



THE ORIENTAL INSURANCE COMPANY LIMITED
(A GOVT OF INDIA UNDERTAKING)

REQUEST FOR PROPOSAL
For
Annual Maintenance Contract
of 11KV, 1000 KVA Substation at The Oriental
Insurance Company Ltd., Oriental House,
A-25/27, Asaf Ali Road, New Delhi.

Tender No. : HO/Estate/2018/01

CHIEF MANAGER
ESTATE DEPARTMENT
HEAD OFFICE "ORIENTAL HOUSE"
A-25/27, ASAF ALI ROAD, NEW DELHI-110002

Submitted by:
Signature: _____

Name: _____

Contact No.: _____

Signature of Bidder



Important Notice

THIS TENDER DOCUMENT IS NOT TRANSFERABLE.

This document is the property of The Oriental Insurance Company Ltd (OICL). It should not be copied, distributed or recorded on any medium (electronic or otherwise) without OICL's written permission. Use of contents given in this document, even by the authorised personnel/agencies for any purpose other than that specified herein, is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian law.

Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The bidder must quote for all the items asked for, in this tender/ Request for Proposal.

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by OICL. OICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Copyright © 2018 The Oriental Insurance Company Limited

Name of Bidder/Co. Name:

Signature of Bidder with Seal



BRIEF ABOUT OICL

Brief about OICL: The Oriental Insurance Company Limited (OICL), a public sector non-life insurance undertaking under Ministry of Finance, is ahead of its peers in the industry in adopting information technology. OICL has been enjoying the highest rating from leading Indian credit rating agencies CRISIL and ICRA.

OICL has its head office at New Delhi, 30 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad, 300+ divisional offices, 600+ branch offices, Regional Training Centers, Service Centers and 300+ extension counters/micro offices geographically spread out across India. For more than a decade, OICL has leveraged information technology to serve its customers effectively. Apart from the Core-Insurance application, OICL has various centralized applications. The company also has presence in Nepal, Dubai and Kuwait.

Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Table of Contents

| S. No. | Description | Page No. |
|---------------|--|-----------------|
| 1 | NOTICE OF INVITATION TO TENDER | 5 |
| 2 | SCHEDULE | 8 |
| 3 | GENERAL TERMS & CONDITIONS | 9 |
| 4 | SPECIFIC TERMS & CONDITIONS | 13 |
| 5 | DETAILS OF FIRM (ANNEXURE – I) | 23 |
| 6 | AGREEMENT FORM | 25 |
| 7 | ELECTRICAL SUB-STATION DETAILS (ANNEXURE – II) | 27 |
| 8 | FINANCIAL BID (ANNEXURE – III) | 28 |

Name of Bidder/Co. Name:

Signature of Bidder with Seal



NOTICE INVITING TENDERS

For ANNUAL MAINTENANCE CONTRACT of 11KV, 1000 KVA Substation at The Oriental Insurance Company Ltd., Oriental House, A-25/27, Asaf Ali Road, New Delhi

ELIGIBILITY CRITERIA:

Sealed tenders are invited from various contractors for the Annual Maintenance Contract of 11KV, 1000 KVA Substation, who are eligible and experienced contractors with sound financial position, as per eligibility criteria given below:-

- a) The contractor should have executed similar contract in Govt. / PSU / Autonomous bodies.
- b) The tenderer must satisfy themselves that they have adequate experience to handle the above job. They should produce documentary proof of satisfactory completing at least one jobs of similar nature costing not less than Rs. 12.80 Lakhs or two jobs of similar nature costing not less than Rs. 8.00 Lakhs or three jobs of not less than Rs. 6.40 Lakhs for government, Semi-Government public sector organization, Autonomous bodies during the last five years.
- c) The contractor should have experience of 05 years or more for the similar works in Govt. / PSU / Autonomous bodies. (Certificate required)
- d) The contractor should have sufficient trained man power and workshop facility. Address of Workshop, List of worker along with their qualifications be submitted.
- e) The contractor should have GST registration with the relevant statutory authority.
- f) The company / firm should have its registered / branch office in Delhi.
- g) The contractor should be a profit making firm and having annual turnover for service contracts minimum of Rs. 13 Lakh. The Balance sheet/P&L account for the past three years ending 31.03.2017 should be submitted along with tender.
- h) Latest Solvency with any scheduled bank where the contractor is maintaining his account. The solvency certificate should not be more than three mention old from the date of publication of this tender document. The solvency certificate should be submitted in original and should be in the name of The Oriental Insurance Co. Ltd.

The bidder may purchase the tender form, before the last date, from the office of Chief Manager, Estate Department, The Oriental Insurance Company Limited, "Oriental House", Head Office, A-25/27, Asaf Ali Road, New Delhi – 110002 by submitting a DD towards cost of tender document in the name of "The Oriental Insurance Co. Ltd." payable at New Delhi. Alternatively, the bidder may download the Tender document from the Company's website from the following link www.orientalinsurance.org.in or GOI website <https://eprocure.gov.in/cppp>. The downloaded tender form must be accompanied by a DD of tender cost at the time of tender submission in the name of "The Oriental Insurance Co. Ltd." payable at New Delhi.

