

**Subject: SUPPLY, INSTALLATION AND CONFIGURATION OF SECURE INTERNET
PROXY SOLUTION FOR GUJARAT ENERGY LTD**



GUJARAT ENERGY LIMITED

Request For Proposal (RFP)

For

**SUPPLY, INSTALLATION AND CONFIGURATION
OF SECURE INTERNET PROXY SOLUTION FOR
GUJARAT ENERGY LTD**

1. Company Background

Gujarat Energy Limited (erstwhile Gujarat Gas Limited) is an integrated energy company pursuant to Composite Scheme of Amalgamation & Arrangement involving GSPC Group of Companies which came to be finally approved by the Ministry of Corporate Affairs, Government of India in April 2026.

Gujarat Energy Limited (“GEL”) encompasses and excels at an entire range of energy value chain as follows:

GEL continues to be India’s Largest City Gas Distribution (“CGD”) Company in terms of volume operating in 44 districts spread across 6 states in India i.e., Gujarat, Maharashtra, Rajasthan, Haryana, Punjab & Madhya Pradesh and 1 Union territory of Dadra & Nagar Haveli. GEL continues to hold the leadership position in CGD industry in terms of size and scale of operation. GEL has a successful track record of providing uninterrupted services for over 3 decades through a network of more than 44,540 KMs. of Natural Gas pipeline, distributing approx. 8.37 MMSCMD of Natural Gas in Q3 of FY 2025-26. GEL operates over 834 CNG stations and has connected more than 23.83 lakh households, over 15,900 commercial customers and more than 4,454 industrial customers.

GEL is also one of the leading Gas Trading Companies in India. During FY 25-26, we have procured a total of 30 LNG Cargos from various international suppliers. During FY 25-26, natural gas trading volume stood at approx. 10.3 MMSCMD making us one of the largest gas trading companies in India. Our diverse and robust natural gas procurement portfolio serves the demand of a range of customers in strategically important segments such as fertilizers, power, petrochemicals and other large industries apart from complementing our own captive demand towards our CGD Business.

GEL also holds participating interest in 12 operational Exploration & Production (“E&P”) Blocks in India of which 11 are located within the Cambay Basin in Gujarat while 1 E&P Block is located in the Krishna Godavari Basin off the east coast of India.

2. Background

At Gujarat Energy Ltd , we have proxy solution deployed almost 9-10 years ago . The existing proxy solution is old and is reaching its shelf life and OEM has declared end of life and support not available after 31st Dec 2026 .

The existing proxy appliance is used for web content filtering and threat protection enabling us to accelerate business without having to worry about security, productivity and liability threats such as malicious, inappropriate content and data loss. There are 2 no's of Proxy appliance deployed with One appliance with 700 users configured at PR DC GIFT City Gandhinagar and remaining 700 users configured at other Proxy appliance at DR DC Surat. These two device are configured as failover, in case PRDC appliance goes down the 700 users from PRDC gets switched on to DRDC Proxy appliance and Vice-Versa .

IT team propose to deploy latest ENTERPRISE GRADE Proxy solution for secured Internet for GEL users , which shall be in support in next 7 years .

3. Scope of Work

Gujarat Energy Ltd (GEL) plans to refresh the end of life Proxy solution with new upgraded proxy appliance at PRDC GIFT City Gandhinagar and DR DC SURAT . In this regard, proposals are invited as part tender for supply, installation, configuration and support of proxy solution as per below terms & conditions:

- The successful bidder shall be responsible for the end-to-end supply, installation, configuration, implementation, customization, integration, operationalization, and maintenance of the Proxy Solution (including both hardware and software).
- :The solution must support a total capacity of minimum 2000 users, distributed as follows:
 - 1000 users configured at PR DC (GIFT City, Gandhinagar).
 - 1000 users configured at DR DC (Surat).
 - The web proxy must be installed at both PR DC and DR DC in HA Active-Active mode locally.
 - Between DC and DR, the solution must operate in Active-Passive mode, with the flexibility to shift or bifurcate the load across locations as per operational feasibility at no extra cost.
- If multiple devices are deployed to meet requirements, all configurations must sync automatically across devices. Any external syncing hardware or software required must be provided free of cost.
- The solution must feature separate management ports and synchronization ports, in addition to standard technical data ports.
- The web proxy must function seamlessly across any type of internet link, irrespective of bandwidth capacity or service provider.
- Software Upgrades & Patches: All future software upgrades, updates, firmware patches, and operating system updates must be provided free of cost throughout the contract period without degrading system performance.
- The solution must comply with all current and future directives issued by GEL, CERT-In, or other regulatory authorities during the contract period.

