

INDIAN STRATEGIC PETROLEUM RESERVES LIMITED

(A wholly-owned subsidiary of OIIB),
Ministry of Petroleum & Natural Gas
ISPRL VISAKHAPATNAM,
LOVA GARDENS, BEHIND HINDUSTHAN SHIP YARD LIMITED, POST BOX NO: 999,
GANDHIGRAM (P.O) VISAKHAPATNAM - 530 005



COVER PAGE

**BIDDING DOCUMENT FOR CARRYING OUT OPERATIONS & MAINTENANCE JOBS OF ETP AND
BOILER AT ISPRL, VISAKHAPATNAM**

**At
Indian Strategic Petroleum Reserves Limited
Strategic Crude Oil Storage Facilities
Lova gardens, Behind HSL fabrication Yard
Post Box No.999, Gandhigram Post
Visakhapatnam-530005**

(TENDER NO. ISPRL/HO/VSP/PR-08/26-27/O&M_ETP&BOILER/ T01 dated 20.04.2026)

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**NAME OF WORK: CARRYING OUT OPERATIONS & MAINTENANCE JOBS OF ETP AND BOILER AT
ISPRL, VISAKHAPATNAM – 530 005**

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SECTION I - NOTICE INVITING BIDS (NIB)

Tender No	TENDER NO. ISPRL/HO/VSP/PR-08/26-27/O&M_ETP&BOILER/ T01 dated 20.04.2026
Brief Description of the requirement	CARRYING OUT OPERATIONS & MAINTENANCE JOBS OF ETP AND BOILER AT ISPRL, VISAKHAPATNAM
Bid Type	Two Bid
Mode	Online through www.isprl.ewizard.in
Pre-Bid Conference	29.04.2026, 11.00 hrs (IST). The bidders may attend the meeting in person at HO/ Mangalore Site of ISPRL and through on-line mode. All bidders are requested to send their queries in advance in xl format and share their e-mail address so that link can be shared with interested bidders.
Tender Document Submission date	11.05.2026 @ 15.00 Hrs. (IST)
Date / Time of Technical Bid Opening	11.05.2026 @ 15.30 Hrs. (IST)
Offer Validity	120 days from Tender Document Submission date
Completion Period	For a period of 12 months extendable for one more year on same terms and conditions.
EMD	₹ 4,00,000 (BG is also acceptable)
Security Deposit	2% of total Contract value (BG is also acceptable and shall be submitted within 15 days of order and BG shall have validity till completion of contract plus three months for claim period)
DD shall be drawn in favour of "ISPRL Noida,"	
For Queries contact	Navendu/ procleader-ho@isprlindia.com /+91-0120-2594639/+91-9449972571
Bidders are informed to check tender link on ISPRL website https://www.isprlindia.com/tenders.asp replies to queries raised during pre-bid meeting, any clarifications, corrigendum, addendum etc.	
Address to submit the EMD etc	Chief Manager (Materials) Indian Strategic Petroleum Reserves Limited OIDB Bhawan, 3rd Floor, Plot No. 2, Sector – 73 Noida – 201301, Uttar Pradesh, India Email: procleader-ho@isprlindia.com Tel: +91-120-2594639 Mob: + 91-9449972571 (Please mention tender number on the envelop)

BID FOR OPERATION & MAINTENANCE OF ETP & BOILER FACILITIES AT ISPRL, VISAKHAPATNAM

1. ISPRL DETAILS

Indian Strategic Petroleum Reserves Limited (ISPRL) is a Special Purpose Vehicle created by Government of India for building and operating the Strategic Petroleum Reserves of India. ISPRL is a wholly owned subsidiary of Oil Industry Development Board (OIDB), under Ministry of Petroleum and Natural Gas. Under Phase – I of the Strategic Petroleum Reserves, ISPRL has constructed unlined Underground Rock Caverns along with associated facilities for storage of 5.33 MMT of crude oil at three locations viz. Visakhapatnam (1.33 MMT), Mangalore (1.50 MMT) and Padur (2.50 MMT).

ISPRL intend to engage suitable agency for carrying Operations & Maintenance (O&M) service of ETP and Boilers installed at Strategic Crude Oil Storage Facilities, Visakhapatnam for a period of 12 months extendable for one more year on same terms and conditions.

2. BRIEF SCOPE OF WORK

Scope of work shall include over all control (on behalf of ISPRL) on Operations & Maintenance of Boiler system, ETP and its associated downstream facilities Inside Battery Limits (IBL) installed at ISPRL, Visakhapatnam by engaging the skilled manpower as defined elsewhere in this bid document for operation, maintenance and liaisoning with statutory authorities as and when required time to time through this contract.

The O&M Contractor shall secure the machinery and equipment installed in the facility for smooth operations of ETP & Boiler and keep them in ready to use condition with established systems and procedures. The associated jobs like Electrical substation, PLC system, Instrumentation system, Rotatory system, Water treat system, Chemical handling system and other related systems maintenance jobs, periodic checking and calibrations as per OEM/Statutory requirements are to be ensured in addition to the Operations of these ETP and Boiler Systems. The minimum manpower to be deployed during the period of contract is defined in the bid document for day to day operations, however any additional manpower required for periodic maintenance/servicing of the equipment is to be arranged by the contractor at no additional cost. The scope involves providing timely inputs for maintaining the sufficient inventory of spares, consumables and chemicals for proper Store/Inventory management. Monthly reports on jobs completed, maintaining the history sheets, Log books and other records as per the OISD stands/OEM manual are to be maintained.

Need to carry the testing's in the established lab for testing of various parameters on water, like presence of Oil & Grease in water, Chlorides & Sulphides, pH value, Total Dissolved Solids (TDS), Total Suspended Solids (TSS), Total Hardness, Presence of Silica, Bacterial count, Bioassay test etc., The

responsibility of checking for BOD and COD from ETP is also in the scope of the vendor. The frequency of checking these parameters is once in 15 days for all samples of 13 no of Monitoring bore wells, RO plant inlet and Out let, for ETP samples testing and also as and when ETP operates or as directed by In-charge, ISPRL.

The necessary tools, tackles, equipment, PPE's, for carrying the Maintenance jobs are to be ensured.

3 PREQUALIFICATION CRITERIA

3.1 PREQUALIFICATION CRITERIA- TECHNICAL

3.1.1 The bidder shall have executed/executing operations and maintenance of ETP with capacity of not less than 25 cubic meter per day in any Hydrocarbon/Pharmaceutical/Process Industry in last Seven (7) years from the date of publishing of this tender.

(or)

3.1.2 The bidder shall have executed/executing operations and maintenance of Boilers with capacity of not less than 25 TPH in any Hydrocarbon/Pharmaceutical/Process Industry in last Seven (7) years from the date of publishing of this tender.

(or)

3.1.3 The bidder shall have experience in the operation and maintenance of a rock cavern facility in India in last Seven (7) years from the date of publishing of this tender.

AND

3.1.4 Applicants shall have experience of having successfully carried out and completed similar work during the last 7 years ending last day of the month previous to the one in which applications are invited, and the experience should be one of the following:

a. Three similar completed works, each costing not less than the amount of 47 Lakhs

(or)

b. Two similar completed works, each costing not less than the amount of 59 Lakhs

(or)

c. One similar completed work not less than the amount of 94 Lakhs.

“Similar Work” **shall mean** operation and maintenance (O&M) of ETP's (or) Boilers (or) Rock Cavern facilities **as specified under Clauses 4.1, 4.2, and 4.3.**

The above values shall be considered on **annualized basis for the executed value and period mentioned in the completion certificate submitted by the bidder.** Part executed orders submitted by bidder will be accepted for a completed work order year (12 months period) with the value equivalent to meeting aforesaid mentioned criteria, subject to submission of successful completion certificate for the period claimed by bidder from the owners of the work order issued. The completion certificate shall be issued by owner(s) / authorized persons of the firm where the subject work was done specifying the original WO value and period, executed WO value and period (not less than 12 months). This clause shall be read in conjunction with the above clause with respect to timelines mentioned. WOs supported with execution of works as sub-contractor are not acceptable.

Supporting documents:

All the WO copies and / or successful completion certificates submitted for supporting the experience criteria shall be notarized while submitting the bid. **Completion certificate shall have details of executed value and the period of execution.**

- i. The bidder shall have an operating office (own / rented) in Visakhapatnam district area in Bidder's firm name (if owned) / rental agreement in the name of bidding firm / Bidder name.
- ii. All above indicated amounts are exclusive of Service Tax / GST.

b. PREQUALIFICATION CRITERIA- FINANCIAL

- i. The Service provider should have minimum Annualized Turn-over of Rs.35,00,000.00 during the last three financial years i.e. 2022-23, 2023-24 and 2024-25 (Final/Estimated). Attach Certificate duly certified by statutory auditors of the bidder or a practicing Chartered accountant (not being an employee or a director or not having any interest in the bidder(s) company firm) where audited accounts are not mandatory as per law OR duly certified by any notary public in the bidder's country.
- ii. Bidder net worth shall be positive and relevant supporting document, separately to be submitted along with technical bid.

Rejection Criteria:

- 1. Failure to comply with the PQC: Technical / commercial / Financial criteria.
- 2. Non submission of notarized documents of WO copies for supporting experience.
- 3. The bidder should not be under the Holiday list / Blacklist / Debarment list of ISPRL or any Government organizations. Bidder shall submit an undertaking to this effect with declaration date not before one month from the bid due date. **(Format enclosed).**

<p><u>On Bidders Letter Head</u></p> <p style="text-align: right;">Date: _____</p> <p style="text-align: center;"><u>Declaration</u></p> <p>I hereby declare that our firm M/s _____ has never been under the Non-blacklisting/ Holiday listing/ Debarment list of ISPRL or any Government organizations.</p> <p style="text-align: right;">Stamp & Signature of the Tenderer(s)</p>

- 4. Joint venture / Consortium bids shall not be permitted for this tender.
- 5. Non- submission of CA certified annualized turnover for 3 years as mentioned in PQC – Financial.
- 6. Not establishing 'Net worth positive' through an Appropriate Document(s).
- 7. WO copies submitted as sub-contract works.
- 8. A person against whom an adverse report/ remark is received from the Vigilance Department of ISPRL or the CVC or CBI or the Government of India., which lends doubts as to the integrity of the person or otherwise makes him unsuitable to hold the position.

Relaxation to MSE/ Start-up bidder:

MSME: Pre-qualification criteria with respect to Prior Turnover and Prior experience may be relaxed for Micro & Small Enterprises (to the extent of 15%) as per GOI guidelines subject to meeting of quality and technical specifications. (For example, if PQC value applicable to other than MSE bidders is Rs. 100/-, the same shall be Rs. 85/- for MSE bidders).

