



**MPMC SERVICES FOR NUMALIGARH
REFINERY EXPANSION PROJECT, ASSAM
NOTICE INVITING TENDER FOR
CONSTRUCTION POWER WORKS**



Bidding Document No : TPFMC/CONS/NRL/082176C/006

Name of Work: Construction Power Works for NREP at Numaligarh Refinery

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NOTICE INVITING TENDER

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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:	Construction Power Works for NREP at Numaligarh Refinery, Assam
Tender No.	TPFMC/CONS/NRL/082176C/006
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	21/01/2021 at 17.00 Hrs
Bid Submission start Date & Time	11/02/2021 at 11.00 Hrs
Last date of Receipt of Bidder's Queries for Pre-Bid Conference	04/02/2021 up to 5 PM
Pre-Bid Conference (Date & Time)	05/02/2021 at 2.30 PM (Online through MS Team Portal). Bidder to refer clause No. '7' of NIT for detail.
Last date of on line EMD submission:	NOT APPLICABLE
Tender document download end Date & time / Bid Submission end Date & Time	18/02/2021 at 11.00 Hrs
Bid opening date & time (Technical Bid)*	19/02/2021 at 11.00 Hrs
Contact Person for any Query/ Clarification	1) Mr. T.S. Ganesh Kumar, Contracts Manager Email : ganeshkumar.ts@technipfmc.com 2) Mr. Ramesh Battaje, Senior Contracts Manager Email : ramesh.battaje@technipfmc.com
Online Opening of Priced Bids of Techno-Commercially Accepted Bidders	Date & Time shall be intimated later on to techno-commercially acceptable & qualified bidders
Earnest Money Deposit (EMD)	NOT APPLICABLE (Bidder to refer clause '5' of NIT for further details.

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

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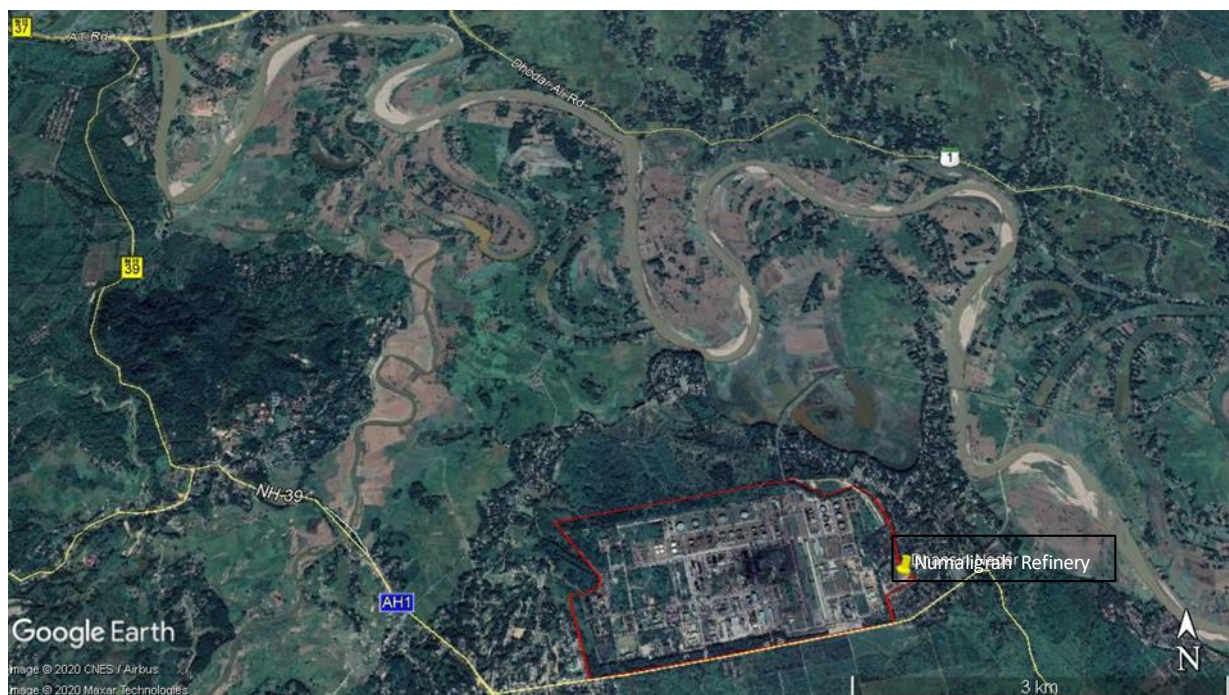
shall generally be ignored, since there will not be adequate time for consideration. Also any such request is purely NRL's/Technip's discretion.