- The bidder must provide full support for complying with audit points raised by internal/external auditors or regulatory bodies without impacting solution performance.
- Lifecycle Management (End-of-Sale / End-of-Support):
 - Supplied hardware/software/appliances must not reach End-of-Sale (EOS) within 5 years of bid submission.
 - Supplied hardware/software/appliances must not reach End-of-Support (EOS) within 7 years of bid submission.
 - If affected, the bidder must upgrade components well before these milestones at no additional cost.
- The O&M, warranty, and Annual Maintenance Contract (AMC) period shall be 5 years starting from the official Sign-Off of the solution.
- The bidder must provide support throughout the contract period, including dispatching an onsite engineer during critical issues, upgrades, or update cycles at no additional cost.
- Post-implementation maintenance must cover:
 - Firmware and OS upgrades/patching as per OEM guidelines.
 - Faulty parts replacement and hardware system monitoring.
 - Troubleshooting, performance tuning, and advisory services on vulnerabilities.
 - Support during DR Drills and general system uptime upkeep.
 - GEL-appointed agencies will conduct VA&PT post-deployment. The bidder must fix all identified findings/issues in databases and applications before and after installation.
 - Periodic review audits and VAPT reports must be complied with by the bidder/OEM within specified timelines throughout the contract duration

Bidder has to submit all types of login credentials, OEM's contact number and e-mail address along with complete documentation of each configuration and setup

Technical Specifications

Sr. No.	Technical Specification	Compliance (Yes/No)
General Feature and Policies		
1	The solution should be on premise appliance based and must Provide Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus, Antimalware, Enterprise Data protection control with minimum 1400 templates inbuilt, Application Visibility & control, Detail Reporting and Management. The solution will be installed both at DC (located at GIFT Gandhinagar) and at DRS (located at Surat) in HA mode. The Proxy appliances shall be in High Availability Active-Active mode at DC/DR. Between DC and DR, the solution shall be in Active-Passive mode, as per GEL's requirement. Load balancing should be inbuilt in the appliance or should work with GEL's existing load balancer with no additional cost.	
2	Solution should be able to provide proxy access to Wi-Fi users connected to the corporate network in fully controlled manner.	
3	Provide safe internet access to users from advance threats and Protect from Legal liability, Security Risk and reduce Network Bandwidth Loss and Productivity Loss.	

4	The solution should be capable of working in the following configurations: Standalone Explicit Proxy, Forward Proxy and Transparent proxy and isolation. System shall support the ability to configure the user session inactivity timeout to save resources used by the remote browser and shall also provide the ability to stream video.	
5	Solution's each purpose-built appliance should have minimum usable storage of minimum 2.25 TB + and the hardware proxy should have minimum 2*10 GB fiber ports from day 1 and ability to expand to 4*10GB fiber ports. The appliance should have provision of separate Network Interface for Management ports and Data ports. Solution should support addition of fiber NIC connectivity as per GEL's requirement, with no extra cost to GEL.	
6	Solution should be able to support XFF(X- Forwarded-For) to identify the IP Address of a host in a FW/NAT environment.	
7	Solution should be capable of seamless integration with existing security devices and tools present and future tools planned or unplanned for procurement.	
8	Solution should be integrated with SIEM applications and other security solutions of GEL.	
9	The solution should support configuring scheduled automatic backup of system configuration.	
10	Solution should be able to deploy on the basis of EMP ID/IP/user group/users.	
11	The solution should integrate with LDAP directory like Active Directory/RADIUS. For user authentication and authorization and enable application-based policy definition per user or group. Also the solution should have capability for Integration with GEL's PIM/PAM (Privileged Access Management) solution.	
12	The solution should be capable of terminating open session based on session and inactivity timeout values and should be able to set a definite time duration of a policy based on a user or group policy.	
13	Solution should be able to integrate and handle Cloud based email services in organization securely. The proposed solution should support all standard protocols including UDP, HTTP, SOCKS and HTTPS proxy. Solution should be able to integrate, support, and handle architecture with PAC file solution to divert traffic of the Cloud based email solution and internet separately.	
14	Single solution or combination of solution proposed by bidder/OEM for enterprise class proxy & caching with URL filtering. Also provides Real time content classification, categorization and security scanning in built with proxy solution.	
15	Data flow through proxy should be integrate or inbuilt functionality of Web Security functionality i.e. controlling and managing of data flow.	
16	Solution should be integrating or inbuilt functionality to provide data protection over web channel in form of Exact data matching and index data machine along with structure data and unstructured should match with the help of fingerprints, keywords, dictionaries, machine learning, and destination URL category wise.	