Start Up: No relaxation in Prior Turnover and prior experience criteria for start-up as the contractor needs to have prior approval and expertise to do the job. It is necessary to engage the services of reputed contractors having proven track record (PTR) capable of carrying out and complete all the jobs with proper planning complying safety etc.,

d. DOCUMENTATION IN SUPPORT OF MEETING BIDDER'S QUALIFICATION CRITERIA

- I. Bidder shall submit all necessary documentary evidence such as copies of work order(s)/ contract agreement(s) clearly indicating scope of work and value of the contract, copies of Purchase Orders etc. for the preceding three financial years, in the first instance itself in support of their fulfilling Bidder's Qualification Criteria. ISPRL reserves the right to complete the evaluation based on the details furnished without seeking any additional information.
- II. All supporting documents furnished by the bidder in support of meeting the technical criteria of BQC shall be duly notarized by Notary public.
- III. With regards to financial documents, the bidder is required to submit financial statement of three years which are duly certified by the statutory auditor.
- IV. In case audited annual financial statements including balance sheets and profit and loss account for the immediately preceding financial year is not available for bid closing date, the Bidder has an option to submit the same for the three previous years immediately prior to the last financial year.
- V. Submission of authentic documents is the prime responsibility of the bidder. Wherever ISPRL has concern or apprehension regarding the authenticity /correctness of any document, ISPRL reserves the right of obtaining the documents, gcross verifying from the document issuing authority
- VI. The bidder shall furnish along with his bid, documentary evidence to substantiate his claim for meeting the qualification requirement as specified above. This documentation shall include but not be limited to the following details pertaining to projects /works completed by bidder for qualification:
 - VII. a) Type of contract
 - VIII. b) Contract Agreement/ relevant pages of contract
 - IX. c) Completion certificates
 - X. d) Letter from Clients
- XI. In the event of bidder's failure to meet the above, ISPRL reserves the right to complete the evaluation based on the details furnished by the bidder in the first instance along with their bid without seeking any additional information.

e. EARNEST MONEY DEPOSIT (EMD)/ BID SECURITY:

- I. Bids must be accompanied with an amount of Rs. 4,00,000/- (Rupees Four Lakhs Only) towards the Earnest Money Deposit/Bid Security. Bids not accompanied with the requisite Earnest Money Deposit/ Bid Security shall be considered as non-responsive and such bids shall be summarily rejected.
- II. The EMD/ Bid Security shall be paid to Indian Strategic Petroleum Reserves Limited, Noida, online through e-tendering portal in accordance with the instructions and terms & conditions enclosed with the Bidding Document.
- III. There will be no waiver of EMD for Public Sector Undertakings of Central/ State Government Undertakings or any other bidder. However, Micro or Small Enterprises registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises are exempted from submission of EMD subject to submission of valid certificate of MSME.

f. **TIME PERIOD**

The Operation & Maintenance (O&M) contract shall be for a period of **12 months from the date of acceptance of the actual commencement of services and can be extended another 12 months with same terms and conditions.**

g. **BID EVALUATION CRITERIA:**

- I. The bidder should accept in Toto the Technical specification and Scope of work given in the Tender with no deviation as per clauses of the tender document
- II. Techno commercially acceptable bids will be evaluated on overall L-1 basis i.e. lowest landed cost to ISPRL.
- III. If two or more techno-commercially accepted bidders are found to have quoted identical lowest bid price, the lowest ranking tenderer shall be decided as per ISPRL e-procurement portal /GeM terms / system. However, purchase preference for MSME Bidders in case of tie shall be decided based on turnover i.e. bidder with higher turnover (3 years Average Annual turnover total as per 3.2.2) will be considered for purchase preference.
- IV. Any uncalled-for lump-sum/percentage or adhoc reduction/increase in prices, offered by the Bidders after opening of the prices, shall not be considered.
- V. The benefits of PP Policy shall not be extended to Traders/ dealers / resellers/ distributors/ authorised agents registered with NSIC/ MSE (Micro & Small), firms registered with District Industries Centre (DIC) or Udyog Aadhar etc.
- VI. Integrity Pact: All tenders and contracts shall comply with the requirements of the Integrity Pact (IP) if the value of such tenders or contracts is Rs 50 lakhs & above. Failure to sign the Integrity Pact shall lead to outright rejection of bid.

SALIENT FEATURES OF THE BIDDING DOCUMENT ARE AS FOLLOWS

- 1.1 TENDER NO. **ISPRL/VSP/PR-08/26-27/ETP & BOILER/T01 dated 13.04.2026**
- 1.2 Pre bid meeting date and time: **XX.04.2026 at 11:00 Hrs IST at ISPRL, Visakhapatnam**
- 1.3 Last Date and time of submission of Bids:-----
- 1.4 Opening of Technical Bid : -----

VII. For detailed specifications, terms & conditions and other details, refer Bidding Document.

VIII. Contact persons at ISPRL, Visakhapatnam:

Head Site

Email: headsitesite-vizag@isprindia.com

Contact no. 0891-286 8000

9. **SUBMISSION OF BID & VALIDITY**

- I. Bids are required to be submitted only through e-Procurement Portal at <https://isprindia.com> or before the Bid submission date and time. Bidders are required to enroll on the e-Procurement portal (URL: <https://isprindia.com> . It may also be noted that the price details are required to be filled & submitted only on the Schedule of Price format downloaded from above e-Tendering website.
- II. Bidders in their own interest are requested to enroll on e-Procurement portal and upload/submit their bid well in time. In the event of failure in bidder's connectivity with the Portal during the last

few hours, bidder is likely to miss the deadline for bid submission. Due date extension request due to above reason shall not be entertained.

- III. Physical Bids / Offers or Bids through any other mode shall not be accepted. The Offers submitted through e-tendering system, as above shall only be considered for evaluation and ordering.
- IV. Bidders to refer e-Tendering Methodology attached as **Annexure – I** to Instructions to Bidders (ITB) in the Bidding Document. Bidders are requested to get acquainted with the E-Tendering System in advance and obtain/seek clarifications, if any from e-Wizard Helpdesk, whose contact information is provided in the e-Tendering Methodology.

10. GENERAL

- I. The complete Bidding Document is available on e-Procurement Portal (website: <https://isprl.ewizard.in>). Corrigenda/ Addenda/ Amendment, if any, shall also be available on the referred web sites. Further, bidder shall give an undertaking on their letter head that the content of the bidding document have not been altered or modified.
- II. Bidder shall download the Bidding Document in his own name and submit the bid directly. The Bidding Document is non-transferable. Bids submitted by Bidder who have not downloaded the bidding document will be rejected.
- III. Bids not received by the due date and time shall be rejected and representative of such bidders shall not be allowed to attend the bid opening.
- IV. ISPRL shall not be responsible for any expense incurred by bidders in connection with the preparation & uploading of their bids, site visit and other expenses incurred during bidding process.
- V. ISPRL reserves the right to assess bidder's capability and capacity to execute the work using in-house information and by taking into account other aspects such as concurrent commitments and past performance etc.
- VI. In case any bidder is found to be involved in cartel formation, his / her bid will not be considered for evaluation/ placement of order. Such bidder will be debarred from bidding in future.
- VII. Various links such as "Help for Contractor", "Information about DSC", "FAQ", "and Resources required", "Bidders Manual Kit" etc. are available on home page of <https://isprl.ewizard.in>; facilitating vendors to participate in the bidding process. Bidder are advised to download & utilize the available information/ documents under these links for activities like Registration, obtaining User ID & Password, uploading & submission of e-bids etc. Bidders are advised in their own interest to carefully go through Instructions for E- tendering and other related document available against various help links so as to ensure that bids are uploaded in E-tendering website well before the closing date and time of bid submission.
- VIII. Request for extension in due date of submission of bids due to non-registration or delayed registration in e-procurement portal shall not be entertained.
- IX. Bidders may view the Bid opening through e-Procurement Portal i.e. <https://isprl.ewizard.in>;

- X. Consortium/ Joint bids/ multiple bids/ alternative bids shall not be accepted.
- XI. ISPRL reserves the right to reject any or all the Bids and to annul the Bidding process at its discretion without assigning any reason whatsoever at any time prior to award of contract, without thereby incurring any liability towards the Bidder.
- XII. For detailed specifications, terms & conditions and other details, refer Bidding Document.
- XIII. The Parties shall not in any manner make any attempt to unduly influence the Conciliation proceedings or the SAC by way of inducement in any form or manner and shall conduct themselves with full dignity, honesty and integrity.

SECTION II - INSTRUCTIONS TO BIDDERS (ITB)

2.1 INTRODUCTION

INDIAN STRATEGIC PETROLEUM RESERVES LIMITED (ISPRL) intends to avail the services for **Operations & Maintenance Services for ETP and Boiler Units installed at ISPRL-Visakhapatnam** through qualified contractors finalised through this tender process.

2.2 COST OF BIDDING

All direct and indirect costs associated with the preparation and submission of bid (including clarification meetings and site visit) shall be to Bidder's account and ISPRL will in no case be responsible or liable for those costs, regardless of the conductor outcome of the bidding process.

2.3 SITE VISIT

- I. Bidder is advised to visit and examine the site, its surroundings and familiarize himself of the existing facilities and environment, and collect all other information which he / she may require for preparing and submitting the bid and entering into the Contract. Claims and objections due to ignorance of existing conditions or inadequacy of information will not be considered after submission of the bid and during implementation.
- II. The Bidder and any of his / her personnel or agents will be granted permission by the owner to enter upon his premises and land for the purpose of such inspection, but only upon the explicit condition that the Bidder, his personnel or agents will release and indemnify the owner and his personnel and agents from and against all liability in respect here of and will be responsible for personnel injury (whether fatal or otherwise), loss of or damage to property and any other loss, damage, cost and expenses incurred as a result thereof.
- III. Bidder may contact Head Site, ISPRL- Visakhapatnam for the purpose of necessary site information or forward their queries to – headsite_vizag@isprlindia.com

2.4 CLARIFICATIONS IN BIDDING DOCUMENT

- I. Although all the details presented in this Bidding Document have been compiled with reasonable care, however, the Bidder is expected to examine the Bidding Document, including all instructions in the Bidding Document and ensure that the information provided is clearly understood.
- II. Bidding documents once issued are non-transferable in any other name.
- III. **Pre-Bid Meeting will be conducted on XX.03.2026 at 11:00 Hrs at ISPRL office, VISAKHAPATNAM - 530005 to clarify queries of contractor/Tenderer regarding the bid/ online uploading of bid, if any.**

2.5 AMENDMENT OF BIDDING DOCUMENT

- I. At any time prior to the deadline for submission of bids as well as up to priced bid opening, the BIDDER may, for any reason whether at its own initiative or in response to a clarification or modification requested by any Prospective Bidder(s), modify the Bidding Documents

- II. Any addendum issued shall be part of the Bidding Documents and shall be uploaded on e-wizard portal.
- III. Bidders shall examine the Bidding Documents thoroughly and inform ISPRL of any apparent conflict, discrepancy or error, so that the ISPRL may issue appropriate clarification(s) or amendment(s), if required.