- d) Bidders shall submit the bid directly and in their own name without involving any intermediaries.
- e) Refer **Appendix-A** to this NIT for Instructions of online submission of Bid
- f) Brief Introduction of Project and other salient features are mentioned as below

1.0 Introduction

Numaligarh Refinery Limited (NRL) is a group company of Bharat Petroleum Corporation Limited. Its Refinery is located at Numaligarh, District Golaghat, Assam with a capacity of 3 MMTPA. NRL got CCEA approval in Jan, 2019 for expansion of existing Refinery to 9MMTPA capacity for processing imported crude to be received at Paradip Port and bring it to Numaligarh through about 1400KM pipeline. It has two marketing terminals for product evacuation - one is adjacent to the Refinery i.e. Numaligarh Refinery Marketing Terminal (NRMT) and the other is Siliguri Marketing Terminal (SMT) in West Bengal.

The Refinery is well connected by air, road and rail. The nearest airport –Jorhat is 70 kms away from Refinery Site. Road distance from Guwahati to Numaligarh is about 250 kms through NH-37 towards east. The nearest rail head is at Furkating Rly Jn., 35 kms from Refinery. Refer below shown Google map for easy location.



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1.1 Site Information

The intending bidders shall be deemed to have visited the site and familiarized themselves with the site conditions before submitting their bids.

1.2 Geographical Information

Job Location	Numaligarh Refinery.
District / State / Country	Golaghat / Assam / India
Nearest Railway Station	Golaghat (25KM)
Nearest Airport	Jorhat (50KM)
Nearest Sea Port	Kolkata
Nearest National Highway	NH-37 (7.5KM)

For this Expansion Project, NRL requires **“Supply, Installation, Commissioning, Operation & Maintenance of Construction Power Works”** to be carried out at Project site.

2.0 Brief Scope of Work

The job consists of carrying out “Supply, Installation, Testing, Commissioning, operation & Maintenance Works” for Construction Power Works as defined in Price Schedule and other Technical documents attached in the Tender document.

3.0 Bidder Qualification Requirement (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 Commercial Criteria : Past Experience

The Bidder as main or Sub-Contractor shall have experience of successfully completed contracts /work order(s), executed of “SIMILAR WORKS” during any of the last 10 (Ten) years ending on last day of the month immediately previous to the month in which last date of bid submission (in case of extended bid submission date, original bid submission date shall be considered) falls to be considered as per below:

- i) **Three similar Completed Works each costing not less than the amount equal to Rs. 11,40,31,000/- (Rupees Eleven Crores Forty Lacs Thirty One Thousand only)**
- ii) **Two similar Completed Works each costing not less than the amount equal to Rs. 15,20,41,000/- (Rupees Fifteen Crore Twenty Lacs Forty One Thousand Only)**

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- iii) **One similar Completed Work each costing not less than the amount equal to Rs. 19,00,51,000/- (Rupees Nineteen Crore Fifty One Thousand Only)**

For Commercial Experience Criteria, Date of Completion of Works as per Completion Certificate will be considered as completion date and that should fall within qualifying period.