17	Solution should have strong Contentfiltering database. Solution should provide real time threats updates, new signatures and URL database like blacklisted Phishing, Malicious sites, Porn sites, terrorist sites, Religion based sites, Gambling sites, Hacking sites, anonym zing websites, anonymizing tools sites, anonymizing proxies sites, advanced malware command and control sites, advanced malware payloads sites ,C&C communication sites, Bot networks sites,Compromised websites, key loggers, Ransomware detection and other identified fraud/maliciouswebsites. Solution should have capabilities to detect and prevent accessing domains like phishing and malicious domains.	
18	Solution should have web protection mechanism to identify and block web pages having malicious java script, VB script, executable, malicious or unauthorized ActiveX applications, potentially harmful programs or software`s download and shareware.	
19	Solution to provide High Availability (HA) and Load Balancing functionality inbuilt or via integrating with GEL's load balancer and must have RAID redundancy (for hard drives), network redundancy (for management network interfaces) and Power-Supply module redundancy.	
20	Solution should have capability of web isolation in case of any uncategorized URL or Phishing URL with the controls to also cover zero-day content protection.	
21	Should have a separate or inbuilt centralized and powerful management which should enable to deploy, view and control secure web gateway through a single console Single policy and management console for network users and roaming users as well. Should provide high availability for business resiliency. OEM/Bidder has to ensure high available management system deployed at DC and DR which is support total capacity of minimum 1,400 users.	
22	Ability to create granular security policy definitions per user and groups to identify, block or limit usage of web categories or applications and widgets like instant messaging, social networking, video streaming, VoIP, games and more. The solution should support granular classification of websites at a category level based on content and threat risk score.	
23	The proposed solution should support to monitor traffic from multiple segments like WAN, DMZ, Server Farm, Wi-Fi network, MPLS links etc. simultaneously on a single solution.	
24	Solution should provide caching functionality and ability to decide the caching limit and should support two factor Authentication for Management Server.	
25	Solution should have an option for criticaldata protection over web channel from day 1. Should be able to put control based on the URL categories and Geo locations both for normal text and textual images. Solution should also provide the indicators of compromise templates to protect critical data protection.	
26	Solution should be able to restrict Users to download certain file types based on extension. Further it should also support capability of blocking true type executables.	

27	Solution should provide application function control to identify, allow, block or limit usage of applications and features within them and protect environments with social media & internet applications.	
28	Solution should identify and control the application based on the application database and application risk.	
29	The solution must support different types of compression algorithms and scan nested compressed files.	
30	The solution should support real time graphical and chart-based dashboard for the summary of activities over Web.	
31	Solution should have capabilities to configure User, IPs, URLs and Domains to Black list or white list/ exceptions for detections	
32	Solution should be able to provide safe search, application blocking, URL re-categorization option information along with user, IP,content violating policy etc.	
33	Multiple accesses provisioning for same user using single policy instead of creating multiple policies or multiple access control lists for same user and IP.	
34	Solution should be able to restrict User to access internet, during specified hours / time. (Time based revocation).	
35	Solution should be able to apply same policies / restrictions while User in roaming profile.	
36	The solution should have facility for End User to report Misc categorization in URL Category.	
37	The solution should support configuring scheduled automatic backup of system configuration.	
38	The solution should support user wise bandwidth quota assignment and restrict user wise bandwidth allotment.	
39	Solution should provide the visibility and protection for the information leaks over the data theft via the textual data in image over HTTP/HTTPS.	
40	The solution should provide proxy, caching, content filtering, SSL inspection, inline AV(Anti-Virus) protocol filtering. The solution should have more than 1600+ predefined templates to prevent the confidential information in block mode with the visibility to provide the sanctioned and unsanctioned application visibility and control.	
41	Solution should have capability to provide performance details in real time viz. Page load response, DNS resolution time, throughput statistics etc.	
42	In case GEL decides to migrate to SaaS proxy in future, then the existing endpoint security agent should be supported as a SaaS proxy agent	
43	The proposed solution's operating system should be secure and free from vulnerabilities. The operating system security should not be subjected to third party vendor patch releases but should be Proxy Vendor's own proprietary or hardened Operating System.	