2.6 CONFIDENTIALITY OF BIDDING DOCUMENT

- I. Bidders shall treat the bidding documents and contents there in as strictly Confidential. If at any time, during the bid preparation period, Bidder decides to decline to bid; all documents must be immediately returned to ISPRL.
- II. The Bidding Document is and shall remain the exclusive property of ISPRL without any right to Bidder to use them for any purpose except for the purpose of Bidding.

2.7 LANGUAGE OF BID

The Bid and all correspondence concerning the Bid shall be in English Language. For supporting documents and printed literature submitted in any other language, an equivalent English translation duly notarized shall also be submitted. Responsibility for correctness in translation shall lie with the Bidder. In case of any conflict, for the purpose of interpretation of the Bid, the English translation shall govern.

2.8 COMPLIANCE TO BID REQUIREMENT

Bidder expects Bidder's compliance to requirement of Bidding Document without any deviation and submit substantially responsive bid.

2.9 PREPARATION/SUBMISSION OF e-BIDS

The bidder is required to make a proposal in a format as outlined below in order to achieve the objective of maintaining a uniform proposal structure from all bidders.

Electronic Bids (**e-bid**) in two parts i.e. PART-I (Techno-commercial part) & PART-II (Priced part) as detailed below shall be submitted in **e-wizard portal** in accordance with the instructions and terms & conditions enclosed with the Bidding Document.

PART-1: Techno-commercial/ Un-priced Bid: Techno-commercial/Un-priced Bid will contain the following documents.

- I. MSME certificate (if applicable).
- II. Separate booklet consisting document against Bidder Qualification Criteria (Technical & Financial).

(Note: The above shall be loaded in "PREQUALIFICATION/TECHNICAL" folder in e-wizard portal)

In case of non-submission of above documents or submission of incomplete documents, the BIDDER reserves the right not to evaluate such offers further and not to enter into correspondence in this regard after opening the Techno-commercial / Un-priced Bid. It is the responsibility of the bidder to upload proper & legible documents before due date.

PART – 2 (Priced Bid) shall consist of the following:

Priced Bid shall consist of Schedule of Prices/ Schedule of Rates with prices filled in e-wizard portal, without making any changes in the format / names / UOM of the file/worksheet.

Deviations to terms and conditions, presumptions, overwriting etc. shall not be stipulated in Price part of bid. In case of any conditions stipulated in price bids, the bids of such bidders shall be summarily rejected and shall not be considered for further evaluation. Evaluation shall be carried out excluding such bidder(s.). In case of overwriting / corrections in the numbers then the value mentioned in words will be treated as final for evaluation purposes.

(Note: Part-2 shall be uploaded in “FINANCE” folder in e-wizard portal)

2.10 BID PRICES

- I. Bidder shall quote price after careful analysis of cost involved for the performance of the work considering all parts of the Bidding Document. In case any activity which could be reasonably implied/ inferred from the contents of the Bidding Document then the prices quoted shall be deemed to be inclusive of cost incurred for such activity. Bidder should consider all elements while arriving their rates. No reimbursement / payments shall be made whatsoever unless those are specified in the tender document.
- II. The prices shall be based on conditions specified in General Conditions of Contract, Scope of Work, Scope of Supply, Technical Specifications and other contents of Bidding Document.
- III. Prices quoted by the bidder, shall remain firm, fixed and valid until completion of the Contract performance and will not be subject to variation on any account.
- IV. Alternative bids will not be considered.

2.11 BID VALIDITY

- I. Bid shall remain valid for a minimum period of 180 days from due date of submission of Bid. During the above period, bidders shall not be entitled to revoke or cancel their Bid or vary the Bid given or any term thereof without written consent of ISPRL. In case, bidders are revoking or cancelling their Bid or varying any terms in regard thereof without the written consent of ISPRL, the EMD of the bidder shall be forfeited and the bid shall be rejected.
- II. Such Bidder also may be put on Holiday/ Negative List. ISPRL may seek extension of the validity period of bid. If the Bidder agrees to the extension request, the validity shall be suitably extended. Bidders may refuse the request of extension of bid validity without forfeiting his EMD. However, bidders agreeing to the request for extension of validity of bid shall not be permitted to modify the bid because of extension, unless specifically invited to do so.

2.12 EARNEST MONEY DEPOSIT (EMD)/BID SECURITY

- I. ISPRL shall not pay any interest on Bid Security furnished.
- II. EMD/ Bid securities of unsuccessful bidders will be returned within 45 days upon placement of order/ issue of Sale Letter. However, in case ISPRL decides to cancel/ annul the Enquiry / bidding document at any stage during the bidding process but before the award of work, EMD of the bidders shall be returned at the earliest from the date of such decision.
- III. Micro or Small Enterprises registered with District Industries 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 Micro Small and Medium Enterprises, Bidder shall upload the relevant valid certificate in Un-priced bid and duly authenticated as per requirements of NIB.

2.13 MULTIPLE/ ALTERNATIVE BID

A bidder shall on no account submit more than one bid either directly or indirectly. Only bidders who have acquired Bidding Documents (including documents downloaded from ISPRL's/ e-procurement website) from ISPRL e-procurement website are eligible to submit bids. Bids submitted by any other person will be liable to be rejected.

2.14 FORMAT AND SIGNING OF BID

The e-bid shall be digitally signed (e-signed) using the digital signature of a person duly authorized to sign on behalf of the bidder. The digital signature used for signing the bid shall be issued in the name of such authorized person and the certificate details, available from the signed documents, should indicate the details of the signatories. All documents/ files of the bid shall be signed by using the digital signature issued in the name of the person having valid Power of Attorney (POA) at the time of bid submission. Any consequences resulting due to such signing (e-signing) shall be binding on the bidder.

2.15 DATE, TIME & PLACE OF SUBMISSION

- I. Bidders shall submit their bids electronically in the e-tendering portal, within the date and time.
- II. ISPRL may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB, in which case all rights and obligations of ISPRL and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

2.16 MODIFICATION AND WITHDRAWAL OF BIDS

- I. The bidder may modify, resubmit or withdraw its e-bid after bid submission, but, before the due date and time of submission of the bid following the electronic bid submission procedures.
- II. No bid shall be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity or any extension thereof.

2.17 OPENING OF PRICE BID

- I. ISPRL shall verify the availability of requisite BID SECURITY uploaded online, prior to opening of Part-I of e-Bid. Techno-commercial e-Bid of those bidders shall be considered for opening, who have already submitted the requisite Bid Security, in accordance with ITB/NIB, prior to due date and time for submission of Bids.
- II. ISPRL shall open Part-I of bids received in the e-tendering portal. The order of part wise opening of bids shall be as follows:
- III. On scheduled date and time of UNPRICED BID OPENING,

- a. Bid Security & other documents submitted in e-tender shall be opened first and verified that whether Bid Security has been furnished as per bid requirement.
- b. Upon meeting the requirement of Bid Security as per NIB & ITB, opening of documents of Part-I, submitted in electronic form shall be processed on the e-Procurement module of the e-tendering portal.
- c. If a bidder has not complied with Bid Security requirement as per a) above, such bidder's offer (Part-I) shall not be processed for further opening and such bids shall be rejected out rightly.
- d. Part-II of bid of only those bidders whose bids is determined to be technically and commercially acceptable by ISPRL shall be opened. Bidders selected for opening of their priced bids shall be informed about the date, time and place of price bid opening.

2.18 EVALUATION OF PRICE BIDS

- I. Bidder must meet the qualification requirements as specified in NIB.
- II. ISPRL reserves the right to use in-house information for assessment of capability of Bidder and their performance on jobs completed/ in progress for evaluation purpose
- III. The rates quoted by the Bidder shall be checked for arithmetic correction, if any.
- IV. Conditional discount, if offered, shall not be considered for evaluation.
- V. Any uncalled for lump-sum/ percentage or adhoc reduction/ increase in prices, offered by the Bidders after opening of the prices, shall not be considered. However, if reduction is from the recommended Bidder, such reduction shall be taken into account for arriving at the contract value and not for evaluation purpose.

2.19 UNSOLICITED POST TENDER MODIFICATION

Bidders are advised to quote as per terms and conditions of the Bidding Document and not to stipulate deviations/ exceptions. Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/ commercial clarifications and details sought on any deviations, exceptions or stipulations mentioned in the bid unless any amendment to Bidding Document is issued by Owner.

2.20 CONTACTING ISPRL

Bidders are advised not to contact ISPRL on any matter relating to its bid from the time of Bid opening to the time CONTRACT is awarded, unless requested to in writing. Any effort by a Bidder to influence ISPRL in any of the decision in respect of Bid evaluations or award of CONTRACT will result in the rejection of Bid.

2.21 ISPRL'S RIGHT TO ACCEPT OR REJECT ANY BID

ISPRL reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of contract, without there by incurring any liability to the affected Bidder or Bidders or without any obligation to inform the affected Bidder or Bidders of the grounds or the reasons for ISPRL action.

2.22 NOTIFICATION OF AWARD

The Bidder, whose bid is accepted by ISPRL, shall be issued Letter of Acceptance (LOA) prior to expiry of bid validity. Bidder shall confirm acceptance by returning a signed copy of the LOA.

2.23 CONTRACT AGREEMENT

The Contract document shall consist of the following:

- I. Original Bidding Document including any amendments issued.
- II. Detailed Letter of Acceptance.

2.24 INTEGRITY PACT

ISPRL has implemented Integrity Pact in line with Government guidelines. The Integrity Pact document is enclosed herewith. The said document is required to be signed in all the pages by the signatory of the bidder, who is authorized to sign the bid documents and, shall be submitted by the Bidder along with the techno-commercial bid documents. The Bidder's failure to submit the duly signed Integrity Pact shall result in the bid not being considered for further evaluation.

ISPRL has appointed following Independent External Monitors (IEMs).

