

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 1 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

NOTICE INVITING TENDER

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 2 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

SALIENT DETAILS OF THE TENDER NOTICE

Two parts ONLINE bid (E-tender) offers are requested from competent bidders against the tender having salient features as mentioned below:

Name of Work:	Empanelment of Agencies for Hiring of Human Resources for Site in India for Numaligarh Refinery Limited
Tender No. & Date :	OC10000385/KAV dtd. 10.12.2020
Bidding Document & subsequent addendum / Corrigendum (if any) available on Website for viewing & downloading	The complete document is available on CPP Portal. (https://eprocure.gov.in/)
Tender Publish Date / download start date / Bid Submission start date & time	10.12.2020 at 17.00 hrs
Last date for receipt of queries:	17.12.2020
Online Pre-Bid Conference (Date & Time)	18.12.2020 at 11.00 hrs - Interested bidders are requested to provide their queries, if any, vide email to contact person, as mentioned below for receipt of Zoom meeting link
Last date of on line EMD submission:	30.12.2020 at 11.00 hrs
Tender document download end date & time / Bid Submission end date & time	30.12.2020 at 11.00 hrs
Bid opening date & time (Technical Bid)*	31.12.2020 at 11.00 hrs
Contact Person for any query/ clarification	Ms. Kaveri Hazarika, Mgr (Project-Commercial), Email- kaveri.hazarika@nrl.co.in
Online Opening of Priced Bids of Techno-Commercially Accepted Bidders	On date & time to be intimated later on to techno-commercially acceptable & qualified bidders
Earnest Money Deposit (EMD)	Nil

Note :

- If identified dates as (*) above happens to be a declared holiday/closed day in NRL, activity shall be conducted on next working day at the same time.
- All amendments, time extension, clarifications, etc. will be uploaded as a Corrigendum in the websites only. Bidders should regularly visit the above website(s) to keep themselves updated.
- Request for extension received from any bidder with less than two working days prior to bid due date shall generally be ignored, since there will not be adequate time for consideration. Bidders shall submit the bid directly and in their own name without involving any intermediaries.
- The EMD must be submitted online on the portal of HDFC bank (Detail instructions at Appendix -A) and its receipt must be uploaded along with offer. If the EMD is not received along with the offer, offer shall not be considered for opening.
- MSE bidders are exempted from submission of EMD. MSE bidders are required to upload UAM or EM Part-II instead of the EMD deposit receipt.

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 3 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

1.0 Introduction

Numaligarh Refinery Limited, (NRL), a Central Government Public Sector Undertaking and a subsidiary of Bharat Petroleum Corporation Ltd. NRL operates a 3 MMTPA Refinery at Numaligarh in the District of Golaghat, Assam since the year 2000. NRL has embarked on an ambitious path to expand its refining capacity from current 3 MMTPA to 9 MMTPA at its existing location in Assam in next 4 years.

2.0 Brief Scope of Work:

The scope of AGENCY's SERVICES shall be to provide qualified and experienced personnel as are mentioned in technical section (Part-III), as and when requested by NRL, to assist NRL in its activities anywhere in India.

3.0 Bidder Qualification Criteria (BQC):

Bidder(s) who meet all of the following criteria as specified in Clauses below shall be qualified for participating in this tender and shall submit supporting documents as detailed in the tender. Proposal submitted by bidders who qualify as per the following criteria shall be technically and commercially evaluated.

3.1 Experience Criteria:

The Bidder shall have the experience of having successfully executed *similar works executed / completed during the last 10 years ending on the last day of the month previous to one in which last date of original bid submission falls, meeting any one of the following options :

Criteria	Past Experience (Rs. in lacs)
One similar completed work each costing not less than	127
Two similar completed work each costing not less than	102
Three similar completed work each costing not less than	76

***Definition of Similar Works:** Following shall be considered as similar work:

- A. The agency should have supplied experienced graduate engineers to Refinery/ On-shore Oil & Gas processing/Chemical & Petrochemical / Fertilizer / Offshore Oil & Gas processing / Infrastructure/ Pipeline/ Metallurgical Plant/ Power Plant etc., during last ten years reckoned from due date of submission of bid.
- B. The agency should have supplied at least 10 (ten) experienced graduate engineers (Minimum 5 years experience) for continuous period of six months during last ten years, reckoned from due date of submission of bid.