44	In case more than one device is provided to cater to the above requirements, then it should have the capability to sync all configuration between all devices in case changes are being made on one device from a single management console. The syncing in case requires any external device then the same is to be provided free of cost	
45	The proposed solution should be a purpose-built hardware appliance for Secure Web Gateway solution and should not be dependent on virtualisation platforms.	
46	The Proposed solution should support Zero Touch Provisioning, capability to provision a proxy without manual intervention.	
47	The solution should detect and evaluate connections from servers with questionable or untrusted certificates.	
48	The solution should have a capability to tell the policies which are not being processed based on connection request so that GEL can disable them for fine tuning and better performance of a solution.	
49	The proposed solution should store and Process all Proxy policies and configurations locally on the proposed hardware appliances and should not leave GEL's premises at any point of time.	
50	Migration and syncing of existing proxy configuration should be seamless.	
51	Solution should have exception tracker of users, policies etc.	
SSL Capabilities		
1	SSL decryption inbuilt with proxy solution to scan HTTPS & tunnel protocol traffic. Should be able to intercept, decrypt and re-encrypt SSL/TLS, Decrypt outbound SSL. Solution must provide decryption of unverified encrypted traffic for scanning and then re-encrypt it before sending.	
2	Solution shall support the following remote access capabilities on its management interface via HTTPS or SSH access and shall support role-based administration such as Administrator, operator, read-only access user etc.	
3	The solution should have capability to enable 100% SSL decryption without any compromise on the Proxy performance and Internet access speed performance.	
Access Log and Reporting		
1	Solution shall provide forensic evidence investigative reporting on the infection's activity within the network while accessing internet as follow: Event timestamp, network/Web events in sequence, suspicious communication, malware type, severity, source and destination of attack.	
2	Should have ability to manage security environment through intuitive graphical interface which should provide views, details and reports on security health through a comprehensive, centralized security dashboard.	

3	Solution should provide advanced threat dashboard to track the infection or threat history for User/IP, with the ability to access all forensic evidence for past infections (minimum 3 months).	
4	Solution should have built in various reports and can create custom reports like Executive report, Top users report, Top Sites, Top 10 reports for various category and Health reports etc.	
5	Solution should be able to schedule reports and also provide the flexibility to generate on-demand reports in daily/weekly/monthly/yearly or specific range (by day and time).	
6	Solution must provide real-time dashboards and automated alerts when users approach or exceed 80%, 90%, and 100% of their assigned bandwidth thresholds.	
User Management and Policy Administration		
1	Solution should have centralized architecture with web or GUI based dashboard console to monitor, reporting, notification, maintaining and policy push for the registered users centrally for multiple boxes/ solution/solutions	
2	Organization should have the power to create detailed policies that should be based on the characteristics such as user identity, user role and specific aspects of a web application.	
3	The user interface and system configuration of the management console should be comprehensive, flexible and easy to use such that it should be possible to provide the complete threat details.	
4	There should be advanced user and application controls such as ability to expand user groups, domain names as well as detailed user and application usage information in reports, logs and statistics.	
5	The solution must support granular access control and authorization to facilitate gathering of logs of user's access General Features and Policies.	
Licensing		
2	The licencing of the Solution should be User based, as per GEL's requirement.	
3	The Solution should have perpetual license with flexibility of deployment at premise and on cloud and hybrid without any extra license or hardware cost - throughout the contract period.	

4. Terms and conditions

- Vendor must provide onsite comprehensive warranty (Parts, Labour, Configuration, Software Upgrade, Updates (critical hot fixes, service packs, and major upgrades) Vendor will provide contacts of all the resources and a clear escalation matrix for the support period.
- The Make and Model of proxy solution deployed shall not reach end of life within 5 years from date of deployment at GEL office and end of support within 7 years
- Rack mounting, cabling, and integration with existing GEL IT infrastructure
- Once in year health check for all devices/ equipment's. Vendors can propose Industry best practices for proactive health check-up frequencies / methodologies.

