

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-10-2023 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-10-2023 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Petroleum And Natural Gas
Department Name/विभाग का नाम	Numaligarh Refinery Limited
Organisation Name/संगठन का नाम	Numaligarh Refinery Limited
Office Name/कार्यालय का नाम	Numaligarh Refinery Limited
Total Quantity/कुल मात्रा	1450
Item Category/मद केटेगरी	Office Suite Software (V2) (Q2) (PAC Only)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	No
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Details of the Competent Authority for MII

Name of Competent Authority	Kanwalpreet
Designation of Competent Authority	Director (PPD)
Office / Department / Division of Competent Authority	PPD
CA Approval Number	F.4/1/2021-PPD
Competent Authority Approval Date	01-09-2021
Brief Description of the Approval Granted by Competent Authority	Competent authority has approved for the exemption as the LC is zero for the PAC type item.

Competent Authority Approval for not opting Make In India Preference : [View Document](#)

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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Details of the Competent Authority approval for PAC

Competent Authority Approval document for PAC : [View Document](#)

Name of Competent Authority	Sanjeev Dibragade
Designation of Competent Authority	GM (IIS)
Office / Department / Division of Competent Authority	NRL
CA Approval Number	PUR-IIS-1006598
Competent Authority Approval Date	2023-06-27 00:00:00

Brief Description of the Approval Granted by Competent Authority

Competent authority has approved the item to be procured under PAC.

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

Office Suite Software (V2) (1450 pieces) (Under PAC)

Make	microsoft
Model	office365e3

Technical Specifications/तकनीकी विशिष्टियाँ

* As per GeM Category Specification/जेम कैटेगरी विशिष्टि के अनुसार

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
BASIC INFORMATION	Product Type	Proprietary Suites
	Offered Product are	2. Government Edition
SCOPE OF LICENCE	"Types of Licence (Hint : Select 'NA' if not applicable)"	2.Subscription
	"Duration of Subscription (in Years) (Hint : Select '0' if not applicable)"	1.0 - 5.0 Or higher
	Licencing option	2.Users Based,
	Number of CORE /Users /Socket/ Device Supported for Each licence (Hint : - Inline with licence option selected)	1.0 - 100.0 Or higher

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
OFFICE SUITE	Proprietary Suite	2. Microsoft Office Mobile
	"Open Source Suite (Hint:- Vendor can offer support service to open source suite on subscription basis)"	6. Not Applicable
	Components of Office Suite covered in the offered product	1. Word Processor, 2. Spreadsheet, 3. Presentation, 4. FILE CONVERSION, 5.GRAPHICS, 6. COLLABORATION TOOL
	Operating Systems Supported by the offered product	1. Windows, 2. Windows Mobile/ Phone, 3. Mac, 4. Android, 5. Linux, 6. iOS
	The offered product have support from OEM for	1. Updation for Patches and Bug fixes within support period., 2. Upgradation of version within support period .
	Number of Years upto which support is available from OEM/Seller for Updation (Patches and Bug fixes) within support period	1
	Number of Years upto which support is available from OEM/Seller for Upgradation of version within support period	1
	No of days Training Provided at Site	0
Word Processor	Word Processor FEATURES	1. Word, 2.Themes, 3. File Annotation, 4.Built in Spell Checker/ Grammer & Style, 5. Dictionary/ Theasaurus, 6. Utilities for manipulating and editing text
Spreadsheet	Spreadsheet FEATURES	1. Excel, 2. Database, 3.Open XML File Format, 4. XML File Filter Tool, 5.Queries, 6.Advance data manipulation, 7.Formula Calculation Function, 8.Pivot Table/ Tables
Presentation	PPT FEATURES	1. Presentation Tool, 2.Slide Transitions, 3.Themes, 4.Power View
FILE CONVERSION	PDF Editor & Convertor Features	1. Word to PDF,, 2. PDF to word,, 3. Excel to PDF,, 4. PDF to Excel,, 5.Scanned Images editing supported., 6.PDF Split & Extract facility, 7. Search words within PDF file
GRAPHICS	GRAPHICS FEATURES	1. GRAPHIC TOOL
COLLABORATION TOOL	COLLABORATION TOOL FEATURES	1. Schedule meetings & Events, 2. Relationships, 3.Cached Exchange Mode Sync, 4.Slider, 5.Exchange Server Support, 6.Outlook Social Connector, 7.People Pane, 8.PRF Files, 9.Video/ Audio Conferencing, 10.Real time Document Co- Authoring, 11.Collaboration over Same Platform Suite