***Definition of Similar Works : The following shall be treated as similar job :**

Either (a) or (b) Shall be treated as Similar Works Job:

- a) **Supply, Installation, Testing and Commissioning of Construction Power in either “Oil & Gas Installations such as Petroleum Refinery / Petrochemical Plants / Storage Terminals etc.” OR “Fertilizer Plants / Power Plants/Switchyard Package” .**

OR

- b) **Electrical Works in “Oil & Gas Installations such as Petroleum Refinery / Petrochemical Plants / Storage Terminals etc.” OR “Fertilizer Plants / Power Plants/Switchyard Package” .**

Note:

- Bidder will give details of their past experience along with documentary evidence as per format **Annexure-III to ITB** enclosed herein.
- Relevant work order copies 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 case Bidder has executed and completed Composite Works Contract which includes the qualifying work(s) stated in Cl. No. 3.1 above, then value of such qualifying work(s) out of the total value of Composite Works shall be considered for the purpose of pre-qualification. For Composite Works, in the event the value of the qualifying Work(s) cannot be ascertained from the work order / completion certificate submitted by bidder, Copy of Schedule of Rates / Price Schedule, relevant pages of final Bill certified by OWNER/CONSULTANT for establishing requirement of BQC or written letter from OWNER/CONSULTANT specifying the nature of Work with quantities and executed values can be submitted for qualification.
- 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

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inclusion/exclusion of Service Tax/GST, the amount appearing in the Completion Certificate shall be considered exclusive of tax and shall be evaluated accordingly.

5. A job executed by a bidder for its own plant/projects shall not be considered as experience for the purpose of meeting requirement of BQC of the Tender. However, jobs executed for Subsidiary/Fellow subsidiary/Holding company will be considered as experience for the purpose of meeting BQC
6. A job completed by Contractor shall be considered for the purpose of meeting the Experience Criteria of BQC subject to submission of documents in support of meeting the "Bidder Qualification Criteria":
7. The value of "similar work" shall be escalated at a simple rate of 7% for every completed year and thereafter at @ 0.58% for every completed month ending last day of the previous month of bid submission date.
8. For calculation of period of escalation of such "similar work" starting date shall be recokend from the date of completion of the work mentioned in the Completion Certificate to the last day of the previous month of bid submission date.
9. In case, the executed value of Job is more than the Work Order Value and bidder claims for meeting the BQC requirement on the basis of excuted value then it is the responsibility of the bidder to submit the documentary evidence of final executed value (such as copy of final bill, executed value mentioned in completion certificate etc.) along with his bid.
10. A job completed by a bidder as a sub-contractor shall be considered for the purpose of meeting the technical and commercial experience criteria of BQC subject to submission of following documents in support of meeting the "Bidder Qualification Criteria":
 - i. Copy of work order along with SOR issued by Main Contractor.
 - ii. Copies of Completion/Commissioning Certificates (as the case may be) issued by the Owner/ Owner's Consultant/Main Contractor. The said Certificates shall have details like work order no. /date, brief scope of work, ordered & executed value of the job, completion date etc. In case bidder is not able to furnish the completion certificates from the Owner/Owner's Consultant in his name then the Certificate issued in the name of Main Contractor shall also be considered as proof of completion of the relevant job, subject to countersigning of the Completion Certificate by the Owner/Consultant.
 - iii. If the bidder cites any reference of a job executed for NRL or executed for some client through PMC and the bidder is not able to furnish documentary evidence, the internal records of NRL or PMC (as the case may be) shall be considered.
 - iv. The sub-contractor shall furnish either (a) TDS Certificate in Form 26AS (Annual Tax Statement under Section 203AA of the Income Tax Act, 1961) or (b) Bank Certificate indicating receipt of payment from the Main Contractor.

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11. Bidder shall not be allowed to submit new references or document related to such new references with respect to their past experience unless it is not mentioned in the list (past experience) submitted along with the bid.