All tender forms must be complete in all respects and dropped before the last date and time, mentioned, in the Tender Box placed at the above-mentioned address along with the other tender documents and an additional DD drawn in favour of "The Oriental Insurance Co. Ltd." payable at New Delhi, towards the Earnest Money Deposit (EMD).

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Bidders will submit “Technical Bid” and “Commercial Bid” in two separate sealed envelopes, addressed to The Chief Manager, Estate Department, The Oriental Insurance Company Limited, Oriental House, Head Office, A-25/27, Asaf Ali Road, New Delhi-110002.

Both the sealed envelopes of “Technical bid” and “financial bid” should be kept in third envelope sealed and superscribed with the name of work on the top of envelope.

In the Technical bid, the bidders will have to accept all the terms and conditions as mentioned in tender document. The validity period of the tender shall be for 90 days from the date of opening of tender document.

Bidder will also have to deposit the following documents in the Technical Bid.

1. Company’s profile on the letter head bearing full address and it must contain the following details along with self-attested proof of all the documents:
 - i) Place of registration
 - ii) GST No.
 - iii) PAN No.
 - iv) Telephone/Mobile No. / Email ID
 - v) Official Address along with Contact Details & email address.
 - vi) The Balance sheet/ P&L Account for the past three years.
 - vii) DD of EMD
 - viii) Certificates as mentioned above.
2. “Commercial Bids”, Annexure-III in respect of only those tenders/bidders will be opened, whose “technical bids” have been found acceptable as per eligibility criteria as prescribed.

OICL reserves the right to accept / reject any or all of the quotations without assigning any reason what so ever. Unrealistic prices quoted by the bidder would debar them from being considered for this and future contracts by this office. Tender submitted without a valid earnest money shall be disqualified.

The right is reserved by the OICL to revise or amend the tender documents prior to the date notified for submission of the tender. The addendum or corrigendum shall be notified/published at company’s Website. Bidders are advised to look at company’s website regularly for any such addendum/corrigendum.

The Earnest Money will be refunded without any interest to all the unsuccessful tenders after the award of the work subject to the relevant provisions in the tender documents. Any false information furnished by the contractor shall lead to the forfeiture of the earnest money.

Applications are liable to be summarily rejected due to incomplete, incorrect information and / non fulfilment of eligibility criteria. OICL’s decision shall be final and binding on the bidders.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Sealed tenders super scribed as “AMC for 11KV, 1000 KVA Substation” should be addressed to:-

Chief Manager
Estate Department
The Oriental Insurance Company Limited
“Oriental House”, Head Office
A-25/27, Asaf Ali Road
New Delhi – 110002

and must be submitted by due date and time of submission date. Tenders received thereafter will not be considered. Authorized representatives of company may be present at the time of opening of tender.

The contractor shall not be entitled to any compensation for loss suffered by hindrance on account of delays in commencing, executing the work, whatever the cause for such delays.

The contractor shall keep the site clean and maintain the substation equipment in the best manner and make arrangement for routine maintenance and preventive maintenance regularly and also as and when required.

Chief Manager
Estate Department

Name of Bidder/Co. Name:

Signature of Bidder with Seal

Schedule of Tender

| S. No. | Event | Details |
|--------|--|--|
| 1 | Tender Cost | ₹ 3,540/- |
| 2 | Sale of tender | From: 13.01.2018 to 02.02.2018 Timings: 11:00 AM to 3:00 PM or may be downloaded from web-sites. |
| 3 | Last date for submission of bids with all documents & annexures (duly signed by Owner/Authorised representative of Co./Firm etc. on each page) | 02.02.2018 up to 3.30 PM |
| 4 | Opening of technical bid | 02.02.2018 at 4:00 PM |
| 5 | Presentation on technical bid by bidders, if required | Will be communicated by Phone/email etc. |
| 6 | Opening of commercial bids | Will be communicated by Phone/email etc. to the bidders who qualify after scrutiny of Technical Bid. |
| 7 | Estimated Contract Value | Rs. 16 Lakhs |
| 8 | Earnest Money Deposit (EMD) | Rs. 25,000/- |
| 9 | Contract Period | Two Years |
| 10 | Security Deposit | 10% of Contract Value |
| 11 | Total Retention Amount | EMD Plus Security Deposit |

Name of Bidder/Co. Name:

Signature of Bidder with Seal



GENERAL TERMS AND CONDITIONS

1. DEFINITIONS:

In construing these conditions and specifications, schedule of quantities and contract agreement, the following works shall have the meaning herein assigned to them except where the subject or context otherwise requires:

- a) OICL shall mean The Oriental Insurance Company Limited.
- b) "Employer/Owner" means The oriental insurance company Ltd., New Delhi-110002 on whose behalf tenders are invited and includes its legal representatives.
- c) "Contractor" means the person or persons, firm and company whether incorporated or not, employed as contractor by the Employer for undertaking the work and shall include Contractor's representatives, successors, legal heirs and permitted assigns.
- d) "Consultant" means M/s. JAGDISH MARWAHA ASSOCIATES, 603-604, Kirti Shikhar, District Centre, Janak Puri, New Delhi-110058 or in the event of their ceasing to be Consultant for the purpose of this contract, for whatever reasons, such other persons(s) or firm as the employer shall nominate for that purpose.
- e) "Chairman and Managing Director" will means the Chairman and Managing director of The oriental Insurance Company Limited at the relevant time. Relevant time will mean the time when action is taken under this Agreement.
- f) "Consultant's Representatives" means the person or firm as notified by the Consultant for the purpose. There may be a number of such representatives for varying purposes. The consultant's representatives shall be responsible to the Consultant.
- g) "Contract" means the documents forming the tender and acceptance those of and the Contract Agreement between the Oriental Insurance Company Ltd., Asaf Ali Road, New Delhi and the contractor, if executed together with the documents referred to therein including the terms and conditions, general and special specifications/conditions, designs, financial bid, schedule of quantities and instructions issued from time to time by the consultant/OICL Officer in-charge and all these documents taken together shall be deemed to form one contract and shall be complimentary to one another
- h) "Contract Price" means the sum named in the Letter of Acceptance subject to such additions or deductions there from as may be made under the terms of the Contract.
- i) "Works" means the work to be executed in accordance with the contract.
- j) "Temporary Works" Means all temporary Work of every kind required for the execution of the works by the contractor
- k) "Specifications" means the specification annexed to or issued with the tender and any modification thereof or additions thereto as may be from time to time furnished or approved n writing by the Consultants/Employer.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



- l) "Site" means Company's Head office located at A-25/27, Asaf Ali Road, New Delhi-110002, the works are to be executed or carried out and any other places provided by the employer or used for the contract.
 - m) "Approved" means approved in writing, including subsequent written confirmation of previous verbal approval and "approval" means approval in writing including as aforesaid,
 - n) Written notice shall be deemed to have been duly served if delivered in person to the individual or to a member of the firm or to an office of the corporation for whom it is intended, or if delivered at or sent by registered mail to the last business address known to him who gives the notice or through email.
 - o) Bidder shall mean the firm who participates in the tender and submits its Bid.
 - p) Bid/ Proposal shall mean the Bid submitted by the Bidders in response to this tender.
 - q) Successful Bidder: The Bidder who inter alia meets the following requirements
 - i. meets the Technical and Financial criteria;
 - ii. whose Bid Proposal are acceptable to the OICL and
 - iii. adheres / consents to all other conditions laid by OICL.
2. SINGULAR AND PLURAL
Words importing the masculine gender or singular number shall also include the feminine gender and plural and vice versa where the context so requires.
3. The consultant shall be the owner's representative. The consultant shall periodically visit the site to familiarize himself generally with the progress and the quality of the work and to determine in general if the work is proceeding in accordance with the contract document During such visits and on the basis of his observation while at the site he shall keep the owner informed of the progress of the work shall endeavour to guard the owner against defects and deficiencies in the work of the contractor and he shall condemn work which fails to conform to the Contract Document. He shall have authority to stop the work whenever such stoppage may be necessary in his reasonable opinion to ensure the proper execution of the contract.
4. During the period of contract the contractor company will be responsible for proper and consistent functioning of substation.
5. The payment will be made to the AMC holder on quarterly basis on successful completion of each quarter (03 months) on submission of the bill in duplicate along with satisfaction report from the concerned deptt./ on the quoted rates as approved by the OICL.
6. Bidder is advised to visit the site before quoting the price.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



7. The bidder is advised to acquaint himself with the job involved, examine site conditions, labour, power, water, material availability, transport, communication facility, environmental regulation, laws & bye laws of statutory bodies and collect all information that is necessary for preparing the bid and for entering into a contract. The cost of visiting the site and collecting information for the purpose of the bid shall be on bidder's account.
8. While submitting the quotation, the bidder will be deemed to have accepted, understood and accepted all the terms and conditions stated in this document and no change whatsoever will be entertained by OICL
9. The substation shall be taken over for AMC contract on "as is where is" installed basis.
10. OICL reserves the right to give any or all the items in AMC. And also during AMC period, the item can be deleted/added.
11. If any item become unserviceable, OICL may get it repaired/replaced at a maximum of cost of repaired/replacement of same or equivalent equipment from open market and the cost of the same will be deducted from the quarterly AMC payments.
12. No interest will be paid on EMD/Security amount.
13. The EMD will be forfeited, if bidder withdraws his bid during the period of bid validity.
14. Any bid received by the OICL after the prescribed date and time for submission will be returned unopened to the bidder.
15. The contract will be awarded to the bidder whose bid has been determined and found to be eligible and to be substantially responsive to the bid documents and who has offered the lowest evaluated bid of bill of quantity, provided further that the bidder has the capability and resources to effectively carry out the contract works.
16. The contract is initially for a period of 24 months from the date of its award and can be extended for further period on mutual consent on the same rates, terms and conditions.
17. OICL reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason what so ever.
18. OICL reserve the right to cancel the contract at any time in case of unsatisfactory services provided by the contractor during the currency of contract by giving 30

Name of Bidder/Co. Name:

Signature of Bidder with Seal



days' notice. OICL's decision shall be final in this regard and the security deposited will be forfeited.

