

### Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bid End Date/Time/बिड बंद होने की तारीख/समय                                                                                      | 02-11-2023 15:00:00                                                                                                                                                                                                                                                                                                                                                               |
| Bid Opening Date/Time/बिड खुलने की तारीख/समय                                                                                     | 02-11-2023 15:30:00                                                                                                                                                                                                                                                                                                                                                               |
| Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)                                                        | 180 (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                                                                                                                                                                                                                                                                                                                                                       |
| Item Category/मद केटगरी                                                                                                          | Custom Bid for Services - Comprehensive Annual Maintenance Contract of Hipath 4000 EPABX System at SMT                                                                                                                                                                                                                                                                            |
| Contract Period/अनुबंध अवधि                                                                                                      | 1 Year(s)                                                                                                                                                                                                                                                                                                                                                                         |
| Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)                    | 1 Lakh (s)                                                                                                                                                                                                                                                                                                                                                                        |
| MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट                                                 | No                                                                                                                                                                                                                                                                                                                                                                                |
| Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट                                         | No                                                                                                                                                                                                                                                                                                                                                                                |
| Document required from seller/विक्रेता से मांगे गए दस्तावेज़                                                                     | Experience Criteria,Bidder Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<br>*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                                                                                                                                                                                                                                                                                                                                                                            |
| Evaluation Method/मूल्यांकन पद्धति                                                                                               | Total value wise evaluation                                                                                                                                                                                                                                                                                                                                                       |

**Bid Details/बिड विवरण****Financial Document Indicating Price****Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज**

ब्रेकअप आवश्यक है

Yes

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता

No

**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता

No

**Splitting/विभाजन**

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

**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. 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 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[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.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा****Scope of Work:**[1697704997.pdf](#)

**Service Level Agreement (SLA):**[1697705039.pdf](#)

**Payment Terms:**[1697705057.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1697705077.pdf](#)

**GEM Availability Report ( GAR):**[1697705096.pdf](#)

**Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):**[1697705121.pdf](#)

**Custom Bid For Services - Comprehensive Annual Maintenance Contract Of Hipath 4000 EPABX System At SMT ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification                                                                                | Values                                                                       |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>Core</b>                                                                                  |                                                                              |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Comprehensive Annual Maintenance Contract of Hipath 4000 EPABX System at SMT |
| Regulatory/ Statutory Compliance of Service                                                  | YES                                                                          |
| Compliance of Service to SOW, STC, SLA etc                                                   | YES                                                                          |
| <b>Addon(s)/एडऑन</b>                                                                         |                                                                              |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता                                                                                                                         | The quantity of procurement "1" indicates Project based or Lumpsum based hiring. | Additional Requirement/अतिरिक्त आवश्यकता |
|----------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------|
| 1              | Moasunep Sonowal                                        | 734434,Numaligarh Refinery Limited, Siliguri Marketing Terminal (NRL SMT), Near Rangapani Railway Station, PO - Rangapani, Siliguri | 1                                                                                | N/A                                      |

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

**1. 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.

## 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 governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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 कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