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
GENERIC	GENERIC FEATURES 1	1. Accessibility, 2. Support for many native languages, 3. 3rd Party Add-ons, 4.ActiveX Control, 5.Writing Support, 6.Gradient and pattern tools, 7.Files and Printing, 8. Editing and Formatting, 9.Language Tools, 10. Flexi Licence policy, 11.Forms, 12. Reports, 13.Billing, 14.Inbuilt security for documents
	GENERIC FEATURES 2	20. Web Apps
	Cloud storage support for	2. Drops Box, 3. One Drive
	Capacity of cloud storage support(in GB) Hint:- Select '0' if not applicable	1024.0 - 10000.0 Or higher
SUPPORTED HARDWARE REQUIREMENTS AT USEREND	Processor Supported in Bits	32, 64

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prem Kumar Pandey	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1450	15

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

PRE-QUALIFICATION CRITERIA (PQC):

The bidders who intend to participate in the tendering process shall meet the following minimum requirements and only such bidders shall be prequalified technically for further evaluation.

Bidder shall be authorized partner or reseller of Microsoft for supplying the licenses against this tender. Microsoft's Authorization letter to be submitted in technical bid, authenticity of which will be verified by NRL from OEM Microsoft.

TERMS AND CONDITIONS (COMMERCIAL):

1	Price basis	FOR NRL Site, Numaligarh.
2	Scope :	MS Office 365 E3 Annual Subscription for 1 year. Subscription Activation Date: 15.11.2023 (Out of 1450 nos. of subscriptions, 1400 nos. subscriptions are for renewal of existing licenses which are expiring on 14th November'2023 and 50 are new subscription licenses.)
3	Payment Terms	100% after activation of the license at NRL Note: Bidders to note that NRL shall release all payments through e- payment mode (RTGS / NEFT) only and not through any other mode. For payment administration or issues related to clearance of Tax Invoices, contractors/suppliers may send their request / query etc. to the e-mail ID: livdesk@nrl.co.in
4	Price reduction clause due to delayed delivery	In case of delay in execution of the order, NRL may at its option, recover from the bidder price reduction of 0.5% of the value of delayed goods per week of delay or part thereof subject to a maximum of 5% of the total order value of goods.

5	Third Party Inspection (TPI)	Not Required.
6	Delivery schedule	Delivery should be within 15 days from the date of release o f work order. Delivery schedule is essence for this contract. Party shall ad here to the delivery date mentioned in this tender and same shall be confirmed along with the offer. In case Party is unab le to meet the delivery schedule, the offer is liable for rejecti on.
7.	Guaranty / Warranty:	The guaranteed/warranty shall be 12 months from the date of installation/subscription. During the Guarantee/warranty period vendor is responsible for uninterrupted availability of the offered items. It shall be obligatory on the part of the vendor to modify and/or replac e any hardware/ software free of cost (Including installation and commissioning) in case any malfunction is revealed duri ng normal operation. Note: i) <i>The above clause is non-negotiable and deviation from the same shall lead to direct disqualification without an y further intimation.</i> ii) <i>If there is a tender specific "Guaranty/Warranty" claus e is mentioned in Technical Specification of the tender document; the clause mentioned in "Technical Specifica tion" of the tender document shall prevail.</i>

