed to override the provision(s) of GCC only to the extent that such repugnancies or variations in the Special Conditions of Contract are not possible of being reconciled with the provisions of GCC.
- 1.4 Wherever it is stated in this Bidding Document that such and such a supply is to be effected or such and such a work is to be carried out, it shall be understood that the same shall be effected / carried out by the Contractor at his own cost, unless a different intention is specifically and expressly stated herein or otherwise explicit from the context. Contract value (also referred to as Contract Price) shall be deemed to have included such cost.
- 1.5 In case of irreconcilable conflict between relevant Indian standards, GCC, Special Conditions of Contract, Specifications, Drawings and Schedule of Rates, the following shall prevail to the extent of such irreconcilable conflict, in order of precedence:
- i) Detailed Letter of Acceptance (along with Statement of Agreed Variations, if any) and its enclosures such as Schedule of Rates, etc.
 - ii) Letter / Fax of Acceptance
 - iii) Special Conditions of Contract
 - iv) General Conditions of Contract
 - v) Scope of work / Job / Particular Specifications
 - vi) Drawings
 - vii) Technical/Material Specifications
 - viii) Indian Standards

2.0 DETAILS OF WORK

2.1 Scope of Work

The Scope of Work shall be as described in [Appendix -I to SCC](#).

2.2 Scope of Supply

The Scope of Supply shall be as described in [Appendix-1 -I to SCC](#).

2.5 Billing and Terms of Payment



The Contractor shall submit the Bills / invoice, in quadruplicate, for the work done once in a month. The Contractor shall submit all relevant documents, if specifically asked by ISPRL, for certification of invoice.

ISPRL shall release the payments **within 30 days** from the date of receipt of Bills, if found in order. No advance shall be paid.

2.6 On Account Payments

- a. Monthly Running Account Bills
- b. Payments will be made against Running Accounts Bill certified by ISPRL within 15 days from the date of receipt of the certified bill by ISPRL.
- c. Running Account bills and the Final Bill shall be submitted by the Contractor together with the duly signed measurement sheet / MIS Reports to ISPRL in quadruplicate for certification.
- d. All running account payments shall be regarded as on account payment (s) to be finally adjusted against the final bill payment.
- e. The final bill shall be submitted by the Contractor within one month of the date of completion of the work fully and completely in all respects.
- f. Payment of final bill shall be made within 30 days from the date of receipt of the certified bill by the Disbursement Section of the owner.
- g. Payment shall be made only through e-Payment mode through any of the designated banks to ensure that timely payments are processed. The agency shall necessarily fill requisite formats and complete all formalities for the same before submission of first bill. Due to non-fulfilment of e-Payment requirements, ISPRL shall not be responsible for any delay in the payments. Owner reserves the right to make payment in any alternate mode also.

2.7 Firm Price

The quoted price shall be **FIRM** and no escalation in price on any account shall be admissible to the Contractor till the work is completed in all respects.

2.8 Quality Assurance System

- 2.8.1 Owner's representative shall reserve the right to inspect / witness, review any or all stages of work at shop / site as deemed necessary for quality assurance.
- 2.8.2 In case CONTRACTOR fails to follow the instructions of ISPRL with respect to above clauses, next payment due to him shall not be released unless until he complies with the instructions to the full satisfaction of ISPRL.



3.0 SECURITY DEPOSIT

The contractor shall within 10 (Ten) days of receipt of the notification of acceptance of the tender or letter of intent, shall remit the security deposit of amount equivalent to 10% of the Contract value to ISPRL. The security deposit shall be in the form of Bank Draft/Pay Order/Bank Guarantee from a Scheduled Bank / Nationalized Bank valid upto Three (3) months after Contract period and the same shall be released after Three months from the date of completion of the work.

Bank Guarantee shall be provided as per the enclosed format. Contractor may note that payment towards running bill shall not be paid unless & until SECURITY DEPOSIT is paid to ISPRL.

Owner reserves the right to deduct any amount from the Security Deposit at the time of expiry of Contract / Termination of Contract.