19. **Clarifications:** All clarification regarding the purchase/bid should be sought in writing, from

**CHIEF MANAGER
ESTATE DEPARTMENT
HEAD OFFICE "ORIENTAL HOUSE"
A-25/27, ASAF ALI ROAD
NEW DELHI-110002**

Clarifications can be sought up to the last date of submission of tender but the tender submission date can't be extended due to this.

Chief Manager (Estate)

**All Terms & Conditions of this Tender
Document Accepted.**

Name of Bidder/Co. Name:

Signature of Bidder with Seal



SPECIFIC TERMS & CONDITIONS OF CONTRACT

1. SCOPE OF SERVICE

The scope and nature of services to be provided by the contractor shall include round the clock Operation and Maintenance Services of 11 KV, 1000 KVA Electric Substation Equipment installed at The Oriental Insurance Company Ltd, Head office located at A-25/27, Asaf Ali Road, New Delhi – 110002. The contractor shall deploy the technically qualified different persons per shift as stipulated in the tender document. Scope of works also includes scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts. The details of installations is briefly described in Annexure- II.

The servicing and maintenance shall be carried out without disturbing the normal functioning of the office.

The history sheet of servicing/breakdown repairing of each and every unit shall be maintained. The copy of report shall be submitted along with the bill subsequent to the servicing activity.

2. The Contractor will have to immediately undertake repairs, breakdowns maintenance etc., as and when it occurs, or in the next general shift, to ensure uninterrupted services. If more staff or additional categories, than stipulated, are required for efficient and smooth working & or to meet exigencies, of breakdown/emergency maintenance works, or to handle heavy equipments, the same will be provided by the contractor at no additional cost to owner i.e. OICL.
3. The agency will have to organize adequate work force or competent engineers/supervisors and operators etc. who shall be solely responsible for all the operation and maintenance of all the plants and equipments as indicated in scope of work.
4. All tools and tackles for routine maintenance or the plant and equipment shall be arranged by the contractor.
5. For major repairs which cannot be carried out at site as decided by the designated officer of Owner, the contractor will have to organize transportation of equipments at designated place for repairs. The transportation charges will be borne by the AMC contractor for the same.
6. List of the personnel employed by the contractor along with their qualifications and experience will be made available to Owner, within 15 days of the commencement of the contract. In case of any change of staff details about the new staff shall be immediately made available to owner.
7. Attendance register will be maintained by the contractor's Site Engineer/ Electrician, which shall be made available to Owner for perusal, as and when asked for.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



8. A site order book will be maintained by Contractor at the sub-station site wherein instructions to be contractor will be recorded.
9. The Contractor's Engineer / Electrician at site shall report about Operation, Maintenance and Staff Present on duty etc. to designated officer of Owner on daily or as and when required.
10. Cleaning and sweeping of the floors walls and drains within the sub-station shall be done daily, so that the entire substation is neat and clean. Nothing extra shall be payable on this account.
11. The contractor shall display the following schedules & charts in the sub-station.
 - i. Cleaning, maintenance and operation of the plants and equipments.
 - ii. Chart showing the monthly maintenance schedule.
12. All consumable materials such as cleaning detergent, greases, Carbon Tetra chloride, emery paper & jute/cotton cloth, tools, tapes & tackles etc. shall be arranged by the contractor for maintenance of the services, for which nothing extra will be paid. Also indicating Lamps HRC Fuses, Polor lamps etc., if required, will also be replaced by the contractor for smooth running of plant, for which nothing extra will be paid. Machining of parts will be done by the contractor at no extra cost.
13. All replacements, repairs, rectification and any such work shall have to be carried out as per the directions of Owner/Employer to his entire satisfaction.
14. The contractor shall make arrangement to issue identity cards to each of the workmen for entry in to the premises. The identity cards shall be issued by the contractor at this own cost in collaboration with the security agency. Security staff shall be at liberty to exercise check on any of the workers, while entering, search them in the premised during the work and while leaving the premise.
15. The entire installation shall have to be kept functional at all hours on automatic working. The contractor shall coordinate with all other agencies including BSES in this regard and render all assistance in conducting regular testing of the system by them etc. The maintenance standard of the entire substation installation shall be of high class and confirm to acceptable standards and approval.
16. The maintenance of entire equipments/installation is to be carried out strictly as per manufacturer's instructions/manuals,
17. The contractor shall have to employ the minimum strength of the following staff for operating, running & maintaining the plant round the clock.
 - a. Electrician - 3 (one for each shift)
 - b. Helper - 3 (one for each shift)

Name of Bidder/Co. Name:

Signature of Bidder with Seal



18. The tests, like insulation and earth resistance shall be carried out periodically, and record of all such test shall be maintained duly signed by owner or his representative.
19. Any breakdown in the sub-station, leading to failure of electric supply in the building shall be attended and restored on top most priority. Any extra staff for the same if required shall be arranged by the contractor and nothing extra shall be paid to him on this account.
20. All works under, and in course of execution shall at all times be open to inspection and supervision of the Owner or his authorized subordinates. Orders given to the contractor's agent shall be considered, as if these have been given to the contractor.
21. In case of any accident/damage etc. caused due to the negligence of the staff deployed by the contractor, the loss shall have to be made good by the contractor and no claim will be entertained by OICL.
22. Contractor shall be allowed free use of water and electricity in the substation portion of the building, for bonafide use and performance of the contract.
23. After the complete study of installations and equipments, the contractor shall give lists of spares required, if any, for maintaining the whole electric supply system.
24. The contractor shall prepare a schedule of maintenance, indicating the items to be checked daily weekly/monthly/quarterly/yearly in line with the recommendations of the manufacturers of the equipment as per O&M manuals and get the same approved from the Consultant and implement the same.
25. The contractor shall keep records of all replacements of defective, worn-out fixtures by keeping material stores tidy and all accounts shall be kept up to date.
26. The contractor shall hand over the equipment in perfect running/working order to the owner/incoming contractor appointed by Owner, at the expiry of his contract.
27. The spares required for replacement will be arranged by the contractor and the invoice price plus 10% as service charge will be reimbursed on production of bills and original receipts to Owner. The spares would be purchased directly from manufacturers or their authorized dealers.
28. The entire work shall have to be carried out in complete coordination with the security and other working agencies. Any damages to the equipments belonging to the other agencies shall have to be made good by the contractor at his own cost.
29. It should be the endeavor of the contractor to ensure uninterrupted power supply to the various sections. In the event of delay in the rectification of the fault in the building for a continuous period of more the 8 hours, the penalty equal 1% of the

Name of Bidder/Co. Name:

Signature of Bidder with Seal



monthly contract value subject to minimum of Rs. 5000/- per hour, whichever is higher shall be levied. Decision of the OICL to impose the penalty will be final and binding on the contractor.

30. The intending tenderer shall visit the site to see the condition of equipments, their installation and visualize the maintenance and its related performance factors including scope of work before quoting.
31. After the maintenance is taken over by the contractor the contractor he shall be responsible for all the installations/inventory of equipments and to keep them in proper working order.
32. The contractor shall have to service the equipments required to be done as per manufacturers recommendations during the currency of contract, even if it is got done through the authorized service dealers/manufacturers. Nothing extra shall be paid on this account.
33. The installation including equipments as per scope of work shall be painted/lettered/marked (not more than once a year) whatever and whenever required, by the contractor within the quoted amount. Only the paint shall be supplied by the department free of cost.
34. The staff to be deployed at site should be competent, experienced and qualified in the trade. The list of such staff shall be got approved by the owner. The decision of the owner shall be final in this regard. Any change in the staff once deployed shall be allowed only with the prior approval of the owner. The contractor shall be responsible for the statutory requirement in case of skilled staff deployed at site.
35. Detection of any fault in the equipment/cable installation etc. shall be the responsibility of the contractor and shall have to be rectified within the quoted amount. However, the cost of cable/material requirement, if any, shall be borne by Owner. The labour required for such replacement shall be fully met by the contractor without any extra cost/charge.
36. The contractor shall have to coordinate and cooperate with other agencies working at site, especially the agencies maintaining the internal electrical services in the building to the satisfaction of the owner.
37. The contractor's responsibility will be to maintain the **Power Factor** as required by the Electric Supply Authority. Any modification to bring the P.F. to the required level will be arranged by the owner as per your recommendations. Then the responsibility lies with the contractor to maintain P.F. as required. If the contractor fails to maintain PF and the supply company levies the penalty will be debited to contractor's account.
38. The contractor will submit bill with documentary proof for salary paid to their staff.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



39. SUPPLY OF LABOUR / STAFF

The Contractors shall pay wages to Labour / shall employed by him directly, which shall not be less than the minimum wages, and DA, as notified by Delhi Government from time to time. The payment document shall be submitted at the time of billing.

The contractor shall get the works supervised by an Engineer/Electrician who would be well qualified, experienced for this job.

As and when, any extra works is to be carried out, the contractor shall provide the labour without any extra cost to OICL.

The contractor shall wherever applicable comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Provident Fund & Miscellaneous Provision Act 1952, ESI Act 1948, Employer's Liability Act 1930, Workmen's Compensation Act 1923, Industrial Dispute Act 1947 and Contract Labour (Regulations and Abolition) Act, 1970 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.

Indemnity the Owner against any payment to be made under and for the observance of the above mentioned various laws & rules.

The Contractor shall not sub-contract the whole or any part of this contract to another person.

40. DURATION OF CONTRACT

The contract would be initially for a period of 24 months from the date of commencement of work. It can be extended further on the same terms and conditions, if both parties desires/agree.

41. SECURITY DEPOSIT

The success bidder shall pay an amount equivalent to 10% of accepted bid amount on acceptance of tender, as Security Deposit. The amount cannot be utilized by contractor towards adjustment of any liability of the contractor.

In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for OICL in its absolute discretion to forfeit the whole of the security deposit or a part thereof without prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.

The security deposit will be refunded only after satisfactory fulfilment of the contract. In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit is liable to be forfeited.