1. Shri Rajvir Singh, IA&AS (Retd)

- Email: Rsgodara1963@gmail.com; , Singhrajvir@cag.gov.in;
- Mobile: +91 87004 66366

2. Shri Narla Venkata Raja Shekhar, IFoS (Retd)

- Email: nvrajashekar@hotmail.com;
- Mobile: +91 9836332132

Bidders may raise disputes/complaints, if any, with these IEM. After award of work, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. In the event of any dispute between the management and the contractor, in case both the parties are agreeable, they may try to settle the dispute through mediation before the panel of IEMs in a time bound manner. The fees/expenses on dispute resolution shall be equally shared by both the parties.

Format for Integrity is enclosed

E-TENDERING METHODOLOGY (Annexure-I)**INSTRUCTIONS FOR ONLINE BID SUBMISSION:**

The bidders are required to submit soft copies of their bids electronically on the e-Procurement Portal (URL: <https://isprl.ewizard.in>; only, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-Procurement Portal.

More detailed information useful for submitting online bids on the e-Procurement Portal may be obtained at: <https://isprl.ewizard.in>;

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://isprl.ewizard.in>; by clicking on the link “**Register**” on the e-Procurement Portal by paying online Registration charge Rs. 2,360/- (including GST) per year.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (DSC) (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/ n-Code/ e-Mudhra etc.), with their profile.
4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
5. Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC/ e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-Procurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the e-Procurement Portal.
2. Once the bidders have selected the tenders they are interested in, the same can be moved to the respective ‘My Tenders’ folder. This would enable the e-Procurement Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLSX formats. Bid documents may be scanned with 100 dpi with black and white option. However, Price Schedule/ SOR shall be strictly in RAR format without altering any contents of the formats uploaded in their Bidding Document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. A Price Bid format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the Price Bid file, open it and complete the cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the Price Bid file is found to be modified by the bidder, the bid will be rejected.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

RETENDER

Please note that if Tender has been retendered, then it is mandatory for the bidder to submit their offer again on e-Procurement Portal.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to e-Procurement Portal in general may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is **011-49606060**

SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1 PRELIMINARY

It is the clear understanding between Indian Strategic Petroleum Reserves Limited and the bidder that in case the bid of bidder is accepted by Indian Strategic Petroleum Reserves Limited and intimation to that effect is so issued, this document shall form part of the Contract between the parties and terms and conditions hereunder would govern both the parties' interest.

3.2 INTERPRETATION OF CONTRACT DOCUMENTS

All documents forming part of the Contract are to be taken as mutually explanatory. Should there be any discrepancy, inconsistency, error or omission in the contract, the same shall be brought to the notice of ISPRL before submitting the Bid otherwise the decision of **Head Site – Visakhapatnam shall be the final and the contractor shall abide by the decision.**

3.3 SCOPE OF WORK / TECHNICAL SPECIFICATION/SPECIAL CONDITIONS OF CONTRACT

The scope of work documents/ technical specifications/ special conditions of contract shall be read in conjunction with General Terms and Conditions of Contract and any other documents forming part of this contract wherever the context so requires. Notwithstanding the subdivision of the documents into separate sections, parts or volumes, every section, part or volume shall be deemed to be supplementary or complementary to each other and shall be read in whole. In case of any misunderstanding **the same shall be referred to decision of the Head Site-Visakhapatnam and his decision shall be final.**

3.4 DEFINITIONS

In this contract unless otherwise specifically provided or defined and unless a contrary intention appears from the contract the following words and expressions are used in the following meanings;

- I. The term "**Agreement**" wherever appearing in this document shall be read as" Contract".
- II. The "**Authority**" for the purpose of this Contract shall be the **CEO& MD**,
- III. ISPRL or any other person so appointed or authorized.
- IV. The "**CEO& MD**" shall mean the Chief Executive Officer& Managing Director of INDIAN STRATEGIC PETROLEUM RESERVES LIMITED or any person so appointed, nominated or designated and holding the office of Chief Executive Officer& Managing Director.
- V. The "Head Technical" shall mean the Dy. Chief Executive Officer of INDIAN STRATEGIC PETROLEUM RESERVES LIMITED
- VI. The "**Contract**" between ISPRL and Contractor shall mean and include all documents like enquiry, tender submitted by the contractor and the letter of acceptance issued by ISPRL.
- VII. "The Contractor" means the person or the persons, firm or Company whose tender has been accepted by ISPRL and includes the Contractor's legal heirs, representative, successor(s) and permitted assignees.
- VIII. The "**Documents**" shall include Bid documents submitted by the Contractor.

- IX. The **"SERVICES"** shall mean the providing manpower for services described in this tender document.
- X. **"ISPRL"** means the **INDIAN STRATEGIC PETROLEUM RESERVES LIMITED** incorporated in India having its registered office at VISAKHAPATNAM – 530005, **India**.
- XI. The **"Tender"** means the document submitted by a person or authority for carrying out the work and the Bidder means a person or authority who submits the tender offering to carry out the work as per the terms and conditions.
- XII. The **"Work"** shall mean the works to be executed in accordance with the Contract or part thereof as the case may be and shall include extra, additional, altered or substituted works as maybe required for the purposes of completion of the work contemplated under the contract.

3.5 SUBMISSION OF TENDER

- I. The bidder shall be deemed to have fully satisfied on the correctness and sufficiency of information provided in this bid document for prices quoted in the schedule of rates.
- II. The Rates quoted by the Bidder in the schedule shall include all over heads related to carrying the maintenance services through OEM vendors/ Authorised OEM service providers/ approved by ISPRL where ever it is mentioned and also the salary of the manpower given in **Annexure – A**. All statutory payments such as ESI, PF etc as applicable in the state of Andhra Pradesh and should cover the insurance to the staff engaged at the location.
- III. As the salary mentioned given in the sheet are to be ensured including the provision of annual increment as ISPRL won't pay any additional payments over and above the quoted rates in the price bid for the entire contract period.
- IV. In case the bidder revokes or cancels the tender or varies any of terms of the bid without the Consent of ISPRL in writing, the Bidder forfeits the right to the refund the Earnest Money paid along with the bid.
- V. The Contractor shall not carry on any work other than the work under this contract within ISPRL's premises without prior permission in writing from ISPRL.
- VI. The Contractor shall be bound to follow and ensure compliance to all the safety and security regulations and other statutory rules applicable to the area.
- VII. Unless specifically provided for in the tender documents or any Special Conditions, no escalation in the tender rates or prices quoted will be permitted throughout the period of contract or the period of actual completion of the job whichever is later on account of any variation in prices of materials or cost of labour or due to any other reasons. Claims on account of escalation shall not be arbitral.
- VIII. ISPRL reserve their right to award the contract to any tenderer and their decision in this regard shall be final. They also reserve their right to reject any or all tenders received. No disputes could be raised by any tenderer(s) whose tender has been rejected.
- IX. Contractor shall not be entitled to sublet, sub contract or assign, the work under this Contract without the prior consent of ISPRL obtained in writing.

- X. The Tender submitted by a bidder if found to be incomplete in any or all manner is liable to be rejected. The decision of ISPRL in this regard is final and binding.

3.6 SECURITY DEPOSIT:

- I. The bidder, with whom the contract is decided, will have to make a security deposit of Two percent (2%) of the total contract value in the form of Bank Guarantee (BG) towards the Security Deposit. Such BG shall be valid up to a period of 3 months beyond the expiry of Contract Period. The Performa for submission of Bank Guarantee for submission of security amount can be collected from ISPRL Office.
- II. Security Deposit would also be accepted by way deduction of Security amount of 2% from each Running bills.
- III. Release of Security Deposit will be after successful completion of Contract Period.

3.7 DUTIES AND RESPONSIBILITIES OF CONTRACTOR

3.7.1 EMPLOYMENT LIABILITY BY THE CONTRACTOR

- IV. The Contractor shall be solely and exclusively responsible for engaging or employing Technicians for the execution of work at Licenced Area of ISPRL at ETP and Boiler units. All persons engaged by the contractor shall be on Contractor's payroll. All disputes or differences between the Contractor and his/their employee shall be settled by Contractor.
- V. The Contractor should compulsorily have PF Registration and they should strictly comply with the provisions of Employees Provident Fund Act. Non availability of PF Code No. will cause outright rejection of Bid. During execution of Works, the CONTRACTOR shall deposit "Employees" and "Employers" contributions in the designated account with the designated Authority every month. The CONTRACTOR shall furnish along with each running bill, the challan/ receipt for the payment of provident fund made to the RPFC for the preceding month(s).
- VI. The establishment of the CONTRACTOR shall be duly registered under the Employees Provident Fund and Miscellaneous Provisions Act, 1952 and the Employees State Insurance Act, 1948 and the CONTRACTOR shall duly pay his contributions and his employees' contributions to the Authorities prescribed under the said Acts and any Schemes framed there under in respect of driver employed by him for the execution of the contract.
- VII. On receiving information of any breach, non-fulfillment and/or non-observance by the CONTRACTOR and/or his sub-contractors and other agencies engaged by him in connection with the Works or any of the provisions or requirements of any of the Labour Laws, rules and regulations and/or as to the inaccuracy of any of the returns or statements furnished by the CONTRACTOR and/or his sub-contractors and/or any records or accounts maintained by any of them with respect to which the OWNER as the principal employer or otherwise can have a liability, the OWNER shall be entitled to deduct from the Bills and any amounts due or becoming due to the CONTRACTOR, under this or other contract(s) with the CONTRACTOR, any sum(s) required or estimated to be required, in its judgment

which shall be final and binding on the CONTRACTOR, for making good or compensating for the liability or possible liability of the OWNER by reason of the said breach, non-fulfilment or non-observance and/or inaccuracy Aforesaid.