- Availability of all necessary hardware and equipment's in nearby Warehouse preferably at Ahmedabad.
- 24*7 Remote monitoring & advance technical call log /part replacement for any issue
- During this period of contract period of 5 years , all upgrades for firmware, operating system upgrades , version upgrades, quick fixes and security patches to be made available to GEL at no extra cost
- All Configuration supports and new requirements related to devices must be provided, whenever required, remotely.
- Vendor must give escalation matrix with all the details as per following. there has to be minimum 3 level of escalation.

Escalation Level	Name / Team	Availability (24x7 OR 8x5 etc)	Mobile	Telephone	E-mail	Address

Bidder shall provide Five (5) years onsite comprehensive warranty support (including but not limited to Parts, Labor, Configuration, Software Upgrade, Updates etc.).

Bidder shall provide contacts of all the resources and a clear escalation matrix for the 5 year support period.

5. Delivery

- Vendor shall be responsible for delivery of hardware & software both ordered at both Primary DC at GIFT CITY GANDHINAGAR & DR (currently in SURAT) or any other alternate site as per GEL requirement within 10 weeks from the date of issuance /award of Purchase order

6. Implementation

- Installation means mounting of Switches in Rack (If any) and “Power-On” all the hardware with all the accessories provided with the hardware. The point of delivery/ destination will be as defined by GEL in the purchase order
- Vendor shall be responsible for implementation of complete solution at both PR DC at GIFT City Gandhinagar & DR DC (currently in SURAT), Corporate offices within 12 weeks from delivery of Hardware.

7. SLA ,Warranty and Support

The bidder should provide 5 yrs. comprehensive warranty for the following:

- Subscription of all Software, Firmware and associated Licenses (of all features) and effective from installation day.
- Warranty for all the supplied Hardware/Software/Allied component
- Bidder should ensure that all features of proxy solution is functional without requirement of any additional procurements of H/W, S/W, Subscriptions and Licenses.
- All the Hardware or software replacements and delivery should be taken care by the bidder with no financial implications to GEL

- Service Level Agreement & Penalty for breach in SLA Bidders are required to consent to the following Service levels in the agreements and describe in detail the methodology adopted by them to provide the SLA's to GEL. GEL expects the following Service level assurances for the equipment/services:
- Vendor will provide 24x7x365 days support for after successful commissioning Wi-Fi Access point Setup. The support will be provided remotely by telephone/mail/remote sharing based on trouble-ticket raised by GEL.
- Successful bidder has to maintain service response time during entire contract period. The Service response time & subsequent penalty applicable (in case of failure of maintaining service response time) is as mentioned below:
- Onsite service and support should be on 24x7x365 basis.
- **Response and Resolution Time:** Response and resolution time should be within 04 hours commenced from the time and date of the complaint registration by CLIENT official through e-mail / WhatsApp / mobile communication. Bidder shall provide remote as well as onsite support (when required) for all troubleshooting activities, firmware upgrade, patches etc. Bidder shall ensure onsite visit of technical resource for critical issues not resolvable remotely.
- **Replacement time:** If bidder found replacement / repairing of faulty appliances then it should be brought into the notice of CLIENT's designated authority and faulty replacement / repairing should be completed within next business day from the day of the complaint registration. Replacement appliance / part shall be of same make and model (higher technical configuration in case discontinuation declared by OEM).

8. Penalty Terms

- Material Delivery delay – penalty of 0.5 % of the overall material basic cost per week of delay, maximum penalty of 10% of overall Material cost.
- Implementation delay - penalty of 0.5 % of the overall material basic cost per week of delay, maximum penalty of 10% of overall project implementation cost
- SLA Violation -GEL shall impose a penalty of INR 5,000/- (Indian rupees) per instance for not meeting the agreed SLA, Maximum Penalty in year shall not exceed 10% of total yearly support cost .

Exclusion from SLA:

- Failure of electrical power supply / LAN / WAN at CLIENT premises.
- The scheduled outages / planned maintenance.
- Down time due to failure or malfunction of any equipment or services not .
- Successful bidder will require to plan for 'scheduled outages / planned maintenance' in advance with prior approval of CLIENT. This will be planned during non - working hours. In exceptional circumstances, CLIENT may allow successful bidder to plan scheduled downtime in working hours. The scheduled outages / planned maintenance will include activities like software upgrades, patch management, security software installations etc.