4.0 PENALTY CLAUSE

Owner shall reserve the right to impose cash penalty on the contractor and deduct such amount from his bills or Security Deposit in case Owner is put to any inconvenience due to non-performance or financial loss of any nature whatsoever, directly or indirectly by any of the contractor's personnel or by the contractor.

5.0 WORKS CONTRACT TAX

Every contractor who works for Owner should obtain an exemption certificate from the Commissioner of Sale Tax (works contract) otherwise Owner shall deduct the amount of TDS in accordance with the provisions of this Act. If at any stage the contractor's establishment gets an exemption certificate, he shall apply for refund to the Sales Tax Commissioner. Owner will furnish only a TDS certificate for the amount deducted and deposited with the Commissioner.

6.0 INCOME TAX

Income tax deduction shall be made from the gross amount billed as per the rules and regulations in force in accordance with income tax act prevailing from time to time.

7.0 CONTRACTOR'S OBLIGATIONS/ RESPONSIBILITIES

7.1 OBLIGATIONS:

The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employees Provident Fund Act, 1952, Employees Pension Scheme, 1995, ESI Act 1948, Contract Labour (Regulation and abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Workmen's compensation Act 1923, Works Contract Act 1999 and other relevant Acts, Rules and Regulations in force and as amended from time to time and are in force in the State where the subject work under this Contract are executed.

7.2 RESPONSIBILITIES:

7.2.1 It shall be the responsibility of the CONTRACTOR to obtain the approval for any revision and/or modifications decided by the CONTRACTOR from the OWNER/ Engineer-in-Charge before implementation. Also such revisions and/ or modifications if accepted/ approved by the



OWNER/ Engineer-in-Charge shall be carried out at no extra cost to the OWNER.

- 7.2.2 All expenses towards mobilization at site and demobilization including bringing in equipment, work force, materials, dismantling the equipment, clearing the site etc. shall be deemed to be included in the prices quoted and no separate payments on account of such expenses shall be entertained.
- 7.2.3 It shall be responsibility of the CONTRACTOR to provide, operate and maintain all necessary construction equipment, steel scaffoldings and safety gadgets, and lifting tackles, tools and appliances to perform the work in a workman like and efficient manner and complete all the jobs as per time schedules without any extra cost to the OWNER.
- 7.2.4 The CONTRACTOR shall be responsible for procurement and supply in sequence and at the appropriate time of all equipment / materials and consumables and his rates for execution of work will include of supply of all these items.

8.0 PAYMENT OF TAXES, DUTIES, CESS & OTHER LEVIES

The contractor shall be fully and exclusively responsible for the payment (and liable for all consequences in the event of default) of any and all taxes, duties, octroi, & other levies including service tax now or hereafter imposed, increased or modified from time to time in respect of the above job. The change in service tax if any after the award of contract shall be to ISPRL a/c.

9.0 INSURANCE POLICIES

The Contractor shall at his own cost and initiative take out and maintain at all times until the close out of the Contract, insurance policies as mentioned in General Conditions of Contract and also in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well OWNER fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take out and/or keep afoot insurance as provided for in the foregoing paragraph, OWNER shall be entitled (but without any obligation to do so) to take out and/or keep afoot such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of OWNER in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.

10.0 GOVERNING LAWS & JURISDICTION

The terms and provisions of this Contract shall be governed and interpreted in accordance with the laws of India in force and is subjected to and referred to the court of law located at New Delhi which shall have exclusive jurisdiction.

11.0 CONTRACT AGREEMENT

The successful Bidder shall be required to execute a Contract Agreement with ISPRL as per proforma attached in the Bidding. Document on the non-judicial stamp paper of appropriate value (**Minimum Rs. 100/-**) to be purchased from Delhi. The cost of stamp paper shall be borne by successful Bidder.