- VIII. ISPRL has no liability whatsoever concerning the employees of the Contractor. The Contractor shall indemnify ISPRL against any loss or damage or liability arising out of or in the course of his/their employing persons or relation with his/their employees. The Contractor shall make regular payment of wages and on any complaint by any employee of the Contractor or his subcontractor regarding non-payment of wages, salaries or other dues, ISPRL reserves the right to make payments directly to such employees or subcontractor of the Contractor and recover the amount in full from the bills of the Contractor and the contractor shall not claim any compensation or reimbursement thereof. The Contractor shall comply with the Minimum Wages Act applicable to the area of work site with regard to payment of wages to his employees and also to employees of his sub-contractor.
- IX. Pay Slips indicating the complete details of total wages, deductions and net wages, PF/ ESI Account details & deductions etc. shall be given to each contract personnel every month and also wages shall be remitted in their bank accounts on or before 07th of every month without waiting for clearance of bills from ISPRL.
- X. The Contractor shall advise in writing or in such appropriate way to all of his employees and employees of sub-contractors and any other person engaged by him that their appointment/employment is not by ISPRL but by the Contractor and that their present appointment is only in connection with support services required for ISPRL and that therefore, such an employment/appointment would not enable or make them eligible for any employment/appointment with ISPRL either temporarily or/and permanent basis.
- XI. In view of specific security requirement for the Strategic Crude Oil installation and its Strictest observance, all personal of CONTRACTOR or his authorized personnel (skilled) are required to have detail police verification and Valid Original Aadhar Card for the purpose of issue of photo pass required for entry and free movement at work site. They will also have to bear with the restriction and limitation of entry/exit to work site as per the security requirement.
- XII. Contractor has to pay the wages to the staff as per the Minimum wages under defined Category. Any change in minimum wage is to be paid accordingly by the selected bidder. Increase/decrease in minimum wages during the contract period will be considered for payment subjected to submission of proof.
- 3.7.2 NOTICES TO LOCAL BODIES AND STATUTORY APPROVALS**
The contractor shall assist for complying with all notices required by government authority, instruction, rule or order made under any act of parliament, state laws or any regulations or by-laws of any local authority relating to the works.

3.7.3 FIRST AID AND INDUSTRIAL INJURIES

- I. Contractor shall maintain first aid facility for his employees and those of his sub-contractors.
- II. Contractor shall make arrangements for the treatment of all types of injuries happen at site during work. Names and telephone numbers of those providing such services shall be furnished to ISPRL.

3.7.4 SAFETY CODE& PRACTICE

- I. The Contractor shall at his own expenses arrange for the Safety provisions as may be necessary for the execution of the work like safety helmet and shoes. Other specific safety appliance according to job equipment will be provided by ISPRL.
- II. In respect of all labour, directly or indirectly employed in the work for the performance of the Contractor's part of this agreement, the contractor shall assist for all the safety provisions as per relevant Safety Codes of C.P.W.D., Bureau of Indian Standards, the Electricity Act/I.E. Rules, The Mines Act and such other Acts as applicable.
- III. The Contractor will be fully responsible for complying with all relevant provisions of the Contract Labour Act and shall pay rates of Wages and observe hours of work/conditions of employment according to the rules in force from time to time.

3.7.5 INSURANCE

Contractor shall at his own expense obtain and maintain an insurance policy with a Nationalized Insurance Company to the satisfaction of the ISPRL as provided hereunder.

3.7.6 EMPLOYEES STATE INSURANCE ACT

- I. The Contractor agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by Employees State Insurance Act, 1948, and the Contractor further agrees to defend indemnify and hold ISPRL harmless from any liability or penalty which may be imposed by the Central, State or local authority by reason of any asserted violation by Contractor, or sub-contractor of the Employees' State Insurance Act, 1948 and also from all claims, suits or proceedings that may be brought against the ISPRL arising under, growing out of or by reason of the work provided for by this contract whether brought by employees of the Contractor, by third parties or by Central or State Government authority or any political sub-division thereof.
- II. The Contractor agrees to file with the Employees State Insurance Corporation, the Declaration forms and all forms which may be required in respect of the Contractor's or sub-contractor's employee whose aggregate remuneration is within the specified limit and who are employed in the work provided or those covered by ESI Act under any amendment to the Act from time to time. The Contractor shall deduct and secure the agreement of the subcontractor to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the employee's contribution cards at wages payment intervals. The Contractor shall remit and secure the agreement of the sub-contractor to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act.
- III. The Contractor agrees to maintain all records as required under the Act in respect of employees and payments and the Contractor shall secure the agreement of the sub-contractor to maintain such records. Any expenses incurred for the contributions, making contribution or maintaining records shall be to the Contractor's or sub-contractor's account.

- IV. The ISPRL shall retain such sum as may be necessary from the total contract value until the Contractor shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid.

3.7.7 WORKMAN'S COMPENSATION AND EMPLOYEE'S LIABILITY INSURANCE

Provide Insurance for all the Contractor's employees engaged in the performance of this contract. If any of the work is sublet, the Contractor shall ensure that the sub-contractor provides workmen's compensation and Employer's Liability Insurance for the latter's employees who are not covered under the Contractor's insurance.

3.7.8 ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATION OR BY ISPRL

- I. Contractor shall also provide and maintain any and all other insurance which may be required under any law or regulations from time to time. He shall also carry and maintain any other insurance which may be required by the ISPRL.
- II. The aforesaid insurance policy/policies shall provide that they shall not be cancelled till the ISPRL has agreed to their cancellation.
- III. The Contractor shall satisfy to the ISPRL from time to time that he has taken out all insurance policies referred to above and has paid the necessary premium for keeping the policies alive till the expiry of the defects liability period.
- IV. The contractor shall ensure that similar insurance policies are taken out by his sub-contractor (if any) and shall be responsible for any claims or losses to the ISPRL resulting from their failure to obtain adequate insurance protections in connection thereof. The contractor shall produce or cause to be produced by his sub-contractor (if any) as the case may be, the relevant policy or policies and premium receipts as and when demanded by Officer In-Charge / Safety Officer etc.
- V. A risk Cover of not less than 20 lakh per person in case of any incident to be covered through a suitable policy.

3.7.9 STATUTORY LEVIES

- I. Income tax will be deducted at source as per rules at prevailing rates, unless certificate, if any, for deduction at lesser rate or nil deduction is submitted by the Contractor from appropriate authority.
- II. The contractor shall provide accurate particulars of PAN number as required, under Section 206AA of Income Tax Act 1961.
- III. The contractors having their 'tax residency status' outside India shall provide Tax Residency Certificate (TRC), issued by Government of the Country or the specified territory where the Contractor is a Resident. Rule 21AB of the Income Tax Rules, 1962 has prescribed the contents of a TRC. This would enable the Corporation to deduct tax at source by duly considering the 'treaty relief', if any, under

Double Taxation Avoidance Agreement (DTAA) entered into between GOI and the respective country/specified territory in which the Contractors' 'tax residency status' is currently in force.

3.7.10 PAYMENT OF CLAIMS AND DAMAGES

In every case in which by virtue of the provisions of Workmen's Compensation Act,1923, or other Acts, ISPRL is obliged to pay Compensation to a Workman employed by the Contractor in execution of the works, ISPRL will recover from the Contractor the amount of compensation so paid and without prejudice to the rights of ISPRL under the said Act. ISPRL shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due to the Contractor whether under this contract or otherwise. ISPRL shall not be bound to contest any claim made under Section 12 sub section (1) of the said Act, except on the written request of the Contractor and upon his giving to ISPRL full security for all costs for which ISPRL might become liable in consequence of contesting such claim.

3.7.11 CONTRACTOR TO INDEMNIFY ISPRL

- I. The Contractor shall indemnify every officer & employee of ISPRL against all actions, proceedings, claims, demands, costs, expenses, whatsoever arising out of or in connection with the works and all actions, proceedings, claims, demands, costs, expenses which may be made against ISPRL for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the contract.
- II. The Contractor shall be liable for or in respect of or in consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his subcontractor. Contractor shall indemnify and keep indemnified ISPRL against all such damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

3.7.12 TERMINATION OF CONTRACT

- I. ISPRL may terminate the contract at any stage for reasons recorded in the letter of termination.
- II. **ISPRL reserves the right to terminate the contract at any time during the contract period by giving two (2) months' prior written notice from either side. This provision is intended to provide operational flexibility, including accommodating any future decision to integrate the Operation and Maintenance (O&M) of the ETP and Boilers with the main scope of cavern operations carried out by HPCL.**
- III. ISPRL may terminate the Contract for any or all of the following reasons that the Contractor
 - a) Has abandoned the work/Contract.
 - b) Not responding to communications from EIC
 - c) Has failed to commence the works, or has without any lawful excuse under these conditions suspended the work for 15 consecutive days.

- d) Has neglected or failed to observe and perform all or any of the terms acts, matters or things under this Contract to be observed and performed by the Contractor.
 - e) Has acted in any manner to the detrimental interest, reputation, dignity, name or prestige of ISPRL.
 - f) Has stopped attending to work without any prior notice and prior permission for a period of 15 days.
 - g) Has become untraceable.
 - h) Has without authority acted in violation of the terms and conditions of this contract and has committed breach of terms of the contract in best judgment of ISPRL.
 - i) Has been declared insolvent/bankrupt.
 - j) Has damaged the property / facility
 - k) Any act/acts which may lead to the safety and security threat of the location/ site.
- IV. ISPRL on termination of such contract shall have the right to appropriate the Security Deposit, Retention Money and invoke the Bank Guarantee furnished by the contractor and to appropriate the same towards the amounts due and payable by the contractor as per the conditions of Contract and return to the contractor excess money, if any, left over.
- V. The contractor within or at the time fixed by ISPRL shall depute his authorized representative for taking joint final measurements of the works executed thus far and submit the final bill for the work as per joint final measurement within 15 days of the date of joint final measurement. If the contractor fails to depute their representative for joint measurement, ISPRL shall take the measurement with their ISPRL or any other outside representatives. Such a measurement shall not be questioned by the Contractor and no dispute can be raised by the Contractor for purpose of Arbitration.
- VI. When the contract is terminated by ISPRL for all or any of the reasons mentioned above the Contractor shall not have any right to claim compensation on account of such termination.

3.8 FORCE MAJEURE CLAUSE

- A. Circumstances leading to force majeure.
- I. act of terrorism.
 - II. Riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection of military or usurped power.
 - III. Ionising radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component.
 - IV. epidemics, pandemic, earthquakes, flood, fire, hurricanes, typhoons or other physical natural disaster, but excluding weather conditions regardless of severity; and
 - V. Freight embargoes, strikes at national or state-wide level or industrial disputes at a national or statewide level in any country where Works are performed, and which affect an essential portion of the Works excluding any industrial dispute which is specific to the performance of the Works or the Contract.

- VI. For the avoidance of doubt, inclement weather, third party breach, delay in supply of materials (other than due to a nationwide transporters' strike) or commercial hardship shall not constitute a Force Majeure event.