Note:

1. For MSE or Start Up bidders, following relaxation shall be applicable with respect to clause 3.1(B):
"The agency should have supplied at least 5 (five) experienced graduate engineers for continuous period of six months during last ten years, reckoned from due date of submission of bid."
2. Bidder will give details of their past experience along with documentary evidence as per **Annexure-III** to ITB enclosed herein.
3. For the consideration of job executed during last 10 (ten) years, the completion date shall be taken into account.
4. Unincorporated Joint Venture (JV) / Consortium bids shall not be accepted.
5. Experience of only the bidding entity shall be considered. A job executed by a bidder for its own plant/projects shall not be considered as experience for the purpose of meeting requirement of Experience Criteria of the Bidding Document. However, jobs executed for Subsidiary / Fellow Subsidiary / Holding company will be considered as experience for the purpose of meeting Experience Criteria subject to submission of tax paid invoice(s) duly certified by Statutory auditor of the bidder towards payments of statutory tax in support of the job executed for Subsidiary / Fellow Subsidiary / Holding company. Such bidders shall submit these documents in addition to the documents specified in the Bidding Document to meet 'Experience Criteria'

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 4 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

6. *Relevant copy of purchase/work order/ agreement copy (containing the job description, item details, work order no., date of order, item wise ordered value, total ordered value) awarded in the name of bidder by client and completion certificates are to be enclosed with offer. The Completion Certificates shall have details like work order no. /date, brief scope of work, ordered & executed value of the job, commencement date, completion date etc. In absence of proper completion certificate, copy of certificate/ minutes of meeting on successful completion of job by/ with the client shall also be acceptable.*
7. *Cost of completed works specified above shall be exclusive of Service Tax / GST. Bidder shall produce documentary evidence against the Taxes & Duties applicable against the concerned job(s). In case the value of job submitted by the bidder does not have clarity with regard to inclusion/exclusion of Service Tax/GST, the amount appearing in the Completion Certificate shall be considered exclusive of tax and shall be evaluated accordingly.*
8. *The value of past experience shall be adjusted at a simple rate of 07% for every completed year and thereafter at @0.58% for every completed month ending last day of the month proceeding the month in which last date of original bid submission falls.*
9. *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.*
10. *Bidders are requested to confirm their valid GSTIN/UIN along with the Bid Document, with a copy of the relevant certificates. NRL at its discretion may not consider the bidder's offer for further evaluation if the GSTIN/UIN is not valid/ active. Any misinterpretation or misinformation with respect to GSTIN/UIN may attract penal action including putting the bidder on holiday / blacklisting as per rules in vogue at NRL*
11. *Bids shall be liable for rejection without any notice to the bidder in case of non-submission of the following documents.*
 - i) *Income Tax / GST TDS Certificate from the client / proof of TDS, etc. for authentication of doing such jobs in case bidder submits experience of similar jobs under private limited company.*
 - ii) *In case of the job is a part of composite work contract, then the bidder shall have to furnish documents certified by the client about the value for the portion of such "similar job".*

3.2 FINANCIAL CRITERIA :

- a) **Average Annual Turnover:** Average Annual Turnover of the Bidder during last 03 financial years shall be minimum INR 76 lacs.
- b) **Net worth:** The Net Worth of the Bidder in the immediate preceding financial year shall be positive.
- c) **Solvency Certificate:** The bidder should furnish a recent solvency certificate (not later than 3 months from the bid due date) issued by the bidders bankers, specifically for the purpose of this above work for an amount not less than Rs. 35.0 lacs. There shall be no relaxation of Solvency certificate to the MSE bidders.
- d) Bidder should not be under liquidation, court receivership or similar proceedings. Bidder shall submit a self- certificate to this effect.