9. Payment Terms

- Bidder should send all of their invoice via GEL vendor portal for invoice processing with digital Signature.
- The GST should be indicated separately as per the Commercial Bid Form.
- Bids shall be quoted and payment shall be made in Indian Rupees only for the services
- Invoice must be generated with IRN & Digital signature.
- No payment shall be made to the vendor until Performance BG is submitted and duly verified with the Issuing Bank by GEL.
- The bidder may raise invoices on a quarterly basis in arrears and payment will be released on a quarterly basis, upon satisfactory delivery of the services for the said period, subject to any penalty levied on the supplier with the confirmation from Engineer- In – Charge.
- No additional payment apart from the tender bid value will be done under any circumstances.
- All payments will be made by adopting electronic clearing system and electronic fund transfer.
- Deduction of Income Tax, Goods and Services Tax and other applicable statutory duties would be as per the extant laws.

Sr no	Description	Payment terms
1	Hardware (Including software licenses, subscription of 5 years) Installation along with one year warranty	• 70% of payment on hardware delivery of devices at all GEL Locations • 30% of payment on successful installation and commissioning of all Hardware and submission of installation report duly signed /certified by GEL Network SME
2	Support for 2nd , 3rd ,4th and 5th Year	• 2nd ,3rd and 4th year payment at start of the each year • 5th year payment at end of contract .

10. **Defect Liability:** Not Applicable.

11. **CPBG:** Applicable as per GEL terms and condition.

12. QHSE REQUIREMENTS

SCOPE AND APPLICATION

Contractor/Service providers are the key stakeholder and an integral part of Gujarat Energy Ltd (GEL's) business. Contractors'/Service provider' Quality, Health, Safety and Environment (QHSE) performance reflects on the company's business performance and reputation. GEL has established QHSE Management Systems, Procedures & Guidelines to ensure compliance with GEL's QHSE requirements.

These requirements apply to all jobs whilst conducting work for GEL including; Project, Construction, Operation & Maintenance, Field Operations and Services within any given contract or agreement.

The overall objective of QHSE management in contract/agreement is to improve the company and Contractor's/Service providers' QHSE performance in all aspects of activities. Active and on-going participation by both the GEL and Contractor/Service provider is essential to achieve this objective.

RESPONSIBILITIES

It is responsibility of GEL management and staffs to ensure that all Contractors/Service providers work under their direction & control are provided with relevant Integrated Management System (IMS) Policies, Procedures & Guidelines that describe the GEL requirements for undertaking work within the company. It is also the responsibility of Contractors/Service providers to ensure that their staff are informed of and comply with GEL's requirement whilst working for the company.

GEL HSE department provides advice and assistance on QHSE requirements across the complete spectrum of all work activities. Contract Owner (Department Head) and Contract Holder (Work in-charge) are responsible to ensure safe execution of work/service include the following:

1. Ensuring that the QHSE Policy, Procedures & Guidelines are known and understood by all contractors'/service providers' staff and work force
2. Monitoring, Inspecting & Auditing execution of work, activities to ensure adherence to the QHSE compliance requirements.

The Contractors'/Service provider' will take the responsibility for implementation of GEL's QHSE Policy, Procedures, Guidelines and other requirements with the advice and support of the GEL's Contract Owner / Contract Holder and HSE representative.

Contractor/Service provider to ensure that all aspects relating to QHSE are adequately addressed and implemented in accordance with the GEL QHSE requirements and QHSE Management Plan, which shall include the management processes and activities to be implemented during the course of work with GEL.

Contractor/Service provider shall be responsible for ensuring that adequate HSE resources are put in place to enable satisfactory implementation of QHSE Management Plan.

This responsibility also applies to ensure the Health and Safety of the people are directly and indirectly engaged / involved whilst working or present at GEL's work area / sites.

