

**NUMALIGARH REFINERY LIMITED****NOTICE INVITING TENDER**

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

Name of Work:	"AMC of Computers, Printers and scanners for the year 2020-22 (PUR-IIS-1000372)"
Tender No. & Date :	OC11000128 dated 04.11.2020
Due Date & Time of Submission :	Closing of bidding : 25.11.2020 at 17:00 hrs. Opening of bid : 26.11.2020 at 11:00 hrs.
Earnest Money Deposit :	Rs.8,000.00 Note: The EMD must be submitted ONLINE within the submission due date & time specified in the NIT and tender document through the online portal of HDFC bank link: https://nrl.procure247.com . If the EMD is not received within the specified date/time, offer shall not be considered for opening. The online receipt generated against the online EMD submission should be uploaded with the bidder's online offer. In case of MSE registered bidders- bidder has to upload the scanned copy of UAM/EM-Part-II certificate with the technical bid. <i>Bidders in possession of MSE certificates are exempted from submission of EMD. The registration must be for the items/category of items/services relevant to the tendered items/category of items /services.</i>
Contract Period:	24 Month from the date of site handover by EIC.

BRIEF SCOPE OF WORK: As per Tender Document, SCC and SOR.

PRE-QUALIFICATION CRITERIA

Name of Work: "AMC of Computers, Printers and scanners for the year 2020-22 (PUR-IIS-1000372)"

Tender No. : OC11000128

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

1. Similar works:

1. The bidder must have the experience of carrying out similar nature of job (AMC of computers, printer & scanners in PSU, Government department or MNC) in last 5 years.
2. The bidder must have their own offices/ support service engineer in Numaligarh, Guwahati, Siliguri, Delhi and Kolkata capable of providing required maintenance service as per terms of the contract. The details of maintenance support arrangement along with office address and contact number of relevant person should be submitted along with the bid.

2. Past Experience of having successfully completed similar works* during last 10 years ending last day of the month, proceeding the month in which bids are invited should be either of the following :-

- One similar work costing not less than **Rs.7.55[#] Lakh** or
- Two similar works costing not less than **Rs.6.04[#] Lakh** each or
- Three similar completed works costing **Rs.4.53[#] Lakh** each

** The Value of past experience be adjusted at a simple rate of 7% for every completed year and/ or part thereof ending last day of the month preceding the month in which bids are invited*

Note: 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.

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It is to be noted that experience as main contractor will only be taken cognizance of for the purpose of assessing qualifying criteria. However, authorized sub-contractors under principal contractors can also be considered provided their works completion certificate is issued by the client organization in case of job executed elsewhere under PSUs, limited companies, Government Departments, Quasi government and autonomous bodies. However, in case of sub-contractors under contractors engaged by NRL, the works completion certificate issued by the main contractor will also be acceptable provided the same is endorsed in original by Engineer-in-charge of NRL in terms of job description and value.

For accepting experience as sub-contractor(s) or contractors under Private Organizations, in addition to the requisite certificates (letter of award and job completion certificate etc.)TDS certificate issued by principal contractor / private organization shall form the basis for considering experience and value of work executed.

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3. Average Annual Financial Turnover during the last three years ending 31st March of the previous financial year, shall be at least **Rs.4.53 Lakh**. The bidder must submit copy (ies) financial documents – Trading and P/L account(s) along with the un-priced bid in support of the above criteria.

Offer will be considered only when NRL is satisfied with experience and capability of the tenderer to take up this work.

4. Bidder should have following valid documents to be submitted along with the technical Bid on the date of Closing of tender.

(i) Income Tax PAN Number.

(ii) GST registration number:-

“Bidders are requested to upload their VALID GSTIN/UIN Certificate along with the Bid Document. Bidders are advised to confirm compliance to the same. NRL at its discretion may not consider the bidder’s bid for further evaluation if the same is not found uploaded with the bid or not found to be valid”.

- Any misinterpretation or misinformation may attract penal action including putting the bidder on holiday / blacklisting as per rules in vogue at NRL.”

(iii) PF & ESI certificate

(iv) ‘Integrity Pact’ duly signed and stamped on each page without which offers will not be accepted.

SPECIAL NOTE TO THE BIDDERS:

Relaxation for MSE / Start up bidders pertaining to prior turnover, prior experience and price benefit will **not be applicable** for this tender.

- 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 time line, NRL reserves the right to reject the bid.***

Proper address of communication, including e-mail ID of the issuing authority should be provided along the tender document.

Document submitted in support of PQC	Communication Address	Email-ID

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	04.11.2020 at 17.00 hrs.
2	Tender document download and Bid Submission start date & time	04.11.2020 at 17.00 hrs.
3	Tender document download and Bid Submission end date & time	25.11.2020 at 17.00 hrs.
4	EMD Submission Start Date:	25.10.2020 at 11:00 Hrs
5	EMD Submission End Date:	05.11.2020 at 17:00 Hrs
6	Bid opening date & time (Technical Bid)	26.11.2020 at 11.00 hrs.

All bidders are note the above mentioned timeline for tender submission.

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.

For any Technical related queries, E-mail ID's are: All Technical Query (if any) needs to be forwarded within **first seven (7) days** of publishing of tender. No technical queries will be entertained thereafter. Email ID for technical queries: gaurav.borgohain@nrl.co.in

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

For any issues/assistance, please contact CPPP helpdesk at 0120-4200462 / support-eproc@nic.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://nrl.procure247.com> / UAM certificate/ EM Part-II 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, ESI copy etc.

Procedure or Process for Online Submission of EMD:

- 1) User Manual for Bidders is available in NRL Website under <https://www.nrl.co.in> → Tenders → Tender Manual → EMD Online Deposit Manual (HDFC Bank Payment Portal)
- 2) Visit HDFC Bank Payment Portal URL: <https://nrl.procure247.com>
- 3) Click on 'Bidder Registration'
- 4) Bidder Registration Screen shall appear – Fill the mandatory details required and complete the process.
- 5) On successful submission of details in bidder registration form, bidder will get the system generated link to verify his/her email id and login to the website. Without verifying email id bidder may not be able to login to the system.
- 6) After successful email verification – please login with your user id and password
- 7) Bidder will receive system generate One Time Password (OTP) on their registered mobile number. In case not receiving of OTP please click Regenerate OTP and login.
- 8) After login Screen bidder can search the tenders and proceed for EMD payment.
- 9) Bidders' have to click on Payment Dashboard option available under Action tab
- 10) Payment Dashboard – Click on Pay to proceed further for the selection of payment mode.
- 11) Smart Hub – Bidders' can select the online payment and click on Pay to proceed further.
- 12) After click on Pay – Bidder will get an option for Cards and Net Banking. Bidders can select their preference and proceed further for the payment.
- 13) On successful payment bidder will receive system generated message on screen stating "EMD paid successfully"
- 14) Bidders' can also download the Payment receipt from Payment Dashboard.
- 15) Downloaded payment receipt – Bidders' can easily print the receipt and use it for their bidding purpose.

- 16) Since the HDFC Bank payment gateway is not under the CPPP, so the payment mode is mentioned as offline (BG) in the CPP portal. Bidder has to make a dummy entry in the EMD fields of CPPP by putting 'Transaction ID' (HDFC Bank payment receipt) as instrument no., payment date as issue date, any date as expiry date, and bank name as issuer details. Please upload the EMD payment receipt along with technical bid.
- 17) For any technical help, the bidders can contact HDFC Bank executive Mr. Tapan Desai at Mobile No: 8866287104 and email: tapan@tender247.com.

GM (Commercial), I/c

Numaligarh Refinery Limited