Additional Note:

- 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.
- In case audited balance sheets and profit and loss account for the immediate preceding financial year is not available for bid closing date up to 30th September, the Bidder has an option to submit the audited balance sheets and profit & loss account of the three previous years immediately prior to the last financial year. However, for bid closing date after 30th September, the bidder has to compulsorily submit the audited balance sheets and profit and loss account for the immediate three preceding financial years, for evaluation and his qualification with

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 5 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

respect to financial criteria. In any case the date (i.e. the financial period closing date) of the immediate previous year's audited annual accounts should not be older than eighteen (18) months from the bid due date.

- In case a Bidder (a parent company) is having wholly owned subsidiaries but only a single consolidated annual report is prepared and audited which includes the financial details of their wholly owned subsidiaries, consolidated audited annual report shall be considered for establishing the financial criteria subject to statutory auditor of the bidder certifying that separate annual report of Bidder (without the financial data of subsidiaries) is not prepared and audited.
- Further, in case a Bidder is a subsidiary company and separate annual report of the Bidder is not prepared and audited, but only a consolidated annual report of the Parent company is available, consolidated audited annual report shall be considered for establishing the financial criteria subject to statutory auditor of the Parent Company certifying that separate annual report of the Bidder is not prepared and audited.

SPECIAL NOTE TO THE BIDDERS:

Relaxation for MSE & Start-up agencies in line with Govt. circular is applicable for this tender provided the bidders are registered for similar job. For further details please refer Annexure-III to SCC.

4.0 Documents required to be submitted in support of BQC

- 4.1** Bidder shall furnish documentary evidence by way of copies of work orders /Relevant pages of contracts, completion certificates from their clients, division of responsibilities for the work performed, completion certificate, MOU document/ commitment letters, Annual Reports containing audited balance sheets including Profit and Loss Accounts statement, in support of their fulfilling the qualification criteria.
- 4.2** In absence of such documents, NRL reserve the right to reject the Bid without making any reference to the Bidder or assigning any reason what-so-ever.
- 4.3** All documents furnished by the bidder in support of meeting the PQC (including MSE Certificate) shall be submitted/uploaded in a separate folder titled "Documents towards PQC", duly signed and stamped by the bidder (in case of proprietorship firm) or "Power of Attorney" holder in case of Partnership /firm/Company. Copy of such "Power of Attorney" shall also be furnished with the unpriced bid.
- 4.4** Bidders on "Holiday List of/debarred from business dealings by" NRL/Oil PSUs /MOP&NG shall not be considered for evaluation and ordering.
- 4.5** NRL decision on any matter regarding short listing of bidders shall be final.
- 4.6** **Submission of authentic documents is the prime responsibility of the Bidder. However, NRL reserves the right of getting the document cross verified, at their discretion from the document issuing authority. Bidder shall also facilitate such verification/ authentication of BQC documents and in case the documents remain unauthenticated till the given timeline, NRL reserves the right to reject such bid.**
- 4.7** NRL reserves the right to complete the evaluation based on the details furnished (without seeking any additional information) and / or in-house data, survey or otherwise.

5.0 Methodology for Award:

- 5.1** Bidders shall quote on % (percentage) basis for management of the contract.
- 5.2** The minimum percentage quote for management charge shall start from (+)5%. Any bid below (+)5% is liable for rejection.
- 5.3** For tie breaker with bidders quoting higher than (+)5% (i.e, minimum limit), further discount will be sought in sealed envelopes from the L1 bidders with the capping of (+)5%. Discount will not be sought when quotes are tied at (+)5%.
- 5.4** In case of tie at the minimum limit of (+) 5%, the successful bidder shall be decided through lottery amongst the L1 bidders.