3.9 ARBITRATION

- I. All disputes and differences of whatsoever nature, whether existing or which shall at any time arise between the parties hereto touching or concerning the agreement, meaning, operation or effect thereof or to the rights and liabilities of the parties or arising out of or in relation thereto whether during or after completion of the contract or whether before after determination, foreclosure, termination or breach of the agreement (other than those in respect of which the decision of any person is, by the contract, expressed to be final and binding) shall, after written notice by either party to the agreement to the other of them and to the Appointing Authority hereinafter mentioned, be referred for adjudication to the Sole Arbitrator to be appointed as hereinafter provided.
- II. The appointing authority shall either himself act as the Sole Arbitrator or nominate some officer/retired officer of Indian Strategic Petroleum Reserves Limited (referred to as ISPRL or ISPRL) or a retired officer of any other Government Company in the Oil Sector of the rank of Ch. Manager & above or any retired officer of the Central Government not below the rank of a Director, to act as the Sole Arbitrator to adjudicate the disputes and differences between the parties. The contractor/vendor shall not be entitled to raise any objection to the appointment of such person as the Sole Arbitrator on the ground that the said person is/was an officer and/or shareholder of ISPRL, another Govt. Company or the Central Government or that he/she has to deal or had dealt with the matter to which the contract relates or that in the course of his/her duties, he/she has/had expressed views on all or any of the matters in dispute or difference.
- III. In the event of the Arbitrator to whom the matter is referred to, does not accept the appointment, or is unable or unwilling to act or resigns or vacates his office for any reasons whatsoever, the Appointing Authority aforesaid, shall nominate another person as aforesaid, to act as the Sole Arbitrator.
- IV. Such another person nominated as the Sole Arbitrator shall be entitled to proceed with the arbitration from the stage at which it was left by his predecessor. It is expressly agreed between the parties that no person other than the Appointing Authority or a person nominated by the Appointing Authority as aforesaid, shall act as an Arbitrator. The failure on the part of the Appointing Authority to make an appointment on time shall only give rise to a right to a Contractor to get such an appointment made and not to have any other person appointed as the Sole Arbitrator.
- V. The Award of the Sole Arbitrator shall be final and binding on the parties to the Agreement.
- VI. The work under the Contract shall, however, continue during the Arbitration no payment due or payable to the concerned party shall be withheld (except to the extent disputed) on account of initiation, commencement or pendency of such proceedings.

- VII. The Arbitrator may give a composite or separate Award(s) in respect of each dispute or difference referred to him and may also make interim award(s) if necessary.
- VIII. The fees of the Arbitrator and expenses of arbitration, if any, shall be borne equally by the parties.
- IX. Subject to the aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under, shall apply to the Arbitration proceedings under this Clause.
- X. The Contract shall be governed by and constructed according to the laws in force in India. The parties hereby submit to the exclusive jurisdiction of the Courts situated at “location given in tender header” (say Noida) for all purposes. The Arbitration shall be held at “location mentioned for such purpose in Tender header” (say Noida) and conducted in English language.
- XI. The Appointing Authority is the CEO& MD of Indian Strategic Petroleum Reserves Limited.

SECTION IV - SCOPE OF WORK / SERVICES

A) DETAILED SCOPE OF WORK:

Bidder shall start Operations & Maintenance related jobs of ETP and Boiler in ISPRL, which shall start within 30 (Thirty) days after the placement of LOI or as advised by ISPRL. The bidder scope of work for this contract at ISPRL shall include the following:

a. GENERAL

The Operation & Maintenance of ETP and Boiler units installed at ISPRL, Visakhapatnam are to be carried which includes day to day Operations and up keeping the machinery, equipment and its associated downstream facilities as per the OEM recommendations/directions of ISPRL. The period inspection and checking by third party as per the statutory requirements are to be carried by the selected bidder at his own cost. The liaisons jobs with external agencies for timely renewal of licenses, testing of SRV's, submission of reports are in the scope of selected bidder at his own cost. Any regular fee paid to government agencies on account of renewal of license etc will be reimbursed after submission to proper documents/challans. The mechanical, Electrical and instrumentation equipment installed for these facilities periodic maintenance is in the scope of bidder

- i. The minimum manpower to be considered for this O&M of ETP and Boiler is to be ensured as per the chart provided in. Any additional deployment as required shall be provided by the contractor for which the cost under that category will be paid by ISPRL. The decision of ISPRL on requirement of additional manpower for sustaining Operations and Maintenance shall be final and binding.
- ii. Bidder shall keep adequate number of experienced maintenance personnel to cover preventive, predictive and break down maintenance jobs. Bidder to provide the organization chart for the Maintenance under Plant manager.
- iii. Bidder to provide CV's of key personnel who are intended to be deployed/involved in maintenance of this plant.
- iv. ISPRL shall critically review the experience profile of the proposed 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 maintenance as pointed out by ISPRL, shall be made good in respect of manpower or otherwise within 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. The scope of annual inspection of Boilers by Department of Boilers and all necessary liaisons jobs are in the scope of contractor. The necessary fee/challans will be reimbursed by ISPRL after submission of Originals.
- viii. Responsibility for Renewal of Boiler Licence from Department of Boilers and Air and Water Consent from APPCB are with the selected bidder.
- ix. The compliances to the observations made by Officials of Department of Boilers and APPCB are to be complied by the contractor like monthly returns, quarterly returns, Half yearly returns and Annual returns.
- x. Bidder shall maintain record of all equipment history sheets and other data sheets, their spares and consumables inventory in soft and hard format.

- xi. For servicing/repair/ arranging spares, the responsibility is with the selected O&M Contract to liaison with OEM vendors to arrange the desired services/spares.
- xii. Bidder will have to follow ISPRL safety rules and regulations.
- xiii. Four Number of UHF sets (800 – 874 MHZ) are to be arranged by the selected O&M contractor for the usage by O&M Incharge of ETP-Boiler, Maintenance Supervisor, Instrumentation Supervisor and PLC/Scada Operator. The cost of these Sects on one time basis and monthly rental for these are to be considered by the bidder while quoting his price bid.
- xiv. One Desk top/Lap top has to be arranged for the O&M Incharge by the contractor. The required working station for providing the computer will be arranged by ISPRL.
- xv. 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 Instrumentation , electrical, F&S & maintenance personnel
- xvi. Food arrangement and transportation for the personnel deployed by him is in the Scope of Contractor.
- xvii. The health / insurance for the personnel deployed by bidder is in the Scope of Contractor. The necessary health records to be submitted as per the format insisted by Factories department. The failure of non-submission of records will be lead to a penalty of Rs.1000/- per person per month after defined date as informed by ISPRL.
- xviii. The contractors work men should knowledge about ISPRL facilities, in their training period, no payment will made to the contractor.
- xix. In case the contractors work men knowledge is insufficient to carry out the maintenance jobs of any equipment, the contractor has to call concerned OEM for guidance in carrying out trouble shooting & right maintenance for proper operation/functioning. The expenses for calling OEM has to be borne by the contractor.
- xx. Bidder shall submit daily and consolidated monthly report covering consumption of spares, projections for future required purchases for timely attending the maintenance jobs of mechanical/electrical/instrumentation/ F&S to be carried out during the day/month etc.
- xxi. The contractor has to follow the labour laws of the govt. and the min. wages ACT. Monthly wage resister copy to be submitted ISPRL management for their records.

a. BOILER SYSTEM:

List of Equipment Covered in the boiler area scope

1. Oil fired Boilers 2x25 TPH along with fuel burners
2. Deaerator Tank and mountings
3. HSD day tanks & pumps
4. Water softener and water quality analysis system
5. Stack quality analysis system
6. Boiler PLC & MCC panels

S.No	Equipment Name	Qty. No.s	Service	Size / Capacity (mm)/Cu.m	Installation	Insulation
					Hor/ Ver	
1	Oil Circulation Pumps for Boiler-1	2	HSD	Flow : 5 Cu.m/h, Head : 250 mlc	Horizontal	No
2	Oil Circulation Pumps for Boiler-2	2	HSD	Flow : 5 Cu.m/h, Head : 250 mlc	Horizontal	No

3	Combustion Blower for Boiler-1	2	Air	Cap : 14100 Cu.m/h, P: 630 mmwc	Horizontal	No
4	Combustion Blower for Boiler-2	2	Air	Cap : 14100 Cu.m/h, P: 630 mmwc	Horizontal	No
5	Boiler Feed water Pumps	3	BFW	Flow :30 Cu.m/h, Head : 144 mlc	Horizontal	No
6	LP Dosing Pumps	2	Chemicals		Horozontal	No
7	HP dosing Pumps	2	Chemicals		Horizontal	No
8	Deaerator Make up water pumps	3	Soft water	Flow : 50 Cu.m/h, Head : 50 mlc	Horizontal	No
9	Economisers	2	Flue gas/BFW		Vertical	Yes
10	Deaerator	1	Condensate		Vertical	No
11	Softener System	1	Water	F: 50 Cu.m/h	Vertical	No
12	HP dosing System	1	Chemicals		Vertical	No
13	LP dosing System	1	Chemicals		Vertical	No
14	Fuel Oil Day tank	2	HSD	0.99 Cu.m	Vertical	No
15	Soft Water Day tank	1	Water		Vertical	No
16	Stack	1	Flue gas		Vertical	NO
17	Boiler	2	MP Steam	25 TPH	Horizontal	Yes
18	Duplex Filters	2	HSD	Cap: 5 Cu.m/h	Vertical	No

b.1 Boiler Operations:

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. Operate the boiler and related units in accordance with the Operation & Maintenance manuals and their publications as per standard industry practices.
- ii. Handling of water softener system and water analysis system units.
- iii. Handling of stack analysis system and related units.
- iv. All mechanical, electrical, instrument equipment system O&M as per laid out OEM standards.
- v. Bidder shall carryout trouble shooting to keep the plant in perfect health as per O&M manual.
- vi. Bidder shall generate the failure analysis report of any rotary/static equipment within a reasonable time.