12.0 ROUNDING OFF

All payments to and recoveries from the Contractor shall be rounded off to the nearest rupee. Wherever the amount to be paid / recovered consists of a fraction of a rupee (paise), the amount shall be rounded off to the next higher rupee if the fraction consists of 50 (fifty) paise or more and if the fraction of a rupee is less than 50 (fifty) paise, the same shall be ignored.



13.0 HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT

- 13.1 The Contractor shall adhere to the Health, Safety (HSE) management system as per our HSE management at our construction site.
- 13.2 The CONTRACTOR shall establish document and maintain an effective Health, Safety and Environment (HSE) management system.
- 13.3 In case CONTRACTOR fails to follow the instructions of Engineer-in-charge with respect to HSE, next payment due to him shall not be released till CONTRACTOR complies with the HSE systems to the full satisfaction of Engineer-in-charge.

14.0 STATUTORY REQUIREMENTS

The approval from any authority required as per statutory rules and regulations of Central/State Government shall be the contractor's responsibility unless otherwise specified in the Bidding Document. The application on behalf of the Owner for submission to relevant authorities along with copies of required certificates complete in all respects shall be prepared and submitted by the contractor well ahead of time so that the actual construction/commissioning of the work is not delayed for want of the approval /inspection by concerned authorities. The inspection of the works by the authorities shall be arranged by the contractor and necessary coordination and liaison work in this respect shall be the responsibility of the Contractor.

Bidder has to submit the following documents:-

1. Firm registration, PF and ESI registration certificates, Labour, service tax, PAN details.
2. Last three years IT returns and last three years and Service tax returns
3. Turn over certificate from the auditor
4. Bidder should submit the last One year challans and ECR copies of PF and ESI .
5. Service tax registration must be on manpower services.

15.0 SITE ORGANISATION

The Contractor shall submit the details of organization proposed by him at site of work for the implementation of the works under the Contract, together with bio data of the key personnel. The Contractor shall however without prejudice to his overall responsibility to execute and complete the works as per specifications and time schedule progressively deploy adequate qualified and experienced personnel and augment the same as decided by Engineer-in-Charge depending on the exigencies of work to suit the work schedule without any additional cost to Owner.

16.0 SITE CLEANING

The CONTRACTOR shall maintain work site from time to time to the satisfaction of the Engineer- in-Charge for easy access to work site and to ensure safe passage, movement and working. The Contractor shall also clean the work site to the satisfaction of Engineer-in-Charge before handing over. No extra payment shall be paid on this account. The rates quoted in SOR are deemed to be inclusive of all the costs towards all the above activities as well.

17.0 ISPRL



Where ever ISPRL is stipulated, it shall be construed as ISPRL's authorized representative for this work.

18.0 ROYALTY

The quoted rates/price shall be inclusive of all royalties, if any, which the Contractor may have to pay to the statutory bodies/Govt.

19.0 SCHEDULE OF RATES

The Schedule or Rates (SOR) shall be read in conjunction with Special Conditions of Contract, General Conditions of Contract, Technical Specifications, Drawings and any other Document forming a part of this Contract. The quantities shown against the various items are only approximate and subject to any variations as per the stipulation made in General Conditions of Contract.

The Owner reserves the right to interpolate or extrapolate the rates for any new item of work not covered in Schedule of Rates from the similar items already available in Schedule of Rates. All the works item wise, shall be measured upon completion and paid for the contracted rates. In case any activity though specifically not covered in Schedule of Rates, description but the same is covered under Scope of Work / Specification / Drawings etc., no extra claim on this account shall be entertained, since SOR is to be read in conjunction with other documents forming part of the Contract. All items of work in the Schedule of Rates shall be carried out as per the Specification, drawings and instructions of the Engineer-in-Charge and the Rates are inclusive of all materials, consumables, labour, supervision, tools and tackles, as well as preparatory, incidental, intermediate / auxiliary / ancillary or enabling works.