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 6 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

6.0 Earnest Money Deposit:

- 6.1** Bidders shall submit "Bid Security Declaration" as per format attached (Appendix B) to NIT accepting that if they withdraw or modify their bids during the period of validity etc., they will be suspended for the time in line with Holiday Listing Policy of NRL.
- 6.2** Please note that EMD amount in online mode is only acceptable and no other mode i.e. offline or hard copy is not acceptable.
- 6.3** EMD exemption will be applicable only for domestic vendors/ bidders only. The same is not applicable for foreign bidders.

7.0 Time Schedule:

Please refer Annexure II to SCC

- 7.0 Pre-Bid Conference:** Interested bidders are requested to forward their queries if any latest by 17.12.2020 to contact person as mentioned earlier. Subsequent to receipt of queries, the Zoom meeting link shall be provided to the bidders vide email for attending the Online Pre bid conference as per time given below.

- **Date: 18.12.2020**
- **Time: 11 am**

8.0 Warranty/ Guarantee: Refer SCC.

- 9.0 Bid Validity:** Validity of bid shall be 4 (Four) months from the final Bid Due Date.

10.0 TENDER DOCUMENT:

- 10.1** 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' provided at Appendix A to Notice Inviting Tender.
- 10.2** Bidders can access tender documents from the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <http://eprocure.gov.in/eprocure/app>.
- 10.3** Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender documents will not be accepted.
- 10.4** *Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only.*
- 10.5** 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.

11.0 GENERAL:

- 11.1** The bidders shall give a declaration that the bidder shall not be under liquidation, court receivership or similar proceeding and their business is not banned by NRL, MOPNG or any OIL PSUs.

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 7 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

- 11.2** The bidders who are on Holiday / Negative list of NRL as on due date of submission of bid / during the process of evaluation of the Techno commercial bids, the offers of such bidders shall not be considered for bid opening / evaluation / Award. If the bidding document were issued inadvertently / downloaded from website, offers submitted by such bidders shall also be not considered for bid opening / evaluation/ award.
- 11.3** NRL will not be responsible or liable for cost incurred in preparation, submission & delivery of bids, regardless of the conduct or outcome of the bidding process.
- 11.4** In case any Bidder is found to be involved in cartel formation, his Bid will not be considered for evaluation / placement of order. Such Bidder will also be debarred from bidding in future.
- 11.5** Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.
- 11.6** Unsolicited clarifications to the offer and / or change in the prices during the validity period would render the bid liable for rejection.
- 11.7** NRL reserves the right to reject any or all the bids received or annul the bidding process at any time.
- 11.8** NRL reserves its right to allow Public Sector Enterprises (Central / State), purchase preference as admissible / applicable from time to time under the existing Govt. policy. NRL shall also follow the Public Procurement Policy on Procurement of Goods and services from Micro and Small Enterprises (MSEs) Order 2012.
- 11.9** Scanned copy of the Integrity Pact duly signed & stamped shall be uploaded along with the offer.
- 11.10** For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- 11.11** All questions and requests for clarifications or interpretations related to tender documents shall be addressed in writing to:

Ms. Kaveri Hazarika
Mgr (Project – Commercial)
 Numaligarh Refinery Limited
 Numaligarh – 785699, Dist- Golaghat, Assam
 Email – kaveri.hazarika@nrl.co.in

Head (Proj-Commercial)
Numaligarh Refinery Limited

Appendix-A

Instructions for Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in>). The bidders are required to submit soft copies of their bids

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 8 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 9 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) **Bidder(s) must follow the following for submission of online EMD:**

