

Projects & Pipelines Department

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How can a Contractor/Vendor register for Supply/Works Contract/Services with HPCL ?

Where is the Application for Registration available ?

What is the procedure for inviting bids from Contractors and Suppliers ?

Where is the information regarding tenders floated and Contracts awarded available ?

Whom to contact in case of complaints / suggestions regarding malpractices at Project Sites ?

What are the preventive measures being undertaken towards safety and security the Cross Country Petroleum Pipelines ?

How to provide information in case of untoward incident at the pipelines location ?

The answers to the above questions are given below :

1. Vendor Registration for Contractors / Suppliers :

Category of jobs for which registration can be done:

Based on the requirement of the project and user group, Vendor Registration is done. Following categories are available for registration:

- Works Contract : Civil, Mechanical, Electrical, Instrumentation, Laying of Pipelines, Railway siding, Automation Consultancy, miscellaneous services etc.
- Supply Categories : Pipes, Steel Plates, Pumps, Valves, Pipe fittings, Filters and strainers, Fire-fighting equipments, Personal Protective equipment (PPE), Fire-fighting hoses, flow meters and gauges, power cables, DG sets, HT / LT Panels, Transformers etc.

2. Mode of Registration :

- Enlistment / Registration of the vendors is done through giving newspaper advertisement in the leading newspaper on all India basis. The advertisements are given on periodic basis. The application form is available online on Corporation's website, with complete details and instructions for registration. The link can be accessed through <http://www.hindustanpetroleum.com> under the section tenders and contract.
- Online applications are invited from suitable vendors who are technically competent and financially sound to supply material and provide services at optimal cost within specified time frame, as per desired quantity, quality and specifications.
- Any vendor who is interested in getting enlisted/registered with the Corporation is required to submit on-line application under the applicable category along with relevant documents.
- The applications received for various categories are scrutinized by Vendor Management Committee (VMC) and the response to the vendor who has requested for enlistment is communicated by Vendor Management Officer (VMO).

The applications are examined by the Committee based on the following parameters:

- a) Vendors' capabilities.
- b) Turnover: The audited balance sheet and Profit & Loss Accounts for last 3 years
- c) Size of organization and facilities available
- d) Geographical location
- e) Financial standing
- f) Reputation
- g) Trade experience
- h) Dependability etc.

2.5 Updation of Vendor list :

- Vendor list is maintained by Vendor Management Officer (VMO) of respective purchase department which is reviewed and updated from time to time including performance of the vendor.
- Vendor Management Officer also reviews and updates profile of the vendor viz. for change in address / work location, capability etc., after due approval from VMC, wherever required.

3. Inviting Tender Bids :

- Based on the requirement and value of the tender, two types of tenders are invited viz. Limited or Public Tenders.
- Limited tenders are invited for categories of work where sufficient registered suppliers / contractors are available. Proximity of supply source may be kept in view while inviting limited tender enquiries to obtain competitive rates and faster supplies.
- Public tenders are invited by giving notice inviting tenders which are published through Press advertisements for higher value jobs and also in case where the registered bidders are not available for a particular job.
- Details of tender enquiries issued are uploaded on Corporation's website: <http://www.hindustanpetroleum.com>.
- **NSIC Registered Units:**
 - ➔ The following points are applicable in case of NSIC registered units :
 - a) Exempted from tender fee, Earnest Money Deposit (EMD) / Security Deposit.
 - b) May be considered for giving the Price preference in line with Purchase policies.
 - ➔ The above are subject to fulfilling of the below mentioned criteria:
 - a) The SSI should be registered with National Small Scale Industrial Corporation Limited. (NSIC).

- b) The unit should be registered for the item for which the bid is invited.
- c) The registration certificate should be valid as on date of Purchase Order.
- d) The monetary Limit as indicated in the NSIC registration certificate should cover the value of items to be ordered.

- **Opening of Bids :**

- ➔ Tender Boxes are available for depositing the tenders at all Purchase Departments which include Corporate Office, Marketing Head Quarters Office, Zonal/Regional offices and Major locations. Bids received after the due date and time are not accepted.
- ➔ Opening of tenders : All tenders, whether public or limited, are opened by the authorized officers in the presence of the intending tenderers or their authorised representatives.
- ➔ In case of e-procurement : Opening of unpriced bids electronically is done by designated officers, in the system in secure mode.

4. Award of Contract :

Contract is awarded by placing Purchase Order to the technically and commercially lowest acceptable bidder. The approval for awarding the contract is obtained from appropriate committee specified in the Purchase Manual, as per the financial limit of the contract. All the contracts awarded are also made available on HPCL's website the link for which is <http://www.hindustanpetroleum.com>

5. Redressal of Complaints :

Online Grievances can be lodged through our website:
<http://www.hindustanpetroleum.com>

6. In case of complaints :

Complaints against unfair practices pertaining to execution of contracts etc. can be lodged with P & P Headquarters at Mumbai, at the address given below:

Deputy General Manager -

Engineering & Projects Department
Hindustan Petroleum Corporation Ltd.
2nd Floor, Gresham Assurance Bldg.,
Sir P. M. Road, Fort,
Mumbai 400001.

Deputy General Manager -

Pipelines & Projects Department
Hindustan Petroleum Corporation Ltd.
1st Floor, Hindustan Bhawan,
8, S. V. Road, Ballard Estate,
Mumbai 400001..

7. Preventive measures undertaken towards Safety & Security of Cross Country Petroleum Pipelines :

- Each station / sectionalizing valve stations / Cathodic Protection (CP) Stations are provided with round the clock security.
- Supervisory Control and Data Acquisition System (SCADA) has been installed for effective monitoring and controlling of cross-country pipelines. The Leak Detection System (LDS) which is part of SCADA is provided to detect leak spot on pipeline.
- Director General of Resettlement (DGR) sponsored Security Agencies are deployed for carrying out security / line patrolling. In case where DGR has not sponsored agencies, PSARA registered security agencies are deployed.
- Line patrolling of the Right Of User (ROU) of the pipeline is carried out during day and night by security. GPS based Security personnel tracking system to enhance effectiveness of Line walkers has been introduced. Staggered line patrolling is followed to avoid predictability. For this purpose sufficient number of line walkers are deployed and also security supervisors are making random checks of ROU. Also, Corporation's Officers are carry out line walking once in a quarter.
- Surprise night inspections and mock incident simulation tests are being carried out regularly to check the efficacy of line walkers and corrective actions are taken wherever necessary.

- CCTVs have been installed at all Stations, Sectionalizing Valve Station and Cathodic Protection (CP) Stations and monitored by Control Room Officers.
- Night Vision Binoculars have been provided for better security and surveillance of the pipelines.
- To increase awareness, periodic meetings are held with Police at District / State Level.
- Industry coordination meeting on Onshore Security Coordination with DG of Police of the State OF Gujarat, Rajasthan, Haryana, Andra Pradesh and Maharashtra are being carried out regularly.
- Interactions with villagers are also held through regular meets and programs to enhance awareness.
- Reward scheme to motivate informers has been implemented.
- Pipeline Integrity Management program and practices have been developed to manage pipeline integrity.
- OFC based dedicated telecommunication system is in place for effective and quick communication between the stations / Sectionalizing valve stations / Cathodic Protection (CP) Stations.
- Mock drills are carried out in coordination with District Authorities for emergency preparedness.

8. To provide information of any untoward incident at the Pipeline Location :

For reporting any untoward incident, route markers with contact details are provided along the route of the pipelines.

“TOLL FREE” number viz. 1800 180 1276 has been displayed. Public can use this toll free number to provide information.