3.2 Financial Criteria

- a) The minimum Average Annual Turnover (ATO) of the bidder during preceding three financial years from the date of NIT publication should be at least **Rs. 11,40,31,000/- (Rupees Eleven Crore Forty Lacs Thirty One Thousand only)**
- b) Net Worth should be positive for the immediate preceding Financial Year as per the latest Audited Financial Report.
- c) Bidder should not be under liquidation, court receivership or similar proceedings. Bidder shall submit a self- certificate to this effect.
- d) Bidders should have valid PF, GST Registration and PAN

Note :

- a) Any of the following documents shall be furnished by the bidder in support to clauses mentioned above for meeting Financial Criteria:
 - i) Audited published Annual Report
OR
 - ii) Audited Balance Sheet and Profit and Loss Statement
OR
 - iii) Financial statements duly certified by practicing Chartered Accountant (not being an employee or a Director and not having any interest in the bidder's company) where audited accounts are not mandatory as per law.

The failure to meet Annual Turnover (ATO) criteria & Net Worth Criteria mentioned above will render the bid to be summarily rejected

- b) Financial years/ previous period as above shall be reckoned from the due date of submission of bids.
- c) In case the last financial year closing date is within 9 months of bid due date and audited annual financial report of immediate preceding financial year is not available, bidder has the option to submit the financial details of the three previous years immediately prior to the last financial year. Otherwise, it is compulsory to submit the financial details of the immediate three preceding financial years.

Example, in case, audited annual financial report of immediate preceding financial year (year ending 31st March) is not available and where bid closing date is up to 31st December, the financial details of the three previous years immediately prior to the last financial year may be

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submitted. However, in case the bid closing date is after 31st December, it is compulsory to submit the financial details of the immediate three preceding financial years only.

Special Note to the Bidders :

Please note that this being a works contract, relaxation of Pre-Qualification Criteria and price benefit to MSE & Start-up agencies shall not applicable.

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/ SOR mentioning the value and Scope of Work, 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.
In absence of such documents, NRL/Technip reserve the right to reject the Bid without making any reference to the Bidder or assigning any reason what-so-ever.
- 4.2 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.
- 4.3 Bidders on “Holiday List of/debarred from business dealings by” NRL/Oil PSUs /MOP&NG shall not be considered for evaluation and ordering.
- 4.4 NRL/Technip decision on any matter regarding short listing of bidders shall be final.
- 4.5 Submission of authentic documents is the prime responsibility of the Bidder. However, NRL/Technip 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 remains unauthenticated till the given timeline, NRL/Technip reserves the right to reject such bid.
- 4.6 The bidders must submit complete and unambiguous documents pertaining to BQC in the first instance itself along with the offer. Consultant / NRL may not offer any opportunity to the bidder to provide complete or unambiguous documents and reserve the right to proceed on the basis of documents received along with the offer and In case of non-submission of some documents or submission of incomplete or ambiguous documents, the bid may be rejected.
- 4.7 “Notwithstanding any other condition/ provision in the tender documents, bidders are required to submit complete documents pertaining to BQC along with their offer. Failure to meet the BQC will render the bid to be summarily rejected. OWNER/ CONSULTANT reserves the right

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to complete the evaluation based on the details furnished by the bidder, with or without seeking any additional supporting documents /clarifications”.

5.0 Earnest Money Deposit:

EMD is not Applicable for this Tender. However, bidder is required to furnish “Declaration for Bid Security/EMD” as per attached Format in NIT on company Letter Head duly signed by authorized signatory of Bidder. The declaration is required to be submitted along with Technical Bid. MSE or Start up bidders are also required to upload the above mentioned “Bid Security Declaration” as per format given in NIT (Annexure).

6.0 Time Schedule:

The time schedule for completion of the job as per scope of work shall be **06 (Six) months** from the date of issue of LOA.