8	General Terms and Conditions	i) NRL adopts a practice to verify documents submitted by L1 (successful) bidder in support of bidder's credential against PQC. Authentication may be verified with the issuing authorities, by way of direct communication to NRL over official e-mail IDs / Original letter of authentication by post. Bidders may also follow up with the issuing authority for eliciting early response. If documents remain unauthenticated till given timeline, NRL reserves the right to reject the bid. Proper address for communication, including e-mail ID of the issuing authority should be provided along the tender document. ii) Consortium/Joint venture bids shall not be accepted. iii) Canvassing in any other form by the bidder or by any other agency on their behalf may lead to disqualification of their bid. iv) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder shall be kept in holiday list/ blacklist apart from other penal actions as deemed fit by NRL. v) In case any bidder is found to be involved cartel formation, his bid will not be considered for evaluation/placement of order. Such bidder will also be debarred from bidding in future. vi) Bidders who are on holiday list by NRL or MoPNG will not be considered. Accordingly, the bidder shall submit a self-declaration as per the format enclosed with the bid. It may be noted that if this declaration is found to be false, NRL shall have the right to reject the bidder's offer, and if the bid has resulted in a contract, the contract is liable to be terminated. vii) Printed terms and conditions, if any, submitted with the offer by the bidder shall be ignored and shall not be applicable in the event of order. In case of contradiction between the terms & conditions mentioned elsewhere in the offer by the bidder and terms and conditions mentioned in the bid document and NRL GPC; terms & conditions mentioned in the bid document and NRL GPC shall prevail. Moreover, rates & taxes indicated in the BOQ shall prevail. viii) Govt. has reduced the aggregate turnover for applicability of E-invoices from earlier limit Rs.10 crores to Rs. 5 crores, which will be effective from 1st August '2023. In view above, all concerns are requested to raise only E-invoice to NRL with all requisite details like IRN, QR code etc. Non-complied invoices shall not be accepted for further processing. ix) All other terms and conditions of this tender shall be governed by NRL GPC 2021 (Indigenous). May find NRL's 'General Purchase Conditions (Indigenous)' in the link. https://www.nrl.co.in/upload/nrlGPC_Indigenou s_2021.pdf x) NRL reserves the right to defer the date/time of opening of the offer; to make changes in the terms & conditions of tender document and to reject any or all bids at any time/stage without assigning any reason thereof. xi) Bidder to submit all requested (as well as relevant documents as per requirement of the bid) along with unpriced offer. Failure on the part of bidder in not submitting the documents in required format with unpriced quotation and/or submitting incomplete replies/deviations may lead to rejection of bidder's quotation without any further communication.
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DOCUMENTS TO BE SUBMITTED ALONG WITH UNPRICED OFFER:

SN	DOCUMENTS	REQUIREMENT
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1	Documents in support of PQC and Technical Specification	As per Requirement
2	Datasheets, drawings, and other relevant details of the offered items.	As per Requirement
3	Tender acceptance letter (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed & stamped
4	Vendor information (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed & stamped
5	Dispatch and Invoice information (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed & stamped
6	Declaration for not being under liquidation, court receivership or similar proceedings. (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed, stamped and on vendor's letterhead
7	Self-declaration of blacklisting / holiday listing (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed & stamped
8	Indemnity bond cum GST undertaking (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Duly filled, signed, stamped and on vendor's letterhead
9	Documents for availing MSE benefit	UDYAM certificate as per provision in GeM.
10	Special tender clause on procurement from a bidder from a country which shares land border with India (Format enclosed in buyer uploaded bid Specific AT C of the GeM bid document)	Form A (Certificate of Compliance) to be submitted (Duly filled, signed, stamped and on vendor's letterhead)
11	Any other relevant documents as per requirement of the bid	As per the requirement

COMMUNICATION MATRIX:

QUERY TYPE	NAME	DESIGNATION	EMAIL ID	CONTACT NO
Technical /Inspection /QAP	Anupom Bora	SM(IIS)	anupom.bora@nrl.co.in	9613784054
Commercial	Ratul Nath	M (Commercial)	ratul.nath@nrl.co.in	8653182519

Note:

1. Vendors are requested to check the UoM (Unit of Measurement) in the BOQ and quote accordingly as per the UoM mentioned in BoQ.
2. Experience criteria as mentioned in the technical specification shall prevail.

5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत

घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---