- 19.1 The bidder has submit quote separately in sealed cover, his profit margin in + percentages to the manpower fixed cost. .
- 19.2 The profit margin in + percentages will be calculated in terms of money figures and the arrived figure will be treated as vendors " quote " for considering L1.
- 19.3 in case two vendors quotes the same value as per clause 19.1 & 19.2 . the L1 will be considered for the vendor , who is having bright credentials like higher turnover and track record.



APPENDIX-I

1) SCOPE OF WORK :

Bidder shall operate and maintain ISPRL, which shall start within 30 (thirty) days after the placement of LOI or as advised by ISPRL . The bidder scope of work for O&M contract for ISPRL shall include the following:

a) GENERAL

Operations and Maintenance of all the ISBL units of ISPRL including Crude receiving and dispatch as per operating manual / SOPs . ETP Operations, Nitrogen operations, Boiler operations, Flare operations, PLC system, Instrumentation, Electrical and all other associated facilities within the scope of this work as covered under this contract.

- i) The minimum manpower to be considered for the O&M shall be as per the chart provided in. Any additional deployment as required shall be provided by the contractor without any extra cost implication to ISPRL . The decision of ISPRL on requirement of additional manpower for sustaining plant operation shall be final and binding.
- ii) Bidder shall keep adequate number of experienced operation and maintenance personnel to cover round the clock operation and maintenance. Bidder to provide the organization chart for O&M under Plant manager.
- iii) Bidder to provide CV's of key personnel who are intended to be deployed/involved in operation of this plant.
- iv) ISPRL shall critically review the experience profile of the operation and maintenance personnel intended to be engaged by the bidder. If the experience profile is not suitable or found to be not suitable after the award of the contract, bidder will have to indicate the substitute.
- v) Any deficiency in providing the services for O&M as pointed out by ISPRL , shall be made good in respect of manpower or otherwise with in 48 hours of time after having been indicated by ISPRL in writing/ E mail, failing which such deficiencies shall be made good at the sole risk and cost of the bidder.
- vi) Bidder shall maintain all necessary documentation and records such as time sheet, log sheets, process parameter charts, inventory registers, equipment history, power consumption, laboratory test reports, shiftily/daily/weekly/monthly performance test reports, chemical and reagents



consumption reports, maintenance activities reports etc. These documents if required shall be developed in consultation with ISPRL . Relevant important data shall be computerized for easy scrutiny of various parameters as well as given in graphical form wherever possible to facilitate monitoring of the performance.

- vii) Bidder shall maintain record of accounts for Crude receipts, dispatches and inventory/consumption of all chemicals (including chemicals supplied by ISPRL), spares and consumables in soft and hard format.
- viii) Bidder will have to follow ISPRL safety rules and regulations.
- ix) The Personnel Protective Equipment's for the personnel deployed at site will have to be provided by the bidder. The overhauls of suitable colour should be provided for operations , electrical, F&S & maintenance personnel
- x) Food arrangement and transportation for the personnel deployed by him is in the Scope of Contractor. The transport vehicle should be remain stationed in round the clock shifts (other than employees pick up and drop time) at ISPRL.
- xi) The health / insurance for the personnel deployed by bidder is in the Scope of Contractor.
- xii) The contractors work men should knowledge about ISPRL facilities, in their training period , no payment will made to the contractor.
- xiii) In case the contractors work men knowledge is insufficient to carry out the maintenance of any equipment, the contractor has to call concerned OEM for guidance in carrying out trouble shooting & right maintenance. The expenses for calling OEM has to be borne by the contractor.
- xiv) Bidder shall submit daily and consolidated monthly report covering plant operation, chemical consumption, maintenance/electrical/instrumentation activities carried out during the day/month etc.
- xv) The contractor has to follow the labor laws of the govt. and the min. wages ACT. Monthly wage resister copy to be submitted ISPRL management for their records.



b) PLANT OPERATION

The scope of work includes all works to keep the plant in good operating condition which also includes and not limited to the following:

- i) Crude receipt from OSTT/ SPM and Crude dispatch to Refinery to be carried out as per procedures.
- ii) OWS/ ETP operations as per operating procedures.
- iii) N2/ Boilers/ flare operations as per operating procedures.
- iv) Drinking water/ service water operations.
- v) All mechanical, electrical, instrument equipment systems O&M as per standards .
- vi) General and annual standard inspections of plant.
- vii) Unloading/handling of chemicals, consumables and spares by the bidder.
- viii) Sample collection and sending samples to laboratory for analysis.
- ix) Bidder shall carryout trouble shooting to keep the plant in perfect health as per O&M manual.
- x) Bidder shall generate the failure analysis report of any rotary/static equipment within a reasonable time.
- xi) The contractor shall report all significant operation, maintenance, design and equipment deficiencies and abnormalities in the unit operations to ISPRL .
- xii) The contractor to keep F&S systems / equipment in perfect conditions and tested as per schedules which are directed time to time by ISPRL.
- xiii) The contractor has do IETP operations and ensure MINAS standards. The same treated effluent to be used for developing the horticulture in the near hill top area.
- xiv) Hydrogeological monitoring: cavern surrounding 14 bore wells levels to be monitored weekly and every 15 days sampling to be done for analysis and actions.

c) MAINTENANCE/MECHANICAL

The scope of work includes all works to keep the plant in good operating condition which also includes and not limited to the following:

- i) Bidder shall carry out preventive maintenance as per requirement to avoid unplanned shutdown of the plant.
- ii) Bidder shall carry out running maintenance/repair jobs required to keep the plant at full safety& productivity level.
- iii) The bidder shall carry out the breakdown maintenance jobs as and when problems/defects are noticed. This includes replacement of bearings, seals, seal testing etc. Bidder can use the workshop of ISPRL for breakdown maintenance and repair work related to ISPRL. Such facilities shall be provided to bidder free of cost.
- iv) Bidder shall periodically check/calibrate various instruments including analyzers and ensure their proper working. All Calibration instruments shall be available with the bidder.
- v) Bidder shall periodically check and ensure equipment lubrication, adjustments etc to ensure proper performance.
- vi) Bidder shall maintain tool & tackles adequate enough for carrying out all maintenance jobs.



- vii) Bidder shall carry out dewatering of ETP/OWS pit/sumps for maintenance/cleaning purpose.
- viii) Bidder shall carry out cleaning and flushing of various units, pipelines, tanks, heat exchangers, filters, strainers and vessels
- ix) Bidder shall carry out cleaning, desludging & flushing of various oil& sludge handling units.
- x) Bidder shall carryout alignment, lubrication, tensioning of all drives and rotating parts as required form time to time as per the details in the instruction manual.
- xi) Bidder shall carry out dismantling and assembling of equipment items, components and sub-assemblies like pumps, blowers, fans, centrifuges, motors, agitators, drive heads, center, mechanism, gearboxes and heat exchangers as required
- xii) Periodic inspection of all installations for checking any deterioration in surface finish/rubber lining etc.
- xiii) If any support is required from OEM of any equipment, the bidder will coordinate with OEM representative for the preventive and breakdown maintenance of the equipment's. The visit of the OEM representative if required will be arranged by the bidder at no extra cost to ISPRL .
- xiv) The spares given for the purpose of assembly of equipment are to have a definite life period during operations. Any failure identified immediately after replacement of spares due to bad workmanship shall be made good by the contractor at his own cost.

d) ELECTRICAL:

The scope of work includes all works to keep the plant in good operating condition which also includes and not limited to the following:

- i) LT and HT Motors: Cleaning of the stator body, fan, replacement of bearing etc. Tighten the foundation and coupling bolts, Check IR value of windings. Lubricate with grease the bearing at both ends. Tighten the termination at cable termination box.
- ii) Cable: Check and tighten the end termination. Check IR value and continuity. Replacement of damaged lugs as and when required.
- iii) Meters: Check for the tightness of terminals. Check the zero error of the pointer and take corrective action, if required.
- iv) Switchgear Panels and VFD: Regular cleaning of interior and exterior of all the switchgear outgoing panels, VFD panels , lighting panels with vacuum cleaner, blower and cleaning cloth and check tightness of power and control cables at terminals.. Maintenance of charger and UPS batteries shall be in contractor's scope. The contractor shall regularly check the voltage, specific gravity of electrolyte and electrolyte level in each cell at regular intervals and take corrective action as and when required.
- v) Operation (energization /De-energization) all the switchgear outgoing panels at Substation shall be done by the contractor as per requirement and records maintained accordingly. Troubleshooting and rectification of power and control circuit faults in MCC, PCC, VSD panels, field equipment and lighting circuits shall be done by the contractor.



- vi) Lighting: Regular cleaning of all plant, control room and rack room lighting fixtures and replacement of defective lamps and accessories, rectification of circuit Faults as and when required.
- vii) Electrical isolation: Isolation/energization of all outgoing feeders from PMCC shall be done by the contractor. All isolation shall be done as per ISPRL Established procedure and records to be maintained.
- viii) Bidder shall arrange for the following calibrated & tested minimum tools : Digital multimeter , HT & LT megger , earth resistance tester , crimping tool ,gloves , Box spanner set , ladders , tools required to open all panels , motors & terminations. All consumables like grease, cheap cloth , insulation tape , rust remover spray , log books , stationery, etc shall be ensured by the bidder in sufficient quantity. Chain pulley blocks to lift motors shall also be provided by the bidder.
- ix) The ISPRL equipment's electrical earthing pits (250 nos) to be inspected annually and maintained as per norms . a record to be submitted yearly to ISPRL.
- x) CP: Cathodic protection of crude lines and LPG bullet to be monitored monthly once and reported. All deviations to be highlighted and actions to be taken for repairs /replacement.

e) **INSTRUMENTATION:**

The scope of work includes all works to keep the plant in good operating condition which also includes and not limited to the following:

- i) Instrument Control Panel: Clean the panel interior & exterior. Check for the tightness of terminals, cable end & earthing terminations. Check fuses, indicating lamps switches, PBS. Check the alarm and annunciator for its proper functioning.
- ii) Panel Instruments: Check the terminals of connectors. Check the function of instruments for zero/span valves. Replace the fused bulbs, Push buttons, recorder charts, calibrate the instruments.
- iii) Field Instruments: Check the tightness of terminals, cable and termination and earthing studs. Replace the defective components, if observed, calibrate the instruments.
- iv) Bidder to ensure that all Control Room and field instruments (including Control and On-off valves) are maintained properly as per manufacturer's recommendation and requirement of the plant.
- v) Bidder to ensure availability and accuracy of all the instruments throughout the contract period. Necessary preventive maintenance to achieve the same is to be carried out by Contractor.



- vi) Bidder to ensure the rectification of any instrument related problem immediately without hampering plant operation. Repair/ rectification jobs of instrumentation to be carried out at site only, necessary tools/ tackles and test equipment's should be available with Contractor at site.
- vii) Bidder to maintain all the analyzers in working condition. Bidders to ensure that calibration of all analyzers are carried out at intervals as per manufacturer's recommendation. Supply and preparation of required chemicals/ reagents for normal operation and calibration of the analyzers shall be in scope of Contractor. Contractor to take all necessary steps and preventive maintenance jobs so that all the analyzers are always in line and displaying/ transmitting correct reading with accuracy as per analyzers manufacturer's manuals.
- viii) If any support is required from instrument/ control system manufacturer, Bidder shall arrange the same. The total responsibility of instrumentation maintenance and operation is in the scope of Bidder.
- ix) Bidder to identify the root cause and liquidate problems of repetitive nature.
- x) Bidder has to maintain the DCS / PLC software and its license keys in secure & activated conditions.
- xi) Bidder has to carryout Testing of all Trips/interlocks with simulation as per standard schedules.
- xii) all the DCS related / office related / AAQMS related networks has to be maintained by the vendor/ Contractor .

