



NUMALIGARH REFINERY LIMITED
NOTICE INVITING TENDER

Two parts bid **ONLINE (E-tender)** item rate offers requested from competent contractors for following work:

Name of Work:	IT Facilities Management & Helpdesk Services at NRL.
Tender No. & Date :	OC11000075-ARA / dtd. 23.11.2017
Due Date & Time of Submission :	Closing of bidding : On 13.12.2017 before 11:00 hrs. Opening of bid : On 14.12.2017 after 11:00 hrs.
Earnest Money Deposit :	Rs. 66,000.00 (Bidders are required to submit the EMD amount online through the link https://easypay.axisbank.co.in/nrl i.e. within 13.12.2017 at 11.00 hrs. Please note that EMD amount only in online mode is acceptable and no other mode i.e. offline or hard copy is not acceptable.)
Contract Period:	24 Months (As per Line Item Text Below). Provision for further extension of the contractual period by another year at the same rates, terms & conditions and depending on satisfactory performance and service requirement.

BRIEF SCOPE OF WORK: As detailed in Tender Document, Special Terms & Conditions & BOQ.

BID QUALIFICATION CRITERIA:

1. The intending bidders for above tender should meet the qualifications as given below:

Past Experience of having successfully completed similar works during last 10 years ending last month should be either of the following:

- One completed similar work costing not less than **Rs. 33.32 lakhs**, or
- Two completed similar works costing not less than **Rs. 26.650 lakhs** each, or
- Three completed similar works costing not less than **Rs. 19.99 Lakhs** each.

****Similar Works :*** The vendor should have experience in providing on site ITFM service to end users for solving problems associated with their desktops, laptops and printer operation, including manned IT helpdesk services, IT Asset inventory management, LAN and WAN monitoring and troubleshooting to PSU/MNC/Govt organization for at least two years during last 6-years.

Note:

- (i) Bidders should duly seal & signed the integrity Pact. Bidder's failure to return the Integrity pact duly signed shall result in the bid not being considered for evaluation.
- (ii) The bidder must submit copy (ies) of relevant Work Order(s) and Completion Certificate(s) along with the un-priced bid in support of the above criteria. The value of past experience shall be adjusted at a simple rate of 07% for every completed year and/ or part thereof (
- (iii) TDS certificate in addition to certificate issued by principal contractor/private organization (letter of award and job completion certificate etc.) shall form the basis for considering experience and value of work executed under the private organization.
2. **Pre-Bid Meeting** :
- Date & Time of Pre bid Conference / Venue** : **Venue: Numaligarh Refinery Limited**
Admin building , 3rd floor,
Commercial Deptt Conference Hall
Date: 4.12.2017
Time: 2:00 PM
3. Average Annual Turnover during last 3 years, ending 31st March of previous Financial Year: At least **Rs. 19.99 lacs**. The bidder must submit copy (ies) financial documents – Trading and P/L account(s) certified by Chartered Accountant along with the un-priced bid in support of the above criteria.

4. Bidder should have following valid documents on the date of Closing of tender and copy of the same needs to be submitted along with the technical Bid:
 - i. Provident Fund Registration Number.
 - ii. ESI registration number.
 - iii. Income Tax PAN Number.
 - iv. GST Registration Number.
5. Bidders who are on holiday list by NRL or any other Oil sector PSU will not be considered. **Accordingly, the bidder shall submit a self declaration as per format enclosed with Tender Document.** It may be noted that if this declaration is found to be false, NRL shall have the right to reject bidder's offer, and if the bid has resulted in a contract, the contract is liable to be terminated.

Non fulfillment of all the above mention Technical & Commercial Qualifying criteria will lead to disqualification of bidder.

TENDER SCHEDULE:

S. No.	Title	Date & Time
1.	Tender Publish Date / download start date / Bid Submission start date & time	23.11.2017 4.00 PM
2.	Last date of on line EMD submission:	13.12.2017 at 11.00 AM
3.	Tender document download end date & time / Bid Submission end date & time	13.12.2017 at 11.00 AM
4.	Bid opening date & time (Technical Bid)	14.12.2017 at 11.00 AM

Bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The Toll free contact number for the helpdesk is 1800 233 7315.

IMPORTANT NOTE:

- 1) Tender documents should be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating, through the website <http://eprocure.gov.in/eprocure/app>. Bidders are advised to go through instructions provided as 'Instructions for online Bid Submission'.
- 2) Bidders can access tender documents on the website, fill them with all relevant information and submit the completed tender document on the website <http://eprocure.gov.in/eprocure/app>.
- 3) Tenders and supporting documents should be uploaded online. Hard copy of tender documents and any supporting documents will not be accepted.

Both Technical bid and Financial bid are to be submitted concurrently, duly digitally signed in the web site <http://eprocure.gov.in/eprocure/app>.

Online Bids are received only on CPPP Portal website <http://eprocure.gov.in/eprocure/app> on or before due date as indicated in the NIT. The bidder shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid. Price Bids of only those bidders shall be opened who are Techno-commercially qualified, at a time and place for which notice shall be given. The qualified bidders shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt. They can also view the bid opening event online at their remote end.

For any assistance, please contact the following person:

Dhiraj Mohan Saikia, Phone No 03776 – 265774, E-mail: z_tender@nrl.co.in

Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only

Kindly upload technical bid documents in folders as specified below:

1. **EMD Folder:** Scanned copy receipt generated of successful payment after online submission of EMD in the <https://easypay.axisbank.co.in/nrl> /EM Part II certificate for MSE bidders
2. **Tender Document Folder:** Signed and seal of each page (filled in information in tender).
3. **Technical Document Folder:**
 - a. Work order and completion certificate
 - b. Financial document in support of Annual Turnover
 - c. PAN card copy
 - d. GST Registration certificate
 - e. PF & ESIC copy etc.

Procedure or Process for Online Submission of EMD:

1. Bidders will open the link <https://easypay.axisbank.co.in/nrl> and type the Tender ID for which EMD is to be paid and click on the option "Validate".
2. The web page will auto populate Tender Name, Last Date of Payment, Bid Opening date and EMD (not editable).
3. The bidder will enter his Company/ Firm Name, Address, e-Mail ID, Amount and Mobile Number.
4. The bidder is also required to enter his preferred account No. and IFS Code twice for receiving EMD refund. In case of any mismatch in the account No. or IFS Code entered twice, the web page will prompt the bidder to correct the data and then allow to proceed with payment.
5. The Bidder is then required to enter verification code as displayed in the web page and click on the option "Submit".
6. The next Web Page will then display the summary of the EMD payment along with a Unique Reference Number (URN).
7. Bidder is required to accept the payment Terms and Conditions and select his preferred mode of payment from the options provided, viz., Net Banking (Axis Bank or Other Banks), Credit/ Debit Cards or NEFT/RTGS.
8. In case of Net Banking, the bidder will enter his User ID/ Password/ Transaction Password and One time password as per the online payment system of the Bidder's Bank.
9. For Credit/ Debit Card payment, the Bidder will enter his Card Number, Expiry Date, CVV and 'Verified by VISA' or 'Master Secure' password as applicable.
10. For bidders selecting the payment option of NEFT/ RTGS, the web page will generate a challan with a Dynamic/Virtual Account Number, IFS Code, Account Name and Amount. The bidders can take a print out of this challan or just note the relevant details and initiate the NEFT payment from their Bank.
11. A receipt will be generated after successful payment (irrespective of the mode of payment). Bidder can take print out for onward submission with tender as well as save a soft copy of the receipt.