42. All compensation or other sum of money payable by the contractor under the terms of this Contract or any other contract or any other account whatsoever may be

Name of Bidder/Co. Name:

Signature of Bidder with Seal



deducted from or paid by the sale of sufficient part of his security deposit or from the interest arising there from or from any sums which may be due or may below due to the contractor by Owner on any account whatsoever and in the event of his security deposit being reduced by reasons of such deductions or sale as aforesaid of notice of demand from Owner make good the deficit. The owner has every right to forfeit the security deposit part/full for any default from the contractor side.

43. UNSATISFACTORY PERFORMANCE

If the performance of the contractor is not satisfactory and he fails to attend the complaints in time as stipulated in the tender, fails to attend the complaint to any of the works as contained in the scope of work, recovery from his bills will be made. The decision of the OICL in respect of the magnitude of non-performance and its recovery thereof shall be binding on the contractor.

The contractor shall be responsible for the acts and deeds of its staff. OICL will in no way be responsible for violation of any applicable law, rules and / or other loss caused either by the contractor or by its staff.

OICL reserves its right to recover from periodical payments to be made to the Contractor, any loss or damage that may be caused to the equipment, machinery, building or any other property of OICL by negligence or any other reason whatsoever by the Contractor.

The contractor shall be bound to maintain service record of complaints received and attended by his staff. The Staff will be under the control and supervision of the Contractor including their performance and discipline.

The Contractor shall be responsible to comply with the provisions of all the applicable laws and other enactments and amendments made thereto, from time to time and the labour laws as may be in force and applicable.

None of the staff of the contractor shall be liable to claim any sort of employment with OICL.

The Contractor shall ensure that the workmen employed are medically fit and in sound mind and health.

44. POLICE VERIFICATION AND COMPLIANCE OF SECURITY REQUIREMENTS:

The contractor will ensure that its staff must have Security Passes / Identity Card to enter the premises of the OICL to attend the duties.

The staff should be polite and courteous.

The contract will ensure that his staff should not be under the influence of liquor while on duty and any damage to the OICL property will be borne by the contractor.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



The contractor shall take out workman Compensation Policy covering all the workman and submit it to the OICL. This policy should be in the Joint name of OICL and Contractor. The insurance should cover the period of contract.

45. PAYMENT TERMS:

The payment will be made after deducting the TDS and other eligible taxes. The contract amount shall be inclusive of all taxes, levies etc. but excluding the GST as enforced by Govt. as per its applicability. The contractor shall indicate percentage and amount of GST in their bills separately.

No escalation shall be granted on any account over the rates quoted in the tender.

Payment of the monthly contractor's bill shall be made by Owner within 15 workings days from the date of submission of the bill subject to, there be no dispute or discrepancy in the Bill.

46. Insurance under Workmen's Compensation Act and other Liabilities: Workmen's Compensation Policy for your employed person to be submitted within seven days of Letter of Award or handing over of Site whichever is earlier.

In the event of there being, any increase of workmen's compensation, insurance Premium under any law or any additional or new liability under the labour laws being imposed on the contractor shall be borne by him and no claim shall be entertained by Owner on any account.

47. OVERPAYMENTS & UNDERPAYMENT

Whenever any claim for the payment of a sum of money to Owner arises out of or under this contract against the Contractor, either he shall pay the claim on demand or the same may be deducted by Owner from any sum due to which at any time thereafter may become due to the Contractor under this Contract and failing that under any other Contract with Owner or from any other sum due to the Contractor from the Owner may be available with Owner from his security deposit.

48. If any damage / theft is caused to the assets /property /office equipment by contractor himself or staff or supervisor/employee of the contractor, the contractor shall bear the cost of repair or replacement of property/equipment etc.

49. CANCELLATION / TERMINATION OF CONTRACT

If the contractor at any time makes default in proceeding with the work with the due negligence and continues to do so after notice in writing of 7 days from Owner or Commits defaults in complying with any of the terms and condition of the contract and does not remedy it or take effective steps to remedy within 7 days of notice in writing or fails to complete the items of works as stipulated and does not complete within the specified period.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



Owner shall without any prejudice or any other right of remedy which shall have accrued or shall accrue there after the Owner can cancel the contract within a period of one month reckoned from the date of issue of the first notice.

50. Owner shall have on such cancellation powers to take possession of the site to carry out the incomplete work at the risk and cost of the contractor and recover any expenditure incurred in completing the work from the contractor under any account. If such money is not sufficient, the contractor shall be called upon to deposit the same within 30 days.

51. ARBITRATION

Except where otherwise provided for in the contract, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole arbitrator to be appointed by Owner.

The Arbitration and Conciliation Act, 1996 or amended from time to time be followed for arbitration.

The work under the contract shall, if reasonably possible, continue during the arbitration proceedings, and no payment due or payable to the contractor shall be withheld on account of such proceedings.

The arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The arbitrator shall give a separate & reasoned award in respect of each dispute.

The venue of arbitration shall be within Delhi, such place, as may be fixed by the arbitrator with his sole discretion within Delhi.

The cost of arbitration shall be final, conclusive and binding on all parties to this contract.

The cost of arbitration shall be borne by the parties to the dispute as may be decided by the arbitrator (s)

52. LAWS GOVERNING THE CONTRACT

This contract shall be governed by the Indian Laws in force.