7.0 Site Visit & Pre-Bid Meeting:

Bidders willing to participate in the bidding process are invited for site visit as and when required before due date of submission of Bid to understand the local site condition. Bidders are also requested to attend the pre-bid meeting as per schedule date & Time mentioned in NIT through Online MS Team Portal. For this, interested Bidders willing to participate in the bidding process shall be required to sent their e-mail ID at least 02 days before the due date of Pre-Bid conference for sending MS Team meeting invite to them.

The bidder may send their queries, if any, on Bidding Document by e-mail to reach (Email id : ramesh.battaje@technipfmc.com / ganeshkumar.ts@technipfmc.com) on or before last date of receipt of Pre Bid Queries as per NIT salient details. These queries shall be discussed and replied during the Pre-bid Conference.

8.0 Bid Validity:

Validity of bid shall be 4 (Four) months from the final Bid submission Due Date.

9.0 Tender Document:

9.1 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

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‘Instructions for online Bid Submission’ provided at Appendix A to Notice Inviting Tender.

- 9.2 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> .
- 9.3 Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender documents will not be accepted.
- 9.4 Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only.
- 9.5 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.

10.0 General:

- 10.1 NRL/Technip reserves the right to carry out capacity & capability assessment of the bidder using in-house information and past performance.
- 10.2 The bidders shall give a self certification that they are not under liquidation, court receivership or similar proceeding and their business is not banned by any Central / State Government Department / Public Undertaking or Enterprise or Central / State Governments. Failure to do so or the bidder is under, court receivership or similar proceedings, their bids shall not be considered.
- 10.3 The bidders who are on Holiday / Negative list of NRL/Technip 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.
- 10.4 NRL/Technip 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.
- 10.5 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.
- 10.6 Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.
- 10.7 Unsolicited clarifications to the offer and / or change in the prices during the validity period would render the bid liable for rejection.
- 10.8 NRL/Technip reserves the right to reject any or all the bids received or annul the bidding process at any time.

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- 10.9 NRL/Technip 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.
The PPLC Policy (as enclosed) shall be applicable against this tender and the Class-I local supplier shall be given purchase preference, subject to fulfilling the required documentation and criterias.
- 10.10 In case of a MSE bidder, documentary evidence as per the prevailing Government policy shall be acceptable. In addition, copy of the document shall be submitted duly authenticated as per provision of the tender. However, in case authenticated document is not submitted in original, the same can be accepted provided a valid MSE certification is available on Government portal (www.nsicspronline.com) or Government Udyog Aadhar portal.
- 10.11 Scanned copy of the Integrity Pact duly signed & stamped shall be uploaded along with the offer.
- 10.12 For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- 10.13 Exceptions and deviations by the Bidder shall be mentioned only in the given pro-forma (Annexure- VIII of ITB) and deviations stated in the said pro-forma will have no price implications. The exceptions/ deviations mentioned elsewhere in the document shall not be considered for evaluation.
- 10.14 All questions and requests for clarifications or interpretations related to tender documents shall be addressed in writing to:

- 1) Mr. T.S. Ganesh Kumar, Contracts Manager
Email : ganeshkumar.ts@technipfmc.com
Technip India Ltd
A - 4, Institutional Area, Block A, Sector 1, Noida,
Uttar Pradesh 201301
- 2) Mr. Ramesh Battaje, Senior Contracts Manager
Email : ramesh.battaje@technipfmc.com
Technip India Ltd
C/o. Numaligarh Refinery Limited
Numaligarh – 785699, Dist- Golaghat, Assam

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Appendix-A

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 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.

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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 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

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.

The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

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.

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.

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

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maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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.

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:**
Mr. Dhiraj Mohan Saikia Phone No. 03776-265774
Email ID : z_tender@nrl.co.in

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

- Bidder should do Online Enrolment in this Portal using the option Click Here to enroll 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

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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.
- 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.
- 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.
- 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.

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- 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).