2) EXCLUSIONS:

ISPRL shall supply the following:

- a) Chemicals: All chemicals (Boiler chemicals + ETP chemicals + foam), DCS aragonite gas, DCP extinguishers, N₂ extinguishers and utilities (LPG, diesel fuel, liquid nitrogen) as required for the operations.
- b) Mechanical Spares: Filter cartridges, Basket strainers, bearings, mechanical seals, diaphragm, NRV, Valves, oil seals and strainers of dosing pumps.
- c) Electrical Spares: Bearings of all motors, cable jointing kits as and when required, spares of VFD, numeric relays, contactors, bimetal relays, Air Circuit breakers, SFU and transformers, light fittings, lamps and accessories.



- d) Instrumentation Spares : Spares of PLC, DCS, Pressure, flow, temperature, level transmitters, interposing relays, RTD, Level, pressure, temperature switches, SDVs, control valves.
- e) In case of extreme work exigency & ISPRL is not able to supply Spares (as specified in ISPRL Scope) in time and plant safety /performance is being effected, then Vendor to give estimation to ISPRL in written for facilitation of procurement, if the spares cost is less than one lakh , up on approval from managing committee Contractor has to procure the spares.
- f) Furnished office space, laboratory space, dispensary space and stores with intercom facility
- g) Water supply to plant/offices/ canteen.
- h) Required emergency/ first aid medicines / Consumables in Dispensary.
- i) Power at the MCC, water to plant process .
- j) Insurance of all the facilities.
- k) Drawings, documents and O&M manuals of plant and all the equipment's.
- l) Location and repair of cable faults in OSBL area (Outside battery limit) of ISPRL.

3) GURANTEE PARAMETERS:

Bidder shall be responsible towards Maintenance of ISPRL to guarantee the following:

- a) The crude storage, transfer & safe plant operations on round the clock basis for 365 days.
- b) The ambient air and effluent quality as per CPCB norms.
- c) Housekeeping should be maintained good for 365 days.

4) PENALTIES:

The penalties for nonperformance will be as follows:

- a) The deduction towards non deployment of personnel as per bidder's proposal shall be Rs 5000 per day per person.
- b) Due to poor O&M in ISPRL, if any oil / chemical spilled into open canals/ public area, 50 % penalty per occasion will be charged and deducted from the monthly bill.
- c) Due to poor O&M in ISPRL, if any oil / chemical spilled into OWS/ open canals/ public area, the cost of wastage of oil/ chemical will be recovered.
- d) Due to poor O&M in ISPRL, if any equipment damaged, the cost of damaged equipment will be recovered.
- e) In case any statutory annual testing's are missed (PSV, TSV, LPG bullet TA, chain pulleys Inspections, boiler annual inspections, N2 vessels , the same will be carried out by ISPRL and cost incurred will be deducted from the contractor in the monthly bills.



ISPRL Plant incharges decision on the applicability of the penalty will be final and binding on the bidder.

MINIMUM MANPOWER DEPLOYMENT FOR OPERATION AND MAINTENANCE OF ISPRL.

S.No.	Job discription	No of persons	Type	Qualification & Experience.
1	Asst Operators DCS	4	skilled	Diploma/ITI with minimum 1 years' experience in operation of the relevant field of Refinery units operations / OM&S.
2	Field Operators	4	Semi-skilled	ITI with minimum 1 years' experience in operation of the relevant field of Refinery units operations / OM&S.
3	Asst 33kv Sub station	4	skilled	Diploma/ITI minimum 1 years Working experience in overhauling, Preventive Maintenance of motors, switchgear, transformers, Maintenance of VFD , relays etc preference will be given to persons who are having elect . Competency certificate.
4	Pump Technicians	2	Skilled	Diploma/ITI & with minimum 1/3 years Working experience in operation and maintenance of the relevant (rot equipment repairs) field of Refinery units operations / OM&S.
5	Fitters	2	Semi-skilled	ITI & with minimum 1years Working experience in operation and maintenance of the relevant field of Refinery units operations / OM&S.
6	Inst Technicians	2	skilled	Diploma /ITI in Instrumentation. More than 1 Years' Experience of working as Instrumentation Technicians in a Process Plant. . Working Experience on Emerson/ Honeywell /GE Fanuc PLC and Analyzer Maintenance shall be preferred.
7	Fire Fighter Technicians	2	skilled	diploma/ITI in the relevant field. Should have 1 year experience in the relevant field. Persons who are having F&S competency certificate will be given preference.
8	Technician - Material & services	1	skilled	Degree with 1 year experience in relevant field. Computer knowledge in database , spreadsheet excel Etc.
9	Data Entry Operator	4	skilled	Degree with 1 year experience. Computer knowledge in database, spreadsheet excel and Typing @30 wpm is preferred.
	TOTAL	25		