53. The contractor shall employ in, and about the execution for works, only such persons as are skilled and experienced in their trades and submit the list of workers so

Name of Bidder/Co. Name:

Signature of Bidder with Seal



employed, and the owner/Employer shall be at liberty to object to and require the contractor to remove from the works any person employed by the contractor who in the opinion of the owner/Employer, misconducts or is incompetent or negligent in the proper performance of his duties and such person shall not be again employed up on the works without permission of the Owner. Decision of the Owner in this respect shall be final.

54. Performance of the contractor's work shall be reviewed by Owner authorities time to time, wherein senior executive of the contracting firm will have to be present.

55. It is the contractor's duty to arrange competent technicians shall be arranged to attend to on any day, including Saturdays, Sundays and other Government holidays for break down calls. There will be no limit to such break down calls. Major break down calls shall be attended to as and when intimated, within the least possible time, not exceeding 4 hours in any case and it is the part of contractor's scope of work.

56. Penalty Clause

Non- availability or manpower/absence will attract a penalty as under:

| | |
|-------------------------------|---------------------|
| Electrician/Technical/wireman | Rs. 550/- per shift |
| Helper | Rs. 500/- per shift |

Under no circumstances, the absence is permitted for the shift operators and other staff. In case the shift operator does not turn up for duty, then the available shift operator will continues, till such time, his reliever resumes charge. Under such cases, the overtime payment of will be at the contractor's account. No claim will be entertained by OICL.

57. During the entire contract period, the contractor shall coordinate his work, with other agencies working inside or outside the substation.

58. The contractor shall pay & continue to pay during contract and also pay till full and final settlement with the labours (s) or workers for all statutory requirements applicable as per rules and applicable laws, including, gratuity/benefits pertaining, to the currency of the contract. He shall indemnify Owner and shall keep Owner indemnified against all such claims.

59. Termination of Contract

In the event of the contractor committing, breach of any of the terms and conditions herein contained and/or required to be observed and to be performed by the contractor, for the satisfactory and faithful performance of the contract, Owner shall be at liberty to terminate this contract by giving one month's notice and without assigning any reasons, and owner shall be entitled to forfeit the security deposit or any part thereof.

60. GENERAL INSTRUCTIONS:

Name of Bidder/Co. Name:

Signature of Bidder with Seal



All entries in Tender Documents must be made in English. They must be hand written in INK and must not be TYPED.

Tenderer should quote in figures as well as in words the rates tendered. Special care must be taken in writing the rates in figure as well in words to avoid the possibility of interpolation. Erasures and alterations must be avoided, but if made unavoidable, the wrong figures and words must be neatly scored out under the full signature of the Tenderer and the correct figures and words neatly re written but not overwritten. **OVERWRITING IS NOT PERMITTED.**

In the event of any discrepancy between the rates quoted in words and the rates in figures the former shall prevail. Similarly if rates are written in Hindi & English, the English words shall prevail.

Contractors are requested to note that if they have got firms in different name, they should submit the quotations in the name of only one firm.

The tenderer shall bear all the expenses in connection with the submission of tender. All the pages of tender documents should be signed and stamped by the tenderer.

The tenderer whose tender is accepted is bound to execute a formal agreement with the OICL.

Name of Bidder/Co. Name:

Signature of Bidder with Seal

Details of Firm

| | | |
|----|---|--|
| 1. | Name of the Firm / Company : | |
| 2. | Registered Address: Address for Communication: | |
| 3. | Contact Information Office Phone Number: Residence Phone Number: Mobile Number: E-Mail: | |
| 4. | Status of the Firm: (Please tick appropriate box & attach proof) | <input type="checkbox"/> Company <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietary Firm <input type="checkbox"/> Individual |
| 5. | Year of Establishment: | |
| 6. | Registration Details Companies / Firm Registration Number & Date: Income Tax PAN No.: Goods & Service Tax No.: (attach proof) | |
| 7. | Income Tax Turnover of the Company / firm (Please attach copy of audited balance sheet and profit & loss account / IT Returns for last three financial years) | |
| 8. | Details of works done in last 5 years. Please mention only those works which qualifies. | 1. 2. 3. |

Name of Bidder/Co. Name:

Signature of Bidder with Seal



| | | | | |
|-----|--|--------------------------|------|--------------------------|
| 9. | Specify the maximum value of work done in a year: | Rs. Year | | |
| 10. | Name & Address of Bankers (Enclose Solvency Certificate in Original in the Name of "The Oriental Insurance Co. Ltd.") | <input type="checkbox"/> | YES | |
| | | <input type="checkbox"/> | NO | |
| 11. | Details of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization | 1. 2. 3. | | |
| 12. | Details of service network in Delhi / details of engineers and persons to be entrusted with the responsibility of maintenance / service be attached along with their technical qualification and experience. | | | |
| 13. | Details of Tender Fee | DD No. | Date | Issuing Company / Branch |
| | Details of EMD | | | |

DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / Annexures.
3. I / We agree that the decision of The Oriental Insurance Company Ltd.in selection of contractor will be final and binding to me / us.
4. I / We have read the instructions and I / we understand that if any false information is detected at a later date the tender shall be cancelled at the discretion of the Company and liable for any action, as deem fit by the OICL.