EXECUTION

1. Contractor/Service provider is responsible to ensure the compliance with GEL QHSE requirements. GEL overall QHSE performance is directly influenced by the contractors' performance.
2. Contractor/Service provider is responsible for QHSE compliance monitoring at site/work activities to ensure that work/activity is performed in a safe manner. Moreover, they are responsible for reporting of all incidents, Hazard and Near Miss that might happen during work/activity

3. Contractor/Service provider shall follow and comply with GEL “Work Permit” system During work execution and activities, GEL team will regularly monitor and evaluate the performance of the Contractor/Service provider to identify the shortfalls and weaknesses and assist to improve the overall performance including QHSE performance through CPAR process (as applicable)
4. We believe that everyone at GEL, Employees, Contractors, Service providers and Associates have the right to go home safely to their families.

QHSE Defaults and Penalties (As applicable)		
SN	Description	Penalty amount (will be decided by Contract Owner)
1	Lost Time Injury	Rs. 5000/Instance
2	Non-compliance - HSE Engineer	NA
3	Un authorized work	NA
4	Work without PtW/WA	NA
5	Non-compliance - Safety Training Card (STC)	NA
6	Non-compliance - Health Check up	NA
7	Non-compliance - PPEs	NA

Remark: Issuance of MEMO against HSE non-compliances including above-mentioned defaults shall be decided by Contract Holder

QHSE GUIDELINE (AS APPLICABLE) FOR ALL TYPE OF CONTRACTS

- Contractor/Service provider...
 - a) Shall ensure that all staff/work force comply with the requirements of the GEL HSE Management System, QHSE policy, standard, procedures, guideline, plan & Life Savers at work site
 - b) Shall ensure issuance of Identity Card to their team members
 - c) Shall apply and obtain Permit to work (PTW/WA) before start of the work
 - d) Shall arrange work related Personal Protective Equipment (PPEs) for their staff/work force and ensure proper use during the execution of job
 - e) Shall carry out the work within the duty hours/office hours. No Work shall be carried out without permission of GEL’s representative beyond the official duty hours unless otherwise agreed upon prior to start of work and recorded appropriately
 - f) Shall ensure that all tools, tackles, appliances, machines, vehicles, instruments or other equipment are Fit for Purpose and maintained safe working condition at all times and are used only by authorized and competent persons
 - g) Shall ensure that all the QHSE requirements are properly discussed for any sub-contracted activities with GEL. No such activity shall be performed without clearance from GEL management
 - h) Shall ensure that all Hazards, Near miss, accident, incident, injuries are reported promptly to GEL. Action arises due to reported Hazards, Near miss, incident investigation; audit/inspection shall be closed out as per agreed timelines with site in-charge

- i) Shall deploy staff & work force trained, qualified and competent for the work and well aware of risks and mitigation action/s for the activities undertaken
- j) Shall make necessary arrangements for safe custody of equipment, materials in stores/warehouse and at site shall ensure safe transportation, Internet proxy solution and handling of materials to prevent any damage, which may impair safe performance of the equipment / material etc.
 - Shall initiate immediate actions to hospitalize injured person(s)
- k) Shall ensure an injury free, incident free workplace and protect people from harm caused by work activities
- l) Shall ensure use of seatbelts while driving four-wheeler and use of crash helmet for Two wheeler riders during job execution
- m) Shall ensure Lock out and Tag out (LOTO) after de-energizing and double check before starting any jobs. In case of conducting job for the purpose of fault finding & monitoring of voltage & current it is to be considered live working and all PPE'S to be worn to avoid exposure of flash arc current
- n) Shall take note that the use of open wires in sockets, use of wires with tape joints shall not be accepted at work site.
- o) Shall ensure proper collection, Network devices and disposal of solid / liquid waste as per GEL procedure and guideline
- p) Staff/work force shall not smoke or resort to misuse of drugs, medicines or alcohol while on duty
- q) In case of any incident like fire, gas leakage etc. due to gross negligence of the Contractor's staff/work force, GEL reserves the right to impose penalty up to actual damage cost and or termination of work order depending upon the gravity of the situation.
 - Any breach of the QHSE requirements shall be deemed by the company to be a material breach of the terms & condition of the contract. GEL shall be entitled to take appropriate actions including instructing the contractor to (a) remedy the breach; (b) suspend the work or (c) terminate the contract.

All activities shall be carried out as per GEL's documented procedures and QHSE requirements; deviation from it shall be dealt with very strictly.

Contractor shall ensure that all tools, appliances, machines, vehicles or other equipment, are in safe working condition

- All activities shall be carried out as per GEL documented procedure and HSE requirement, and deviation from it shall be dealt with very strictly.