Note:

1. Final selection and acceptance of above manpower for the contract shall be decided by ISPRL. In case of deficiency in any of the services being offered, ISPRL reserve the right to ask for the substitute for plant manager, Engineer/Technicians/Helpers provided by the contractor.



2. The shift schedule for the shift personnel shall be as per the bidder's requirement. Bidder should ensure shift coverage on all days 24 x7. The coverage should ensure that a person will not work more than 16 hrs in a day.
3. Bidder has to keep sufficient manpower during startup/crude transfers of the plant.
4. The leave coverage to be planned well in advance for the General shift persons and replacements to be done with proper trainings / prior familiarizations. Weekly Sun day is Holiday and 6 national holidays per annum are allowed.
5. The shift positions to be well arranged with leave / weekly off relievers.
6. All contract employees are to be deployed after F&S safety training and security formalities.

5.0 Other Terms

- a. Lead time of max 30 days shall be given to the agency for deployment of manpower to the site after the award of the contract.
- b. The agency shall undertake the assignment and stand guarantee to the up-time, work schedule etc
- c. Only trained and skilled staff shall be deployed for the work.
- d. The workers shall maintain discipline and conform to the ISPRL safety procedures and policies / regulations.
- e. The statutory obligations in respect of the staff engaged by the agency shall be covered under ESIC, PF etc.
- f. The staff will carry properly identity cards and shall be dressed in uniform arranged by the Contractor.
- g. Monthly bills shall be submitted regularly for each month. Payment shall be made to the agency as per Payment terms and conditions of the contract.
- h. Staff / Workers employed shall be above 18 years old.
- i. The agency shall take utmost care while working and ensure no damage to any company property is made.
- j. No food items / lunch / breakfast / snacks etc shall be taken inside the buildings.
- k. All the labor employees employed should be covered under the provision of all statutory acts like ESI, EPF and Minimum Wages etc.
- l. All manpower should be provided with Uniform, ID Card, Safety Shoes and Blue Colour Helmets
- m. The jobs shall be carried out to the satisfaction of concerned job engineer. In case of poor performance in terms of inadequate resource mobilization on a particular day or due to poor quality job, the amount payable for that particular day will be calculated on pro-rata basis and deducted from agency's monthly bill as penalty. ISPRL's decision in this regard is final and binding on agency.

6.0 Safety requirements for Contractors

- a. The agency shall make their own arrangement for the security / safety of the materials.
- b. PPE should conform to the standard specifications.
- c. Maintain Attendance Record
- d. Ensure all contract employees are covered under ESI
- e. Ensure all contract employees are medically fit
- f. Ensure all contract employees are more than 18 years and less than 58 years of age



- g. Ensure all contract employees do not work for more than 16 hours / day
- h. Ensure all contract employees wear badges and have individual gate pass
- i. In case of fire siren, ensure all works are stopped and all workmen assemble at designated place.
- j. Always wear safety equipment such as safety shoes, double harness fully body safety belts etc.
- k. In case of accidents, only First Aid will be available for contract personnel. Contractor should arrange subsequent medical treatment at his own expense.

All the above shall be read in conjunction with General Conditions of Contract. In case of any contradiction the above shall prevail to that extent only.