- vii. In case of non-operation of boilers, boilers and its related equipment should be kept in safe state by high standards of preservation.
- viii. Keeping the unit ready for annual statutory inspection and providing technical back up.
- ix. Bidder has to aid ISPRL for obtaining required statutory clearance form competent authorities. Necessary fees payable to Government will be reimbursed by ISPRL on production of proper documents.
- x. Bidder has to liaison with competent authorities and get the certification in time.
- xi. Unloading/ handling of chemicals, consumables and spares by the bidder.
- xii. Sample collection, transporting for laboratory analysis and submitting the report to ISPRL as and when required.
- xiii. The contractor shall report all significant operation, maintenance, design and equipment deficiencies and abnormalities in the unit operations to ISPRL.
- xiv. The contractor to keep F&S systems / equipment in perfect conditions and to be tested as per schedules which are directed time to time by ISPRL.
- xv. Ensure periodic Calibration of Instruments installed for Boiler package and its Safety relief valves and any other devises which requires as per the standard practice
- xvi. MIS report has to be generated and submitted to ISPRL comprising of specific fuel consumption, specific water consumption, specific chemical consumption, specific power consumption, leakage monitoring, equipment availability, repair & maintenance cost, preventive maintenance compliance, safety control checking and training to site team on or before 5th of every month.

a. EFFLUENT TREATMENT PLANT (ETP) SYSTEM:

List of Equipment Covered in the ETP scope

1. Seepage water tanks 002A/B and corresponding pumps
2. TPI & flash mixing system & related pumps
3. DAF system & pumps
4. Bio-tower system & pumps
5. Aeration tank system
6. Clarifier
7. ACF & PSF system
8. Treated water handling system
9. ETP PLC & MCC panels

S. No	Equipment Name	Qty. No's	Service	Size / Capacity (mm)/Cu.m	Installation Hor/ Ver	Insulation
1	ETP Feed water Pumps	3	Effluent	50 Cu.m/h/14 m	Horizontal	No
2	DAF Recycle Pumps	2	Effluent	25 Cu.m/h/65 m	Horizontal	No
3	DAF Air Compressor	2	Air	2 N.Cu.m/h/65 mWC	Horizontal	No
4	Biotower Feed Pumps	3	Effluent	50 Cu.m/h/15 m	Horizontal	No
5	Biotower Fans	2	Air	850 Cu.m/h/100 mmwc	Horizontal	No
6	Biotower Recirculation Pumps	4	Effluent	50 Cu.m/h/15 m	Horizontal	No

7	Biosludge Pumps	3	Sludge	50 Cu.m/h/10 m	Horizontal	No
8	Blower Exhaust Fans	3	Air		Horizontal	No
9	Aerator Tank Blowers	3	Air	600 Cu.m/h/7.5 m	Horizontal	No
10	Filter Feed Pumps	3	Effluent	50 Cu.m/h/45 m	Horizontal	No
11	Air Scour Blowers	2	Air	300 Cu.m/h/6 mWC	Horizontal	No
12	Filter Backwash Pumps	2	Effluent	175 Cu.m/h/15 m	Horizontal	No
13	Treated Water Pumps	3	Water	50 Cu.m/h/75 m	Horizontal	No
14	Overflow and Drain transfer Pumps	2	Effluent	20 Cu.m/h/22 m	Horizontal	No
15	Blower Exhaust Fans	2	Air		Horizontal	No
16	Sludge Thickner Feed Pumps	2	Sludge	2 Cu.m/h/10 m	Horizontal	No
17	Wet Slop oil Transfer Pumps	2	oily water	3 Cu.m/h/12 m	Horizontal	No
18	Dry slop oil Transfer Pumps	2	Oil	5 Cu.m/h/65 m	Horizontal	No
19	Thickened Sludge Transfer Pumps	2	Sludge	2 Cu.m/h/10 m	Horizontal	No
20	Sludge Centrifuge	1	Effluent	2 Cu.m/h	Horizontal	No
21	DWPE Soln.Dosing Pumps	2	DWPE	300 LPH/10 m	Horizontal	No
22	DOPE Soln.Dosing pumps	2	DOPE	400 LPH/10 m	Horizontal	No
23	Nutrient Soln.Dosing Pumps	2	Nutrients	50 LPH/10 m	Horizontal	No
24	Caustic Lye unloading/Transfer Pumps	2	Caustic	5 Cu.m/h/10 m	Horizontal	No
25	Caustic Soln.Dosing Pumps	2	Caustic	20 LPH/10 m	Horizontal	No
26	Alum Soln.Dosing Pumps	2	Alum	30 LPH/10 m	Horizontal	No
27	Floating Oil Skimmer	2	oil	500 l/h	Vertical	No
28	Flash Mixing Agitator	1	Effluent		Vertical	No

29	Flocculation Tank Agitator	1	Effluent		Vertical	No
30	Clarifier Scrapper Mechanism	1	Effluent		Vertical	No
31	Sludge Thickener Scrapper Mechanism	1			Vertical	No
32	Thickened Sludge Mixer	1	Sludge		Vertical	No
33	DWPE Soln.Dosing tank Agitator	2	DWPE		Vertical	No
34	DOPE Soln.Dosing Tank Agitator	2	DOPE		Vertical	No
35	Nutrient Soln.Dosing tank Agitator	2	Nutrients		Vertical	No
36	Caustic Soln.Dosing agitator	2	Caustic		Vertical	No
37	Alum Soln.Dosing Tank Agitator	2	Alum		Vertical	No
38	TPI Oil separator	3	Effluent	7000X2700X3000	Vertical	No
39	DAF Mechanism	1	Effluent	5500 dia X 3030	Vertical	No
40	Biotower Mechanism	1	Effluent		Vertical	No
41	Pressure sand Filters	2	Effluent	3000 DiaX2300 (T/T)	Vertical	No
42	Activated Carbon Filters	2	Effluent	3000 DiaX4250 (T/T)	Vertical	No
43	Cartridge Filters	3	Water	50 Cu.m/h	Vertical	No
44	Wet slop oil Tanks	2	Oily Water	6600 Dia X6100	Vertical	No
45	DWPE Soln.Dosing Tanks	2	DWPE	800 L	Vertical	No
46	DOPE Soln.Dosing Tanks	2	DOPE	3600 L	Vertical	No
47	Nutrients Soln.Dosing Tanks	2	Urea	350 L	Vertical	No
48	Caustic Lye Storage Tank	1	Caustic	3000 Dia X 2100	Vertical	No
49	Caustic Soln.Dosing Tank	2		Caustic	200 L	Vertical
50	Alum Soln.Dosing Tanks	2	Alum	270 L	Vertical	No

51	Air Dissolving Tube(ADT)	1		0.08 cu.m/h		NO
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c.1 ETP Operations:

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. Operate effluent treatment plant and related units in accordance with the Operation & Maintenance manuals and their publications as per standard industry practices.
- ii. Handling of Seepage water tanks, OWS pit and overflow water pits efficiently in an economic way so as to benefit ISPRL-VSP.
- iii. Efficiently handle TPI, DAF, and aeration system.
- iv. Disposal of ETP waste to a designated place as directed by ISPRL along with transportation is in bidder's scope.
- v. The disposal shall be through M/s APEMC, so as to dispose the Hazardous waste generated at ETP to TSDF, Parawada for secured land filling in line with Rule 6 (2) of Hazardous waste authorisation.
- vi. All mechanical, electrical, instrument equipment system O&M as per laid out OEM standards.
- vii. Keeping the unit ready for any statutory inspection and providing technical back up.
- viii. Bidder has to aid ISPRL for obtaining required statutory clearance form competent authorities. Necessary fees payable to Government will be reimbursed by ISPRL on production of proper documents.
- ix. Bidder has to liaison with competent authorities and get the certification in time.
- x. Unloading/ handling of chemicals, consumables and spares by the bidder.
- xi. Need to establish a lab for testing of parameters on water like presence of Oil & Grease in water, Chlorides & Sulphides, pH value, Total Dissolved Solids(TDS), Total Suspended Solids (TSS), Total Hardness, Presence of Silica, Bacterial count etc., The responsibility of checking for BOD and COD from ETP is also in the scope of the vendor. The frequency of checking these parameters is once in 15 days for all samples of 13 no of Monitoring bore wells, RO plant inlet and Out let, for ETP samples testing is as and when ETP operates or as directed by In-charge, ISPRL.
- xii. Sample collection, transporting for laboratory analysis and submitting the report to ISPRL as and when required.
- xiii. The contractor shall report all significant operation, maintenance, design and equipment deficiencies and abnormalities in the unit operations to ISPRL.
- xiv. All instruments installed in ETP are to be tested and calibrated periodically.
- xv. Bidder shall carryout trouble shooting to keep the plant in perfect health as per O&M manual.
- xvi. Bidder shall generate the failure analysis report of any rotary/static equipment within a reasonable time.
- xvii. The contractor to keep F&S systems / equipment in perfect conditions and tested as per schedules which are directed time to time by ISPRL.
- xviii. MIS report has to be generated and submitted to ISPRL comprising of specific fuel consumption, specific water consumption, specific chemical consumption, specific power consumption, leakage monitoring, equipment availability, repair & maintenance cost, preventive maintenance compliance, safety control checking and training to site team on or before 5th of every month.

10. MAINTENANCE of ETP and Boiler

d.1 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. (necessary consumables will be

arranged by ISPRL) 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 cleaning and flushing of various units, pipelines, tanks, heat exchangers, filters, strainers and vessels
- viii. 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.
- ix. 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
- x. Periodic inspection of all installations for checking any deterioration in surface finish/rubber lining etc.
- xi. 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.
- xii. 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.2 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 boiler MCC 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 mustimeter , 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 if required.

d.3 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 related to ETP and Boiler in secure & activated conditions. Necessary routine maintenance to DCS/PLC to be arranged by the vendor.
- xi. Bidder has to carryout Testing of all Trips/interlocks with simulation as per standard schedules.
- xii. All the DCS related networks has to be maintained by the vendor/ Contractor.

11. LAB TESTINGS:

Through the Established lab the collected samples from Monitoring Bore wells, Seepage Water from Caverns and tanks, ACF, DAF, Clarifier, Aeration Tank and RO plant

e1. Through available Chemical Lab, the following tests are to be carried:

pH, TDS, TSS, Total Hardness, Chlorides, Phenolic Compounds, Sulphides etc are to be done. The necessary chemicals will be arranged by ISPRL, however the maintaining the sufficient inventory levels and re-ordering through procurement department is the responsibility of the bidder requirement is to be Testing

e2. Through external Lab, the following teste are to break be carried:

COD, BOD, O&G, DO, Total Microbial Count, MVLSS. Bioassay test with a defined frequency in the bid document. For this, you have to quote the price in the Price bid and the same will be paid by ISPRL. The external lab from where the tests are going to carry is to be approved by ISPRL before taking the services of that lab.(The Andhra University lab or NABL accredited lab or any Govt labs has to be considered for sample testing).

The details are shown here with in table as **Annexure -B**.

