



NUMALIGARH REFINERY LIMITED
NOTICE INVITING TENDER

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

Name of Work:	Contract to conduct Online examination for recruitment of Graduate Engineer Trainees (GETs) /Management Trainees (MTs).
Tender No. & Date :	OC22000126 (PUR-HRNUM-1000916) dated 30.01.2021
Due Date & Time of Submission:	Closing of bidding : 12.02.2021 at 11:00 AM. Opening of bid : 13.02.2021 at 11:00 AM.
Earnest Money Deposit:	Not Applicable
Contract Period:	The successful bidder would be required to make the system up and operational within a period of 10 Days from the date of signing of Contract.

BRIEF SCOPE OF WORK: Refer tender document and SOR.

Tender Schedule:

Sl. No.	Title	Date & Time
1	Tender Publish Date / download start date / Bid Submission start date & time	30.01.2021 at 11.00AM
2	Date & Time of Pre bid Conference / Venue	05.02.2021 vide online link on MS Teams to be notified through Corrigendum
3	Tender document download end date & time / Bid Submission end date & time	12.02.2021 at 11.00 AM
4	Bid opening date & time (Technical Bid)	13.02.2021 at 11.00 AM

Pre-qualification Criteria:

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

Technical Criteria:

A) Organizational Level

- 1) The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.
- 2) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 3) The bidder shall be single point of contact with Numaligarh Refinery Limited and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- 4) The average turnover of the bidder should be not less than Rs. 44.40 lakhs after tax in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017-18, 2018-19 and 2019-20.
- 5) The bidder's Average Annual Turnover during last three financial years should be Rs. 44.40 lakhs or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).
- 6) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2020. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 7) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- 8) The bidder must have successfully executed 5 similar projects (conduct of Computer Based Test) on all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 15,000 or more candidates appeared in single shift. The documentary evidence in the form of work order/contract and performance report

on the client's letterhead must be enclosed (Bidder's past achievement in this regard shall be considered for technical evaluation).

- 9) Any experience as a consortium partner will not be considered.
- 10) The bidder/ group companies must have at least two primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be certified as per Govt. of India guidelines.
- 11) The bidder must have authorized and globally accepted certifications for the last 3 years i.e. ISO-27001/ ISO 20000 and SEI CMMI Level 3.
- 12) The Bidder should have own/on rental agreement infrastructure with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- 13) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.

B) Past Experience of having **successfully completed *similar works** during last 10 years (as on the last bid submission date) should be either of the following:

- **One** similar work costing not less than = **Rs. 74.00 lakhs**
- **Two** similar works costing not less than = **Rs. 59.20 lakhs**
- **Three** similar works costing not less than=**Rs. 44.40 lakhs**

***Similar Works:** Conduct of Computer Based Online Test on all India basis

Note: *Relevant work order copies and completion certificates are to be enclosed with offer.*

Financial Criteria:

C) AVERAGE ANNUAL TURNOVER: During the last 3 years, shall be at least **Rs.44.40 Lakhs**.

Bidders to submit copies of audited profit & loss account for the last three financial years in support of annual turnovers or certification of annual turnover for the last three financial years from a registered chartered accountant firm.

Others:

D) Possession of Valid GST registration certificate: "Bidders are requested to upload their VALID GSTIN/UIN Certificate along with the Bid Document. 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 in GST portal.

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

SPECIAL NOTE TO THE BIDDERS:

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.

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

Additional Requirements: Possession of PAN No.; PF code, ESI, etc.

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**' provided in the next page.
- 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> .
- 3) Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender 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.

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Instructions for Online Bid Submission

This tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>). 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:

<http://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click **here to Enroll**” on the CPP Portal. Enrolment 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 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 submitted.

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

(xvi) 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.

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

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