Place: SIGNATURE

Date: NAME & DESIGNATION

Note:

Where copies are to be furnished, they have to be certified copies by the concerned agencies.

Name of Bidder/Co. Name:

Signature of Bidder with Seal



termination of contract for non-satisfactory performance of the contract, the security deposit made by contractor shall stand forfeited. OICL is not liable to pay any interest on the security deposit made by the contractor.

5. The Annual service contract includes preventive maintenance service during the year and any nos. of breakdown calls as well as round the clock Operation and Maintenance Services of 11 KV, 1000 KVA Electric Substation Equipment.

6. All the disputes arising out of or in any ways connected with this agreement shall be deemed to have arisen in New Delhi & only in the Courts in New Delhi shall have jurisdiction to determine the same.

7. The contract has been carefully read by us and fully understood by us.

8. The agreement is for period of _____ from _____ to _____ for Rs. _____ per annum (including GST).

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day, month and the year first above written.

| | | | |
|---|-------------------|---|-------------------|
| Signed, Sealed and Delivered for "The Oriental Insurance Co. Ltd." by it's constituted Attorney | | Signed, Sealed and Delivered for _____ by it's constituted Attorney | |
| Signature | Signature | Signature | Signature |
| Name | Name | Name | Name |
| Designation | Designation | Designation | Designation |
| Address | Address | Address | Address |
| Company | Company | Company | Company |
| Date | Date | Date | Date |
| Company | Company | Company | Company |
| Seal | Seal | Seal | Seal |
| Witness I | | Witness II | |
| Signature | Signature | Signature | Signature |
| Name | Name | Name | Name |
| Designation | Designation | Designation | Designation |
| Address | Address | Address | Address |
| Company | Company | Company | Company |
| Date | Date | Date | Date |

Name of Bidder/Co. Name:

Signature of Bidder with Seal

ELECTRICAL SUB-STATION DETAILS:-

1. Electrical Sub Station Equipments:
1 No. Crompton Greaves Ltd. make 11 KVA OCB/HT Panel

M.V. Panel / L.T Panel:-
 - a.) Main Incoming – 1600 TPN Amp ACB for All Floor Panel etc. of All Building.
 - b.) Incoming – 630 FB Amp for All Power & Lighting Point of All Building
 - c.) Incoming – 400 X 2 FB Amp for All HVAC / AC System Point of All Building
 - d.) Incoming – 250 FB Amp for All Power Point Panel etc. of All Building
11 KV XLPE cable from BSES D.V.B metering panel to OCB Main M.V Panel and from OCB Panel to transformer of 1000 KVA capacity.
2. A set of Two Batteries and Automatic Battery charger.
3. 1 No. 1000 KVA Dry Type Voltage Transformer (Make:- Kirloskar)
4. 1 set of L.T. Cables from transformer to main M.V. Panel.
5. Main M.V. Panel of locally fabricated using L & T Components complete (including all incoming and outgoing feeders)
6. L & T make capacitor panel having 7 Bank of 25 KVAR each.
 - a.) Main Incoming – 250 TPN Amp MCCB.
 - b.) 25 KVAR (440 Volt / 32.8 Amp) Power Capacitor. = 6 Nos. (L&T make)
 - c.) 15 KVAR (440 Volt / 19.68 Amp) Power Capacitor. = 1 Nos. (Havells make)
 - d.) 10 KVAR (440 Volt / 13.10 Amp) Power Capacitor. = 2 Nos. (L&T make)
7. L.T. outgoing cable from main M.V. Panel in the sub-station up to:
To capacitor panel having 5 bank of 25 KVAR each including cabling / wiring from main capacitor panel up to A.P.F.C.R. & connected manually controlled small capacitors panels installed.
8. Bus Bar

Name of Bidder/Co. Name:

Signature of Bidder with Seal



FINANCIAL BID

(To be submitted in separate sealed envelope super-scribing “Financial Bid” and on Firm’s letterhead)

To,
 The Chief Manager
 Estate Department
 Head Office, “ORIENTAL HOUSE”
 A-25/27, Asaf Ali Road
 New Delhi – 110002

Dear Sir,

Sub: Annual Maintenance Contract for round the clock Operation and Maintenance Services of 11 KV, 1000 KVA Electric Substation Equipment installed at The Oriental Insurance Company Ltd, Head office located at A-25/27, Asaf Ali Road, New Delhi – 110002.
 Tender No. HO/Estate/2018/01 Dated 13.01.2018.

I/We hereby offer for **Maintenance of 11 KV, 1000 KVA Substation of The Oriental Insurance Company Ltd.** at the following rates:

| S. No. | Item | Rate |
|--------|--|--|
| 1. | Maintenance of 11 KV, 1000 KVA Substation with supervision/ operation as per scope of work and other terms & conditions of tender document. | Annual Charges Cost: Rs. _____ (In figures) = _____ (In Words) GST. (.....%) = _____ (In figures) Total Cost Rs. _____ (In figures) = _____ (In Words) |

(The tenderer shall quote in figures and in words)

Submitted by:
 Signature: _____

Name: _____

Contact No.: _____

Name of Bidder/Co. Name:

Signature of Bidder with Seal