LIST SHOWING VARIOUS LAB TESTS, FREQUENCY AND SOURCE OF SAMPLE COLLECTION

SL.No.	FACILITY	SOURCE OF SAMPLE COLLECTION	TESTING REQUIRED ON	TEST FREQUENCY
1	MONITORING BOE WELL	MW.12	Oil & Grease , Chlorides	as and when
2	MONITORING BOE WELL	MW.14		as and when
3	MONITORING BOE WELL	MW.15		as and when
4	MONITORING BOE WELL	MW.16		as and when
5	MONITORING BOE WELL	MW.17		as and when
6	MONITORING BOE WELL	MW.18		as and when
7	MONITORING BOE WELL	MW.21		as and when
8	MONITORING BOE WELL	MW.22		as and when
9	MONITORING BOE WELL	MW.28		as and when
10	MONITORING BOE WELL	MW.31		as and when
11	MONITORING BOE WELL	MW.32		as and when
12	MONITORING BOE WELL	MW.32A		as and when
13	MONITORING BOE WELL	CH804		as and when
14	EFFLUENT TREATMENT PLANT	Seepage Water VUA	PH, TDS, TSS, O&G, Sulphide, Chloride, Phenolic Compound, COD,BOD, Dissolved Oxygen, MLVSS	during ETP Operation
15	EFFLUENT TREATMENT PLANT	Seepage Water VUB		during ETP Operation
16	EFFLUENT TREATMENT PLANT	Water from Seepage Tank A		during ETP Operation
17	EFFLUENT TREATMENT PLANT	Water from Seepage Tank B		during ETP Operation
18	EFFLUENT TREATMENT PLANT	Water from ACF outlet		during ETP Operation
19	EFFLUENT TREATMENT PLANT	Water from DAF O/L		during ETP Operation
20	EFFLUENT TREATMENT PLANT	Water from Clarifier O/L		during ETP Operation
21	EFFLUENT TREATMENT PLANT	Aeration tank	Dissolved Oxygen, MLVSS	during ETP Operation
22	DRINKING WATER TREATMENT PLANT	RO plant Inlet	TDS, PH, CHLORIED, HARDNES, MICROBIAL COUNT, SILICA.	daily/need base
23	DRINKING WATER TREATMENT PLANT	RO plant Outlet		daily/need base

The cost estimate for the tests are shown here with. You have to quote your prices against this head in price bid accordingly.

WATER SAMPLE TESTING DETAILS - COST ESTIMATE PER YEAR (ANNEUXRE-B)																															
SL.No.	SOURCE OF SAMPLE COLLECTION	Type of Testing	Frequency per Month	sulphide	total hardness	Chlorides	ph	tds	tss	phenolic comp	cod	bod	oil & grease	Biossay	silica	DO	tbc	MLVSS	Cost per month, ₹												
				These tests are to be through the Lab Chemist at ISPRL Lab										Through approved external lab																	
1	Monitoring Bore well no.12	Oil & Grease , Chlorides	2																				370						₹ 740		
2	Monitoring Bore well no.14																								370						₹ 740
3	Monitoring Bore well no.15																								370						₹ 740
4	Monitoring Bore well no.16																								370						₹ 740
5	Monitoring Bore well no.17																								370						₹ 740
6	Monitoring Bore well no.18																								370						₹ 740
7	Monitoring Bore well no.21																								370						₹ 740
8	Monitoring Bore well no.22																								370						₹ 740
9	Monitoring Bore well no.28																								370						₹ 740
10	Monitoring Bore well no.31																								370						₹ 740
11	Monitoring Bore well no.32																								370						₹ 740
12	Monitoring Bore well no.32A																								370						₹ 740
13	Monitoring Bore well no.CH804																								370						₹ 740
14	ETP - Seepage Water VUA	PH, TDS, TSS, O&G, Sulphide, Chloride, Phenolic Compound, COD,BOD, Dissolved Oxygen, MLVSS	2	600	480	370													₹ 2,900												
15	ETP - Seepage Water VUB					600	480	370													₹ 2,900										
16	ETP - Water from Seepage Tank A					600	480	370													₹ 2,900										
17	ETP - Water from Seepage Tank B					600	480	370													₹ 2,900										
18	ETP - Water from ACF outlet					600	480	370													₹ 2,900										
19	ETP - Water from DAF O/L					600	480	370													₹ 2,900										
20	ETP - Water from Clarifier O/L					600	480	370													₹ 2,900										
21	ETP - Aeration tank	Dissolved Oxygen, MLVSS																1035	₹ 2,070												
22	RO plant Inlet	TDS, PH, CHLORIED, HARDNES, MICROBIAL COUNT, SILICA.	1										0		730	400	600		₹ 1,730												
23	RO plant Outlet														0		730	400	600		₹ 1,730										
24	Treated water pond	BIOASSAY Test	0.33											2000					₹ 2,000												
25	TOTAL EXP PER MONTH																		₹ 37,450												
26	TOTAL EXP PER YEAR (EXCLUDING TAXES)																		449400												

NOTE: The above frequency of testing is tentative, the frequency may increase or decrease as per the actual operational requirement. Payment will be done as per the actual test carried externally.

12. EXCLUSIONS:

ISPRL shall supply the following:

- i. Chemicals: All boiler chemicals and utilities like water, diesel fuel, and power as required for the operations.
- ii. Mechanical Spares: Filter cartridges, Basket strainers, bearings, mechanical seals, diaphragm, NRV, Valves, oil seals and strainers of dosing pumps.
- iii. 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.
- iv. Instrumentation Spares : Spares of PLC, DCS, Pressure, flow, temperature, level transmitters, interposing relays, RTD, Level, pressure, temperature switches, SDVs, control valves.
- v. Any upgradation of software of DCS/PLC will be in ISPRL scope for which the recommendation by OEM is essential.
- vi. 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.
- vii. Furnished office space, laboratory space, dispensary space and stores with intercom facility.
- viii. Water supply to plant/offices/ canteen.
- ix. Required emergency/ first aid medicines / Consumables in Dispensary.
 - x. Power at the MCC, water to plant process.
 - xi. Insurance of all the facilities.
 - xii. Drawings, documents and O&M manuals of plant and all the equipment's.
- xiii. Location and repair of cable faults in OSBL area (Outside battery limit) of ISPRL.
- xiv. Structural modifications, civil works and painting of any equipment.

13. GURANTEE PARAMETERS:

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

- i) Bidder is responsible for round the clock operation of plant as per laid out standards by OEM/ ISPRL if need arises.
- ii) Housekeeping should be maintained good for 365 days.

14. PENALTIES:

The penalties for non-performance will be as follows:

- i) The deduction towards non deployment of personnel as per bidder's proposal shall be INR 2000 per day per person.
- ii) Due to poor O&M in ISPRL, if any oil / chemical spilled into open canals/ public area, 50 % of corresponding month bill will be charged as penalty per occasion.
- iii) 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.
- iv) Due to poor O&M in ISPRL, if any equipment damaged, the cost of damaged equipment will be recovered.

ISPRL Plant in-charges decision on the applicability of the penalty will be final and binding on the bidder.

**MINIMUM MANPOWER DEPLOYMENT FOR OPERATION AND MAINTENANCE OF BOILER & ETP AT
ISPRL. (ANNEXURE – A)**

Sl. No.	POST NAME	No of persons	ESTIMATED CTC MAN MONTH, ₹	Qualification & Experience.
1	O&M In charge	1	95,000 to 1,10,000	Min 5 years Experience in operating large scale Utilities operations and strong leadership skills. Qualification with BE (Mech/Electrical/Inst)
2	Maintenance Supervisor	1	60,000 to 65,000	Degree in Mechanical Engineering with more than 4 years Industrial Experience in Operating plants. Working experience in maintenance of rotatory equipment shall be preferred
3	Inst engineer	1	60,000 to 65,000	Degree /Diploma in Instrumentation/EEE. More than 4/7 Years' Experience of working as Instrumentation supervisor in a Process Plant. . Working Experience on Emerson DCS / Honeywell DCS /GE Fanuc PLC and Analyser Maintenance shall be preferred.
4	BOE certified engineer	1	65,000 to 69,000	Degree /Diploma in Mechanical/ Chemical. More than 2/5 Years' Experience of working in boilers in a Process Plant. Certified Boiler Operator with First Class certified boiler operator
5	BOA 1	1	30,000 to 36,000	Diploma/ITI with first class boiler attendant certificate. minimum 2/ 5years' experience in operation of the relevant field. Certified Boiler Operator with First Class certified boiler operator
6	BOA 2	1	28,500 to 32,500	ITI with Second class boiler attendant certificate. minimum 2years' experience in operation of the relevant field.
7	Electrical Technician	1	28,500 to 32,500	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.
8	Pump Technician	2	27,000 to 30,000	Diploma/ITI & with minimum 1/5 years Working experience in operation and maintenance of the relevant (rot equipment repairs) field of Refinery units operations / OM&S.
9	Inst Technician	1	27,000 to 30,000	Diploma /ITI in Instrumentation. More than 1Years' Experience of working as Instrumentation Technicians in a Process Plant. . Working Experience on Emerson/ Honeywell /GE Fanuc PLC and Analyser Maintenance shall be preferred.

10	PLC/SCDA OPERATOR	1	30,000 to 36,000	Engg/Diploma (ECE/IT/Comp/Inst) with minimum 1/3 years' experience in operation of the relevant field
11	Chemist	1	35,000 to 38,000	MSc /BSC with minimum 2 years' experience in lab testing of ETP/Refinery units. Knowledge in computer networking and development will be additional advantages
12	Helpers	4	22,000 to 24,000	able to read and write

Note:

1. The normal operation is running an ETP continuously, in case boiler operation is required the same manpower to be deployed for starting and running the boiler plant.
2. 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 replacing the any of the above.
3. The shift schedule for the shift personnel shall be as per the ISPRL requirement. Bidder should ensure shift coverage on all days 24 x7 if need arises. The coverage should ensure that a person will not work more than 16 hrs in a day.
4. Bidder has to keep sufficient manpower during startup/crude transfers of the plant.
5. 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.
6. The shift positions to be well arranged with leave / weekly off relievers.
7. All contract employees are to be deployed after F&S safety training and security formalities.

i. 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 Licensed Area.
- 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.

j. 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 65 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

k. DRESS CODE:

The following dress code has to be adhered to very strictly.

- i. All employees should be neat, clean and well-groomed in appearance.
- ii. While on duty, all employees will wear the uniform provided by the contractor. Uniform shall be clean and in good condition. The uniform shall have an emblem & name of the contractor's company on the pocket and on the rear of the shirt/boiler suit. Wearing of nylon or any other polyester clothes which may cause spark due to friction is strictly prohibited. During jobs execution, all are to be with overalls of defined colour as advised by ISPRL.
- iii. Yellow coloured safety helmet should be worn on duty by all as part of uniform to be arranged by contractor.
- iv. All the staff shall wear black/brown safety Shoes. The contractor shall provide closed shoes for safety reasons. The staff will ensure wearing respective work masks, splash goggles, safety gloves and belts as and when required.