- 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)
- Visit HDFC Bank Payment Portal URL: <https://nrl.procure247.com>
- Click on 'Bidder Registration'
- Bidder Registration Screen shall appear – Fill the mandatory details required and complete the process.
- 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.
- After successful email verification – please login with your user id and password
- 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.
- After login Screen bidder can search the tenders and proceed for EMD payment.
- Bidders' have to click on Payment Dashboard option available under Action tab
- Payment Dashboard – Click on Pay to proceed further for the selection of payment mode.
- Smart Hub – Bidders' can select the online payment and click on Pay to proceed further.
- 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.
- On successful payment bidder will receive system generated message on screen stating "EMD paid successfully"
- Bidders' can also download the Payment receipt from Payment Dashboard.
- Downloaded payment receipt – Bidders' can easily print the receipt and use it for their bidding purpose.
- 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

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 10 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

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.

- For any technical help, the bidders can contact HDFC Bank executive Mr. Tapan Desai at Mobile No: 8866287104 and email: tapan@tender247.com.

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.

Foreign Bidders may submit the EMD wither in the form of crossed Demand Draft in favour of "Numaligarh Refinery Limited" payable at Numaligarh or Bank Guarantee (BG). BG shall be submitted from any Indian scheduled bank which includes Indian branch of foreign bank recognized as scheduled bank by RBI. Bids without the requisite EMD as mentioned above shall be rejected.

There will be no waiver of EMD for Public Sector Undertaking of Central/State Government Undertakings. EMD shall be valid for a period of 08 (Eight) months from the final bid due date for submission of Bids.

- 1) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the priced bid have been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 2) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 3) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done
- 4) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 5) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 6) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800-3070-2232.
- 3) **For any assistance, please contact the following person:**
Dhiraj Mohan Saikia, Phone No 03776 – 265774,
E mail: z_tender@nrl.co.in

Special Instructions to the Bidders for the e-submission of the bids online through e-Procurement Portal:

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 11 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

- Bidder should do Online Enrolment in this Portal using the option Click Here to enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT /MTNLTrustline/SafeScript/TCS.
- Bidder then logs into the portal giving user id / password chosen during enrolment.
- The e-token that is registered should be used by the bidder and should not be misused by others.
- DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
- The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
- The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- If there are any clarifications, this may be obtained online through the e-Procurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
- Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
- Bidder should arrange for the EMD as specified in the tender.
- The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
- The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
- It is important to note that, **the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
- In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
- The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.

	Bidding Document No : OC10000385/KAV dtd. 10.12.2020	Page 12 of 13
	Name of Work: Empanelment of Agencies For Hiring Of Human Resources For Site In India" For Numaligarh Refinery Limited	

- At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
- The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
- During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
- The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time **(as per Server System Clock)**.

Appendix B



DECLARATION FOR BID SECURITY/EARNEST MONEY DEPOSIT (EMD)

To,

M/s. Numaligarh Refinery Limited,

SUB:

TENDER NO.:

Dear Sir,

After examining/ reviewing provisions of above referred tender document (including all corrigendum/ Addenda), we M/s. _____ (Name of Bidder) have submitted our offer/ bid no. _____

We, M/s. _____ (Name of Bidder) hereby understand that, according to your conditions, we are submitting this Declaration for Bid Security.

We understand that we will be put on watch list/holiday/banning list (as per policies of M/s Numaligarh Refinery Limited in this regards), if we are in breach of our obligation(s) as per following:

- (a) Have withdrawn/modified/amended, impair or derogates from the tender, my/our bid during the period of bid validity specified in the form of Bid; or
- (b) Having been notified of the acceptance of our Bid by the M/s. Numaligarh Refinery Limited during the period of bid Validity:
 - i. Fail or refuse to execute the Contract, if required, or
 - ii. Fail or refuse to furnish the Contract performance Security, in accordance provisions of tender document.
 - iii. Fail or refuse to accept 'arithmetical corrections' as per provision of tender document.
- (c) I have indulged in corrupt/fraudulent/ collusive/coercive practice as per procedure.

Place:

Date

[Signature of Authorized Signatory of Bidder]

Name:

Designation:

Seal: