



Bidding Document No: OC10000459/PKD

Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”

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:	“ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”
Tender No. & Date:	OC10000459/PKD Dtd. 16.02.2022
Pre-Bid Meeting:	Not Applicable
Bidding Document & subsequent addendum / Corrigendum (if any) available on Website for viewing & downloading	The complete document is available on GeM Portal. (https://eprocure.gov.in/)
Contact Person for any query/ clarification	Ms. Pradeep Kumar Dwivedi, SM (Project-Commercial), Email- pradeep.dwivedi@nrl.co.in
Cut-off date for EMD & Bid submission	01.03.2022; 1200 Hrs. (IST)
Online Opening of Un-Priced Bids	01.03.2022; 1230 Hrs. (IST)
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)	Rs. 12539/- (Rupees Twelve Thousand Five Hundred and Thirty Nine only). The EMD must be submitted ONLINE within the submission due date & time specified in the NIT and tender document through the online portal of HDFC bank link: https://nrl.procure247.com If the EMD is not received within the specified date/time, offer shall not be considered for opening. The online receipt generated against the online EMD submission should be uploaded with the bidder's online offer. MSE bidders are exempted from submission of EMD. In case of MSE registered bidders, MSE Bidders to submit valid MSE certificate as on BDD. (Refer Appedix-A)

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.

	Bidding Document No: OC10000459/PKD	
	Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”	

1.0 Introduction

Numaligarh Refinery Limited (NRL), is a Government of India Enterprise and a subsidiary of Bharat Petroleum Corporation Ltd. NRL operates a 3.0 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. In view of the Numaligarh Refinery Expansion Project (NREP), it is estimated that about 7500 plus workforce shall be deployed at various locations of the NREP project sites at different phases.

2.0 Brief Scope of Work:

The complete scope of work shall be as per item specification available on GeM for respective Items. The bidder who undertakes to take total responsibility for the complete scope of work as defined in the Bidding document shall only be considered.

3.0 Bidder Qualification Criteria (BQC):

3.1 Technical Criteria: Past Experience

Bidder(s) should be authorized supplier of ESRI ArcGIS Manufacturer and successfully executed atleast one similar AMC order. Accordingly bidder must provide Manufacturer Authorization certificate and AMC Order Copy along with their bid.

3.2 Commercial Criteria / Experience Criteria

Bidders should have successfully executed similar type i.e. software base AMC for any pipeline project during the past 10 (ten) years of the value mentioned below:

Criteria	Past Experience (Rs. in lacs)
One similar completed work each costing not less than	12.54
Two similar completed work each costing not less than	10.03
Three similar completed work each costing not less than	7.52

3.3 Accordingly, Bidder shall submit the following supporting documents for the compliance:

- Copy of purchase/work order/ agreement copy, containing the job description, item details, work order no., date of order, total ordered value etc., awarded in the name of bidder by client.
- Copy of certificate/ minutes of meeting/ commissioning report etc. on successful completion of job.

Note:

- Bidder will give details of their past experience along with documentary evidence as per Annexure-III to ITB enclosed herein.
- For the consideration of job executed during last 10 (ten) years, the completion date of works/ jobs shall be taken into account.
- The originals of above BQC documents shall have to be produced as and when asked for.
- 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.
- 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.



Bidding Document No: OC10000459/PKD

Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”

6. 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.
7. 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.
8. A Job executed by a Bidder for its own plant/ project cannot be considered as experience for the purpose of meeting BQC of this Tender Document. However, jobs executed by Subsidiary/Fellow subsidiary / Holding company will be considered as experience for the purpose of meeting BQC 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 to submit these documents in addition to the documents specified to meet BQC.
9. Bids from Consortium and Joint Venture Company shall not be accepted.
10. 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”.

3.4 FINANCIAL CRITERIA:

- a) **Average Annual Turnover:** Average Annual Turnover of the Bidder during last 03 financial years shall be minimum INR 7.52 lacs.
- b) **Net worth:** The Net Worth of the Bidder in the immediate preceding financial year shall be positive.
- c) 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 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.

SPECIAL NOTE TO THE BIDDERS:

Please note that relaxation of BQC clause 3.0 above shall not be applicable for MSE / Start-up agencies. However, price preference for MSE shall be applicable.

4.0 Documents to be submitted by bidder:

- 4.1 Bidder should submit documentary evidence to support the references provided and fulfilling the Bidder's Qualifying Criteria (BQC) as mentioned under Clause 3.0 herein above.



Bidding Document No: OC10000459/PKD

Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”

4.2 The following are the minimum documents required:

- 4.2.1** Relevant documents as a proof of experience (relevant work orders / contract agreement / extracts/ experience certificate from authorized officials of PSU or Government Agencies, reputed private sectors).
- 4.2.2** The Bidder shall ensure submission of complete authentic information / documentation along with the bid.
- 4.2.3** NRL reserves the right to directly interact with the Bidder’s clients to verify the relevant documentation and the Bidder will render assistance in facilitating the same.
- 4.2.4** 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** In absence of requisite documents, NRL reserves the right to reject the Bid without making any reference to the Bidder or assigning any reason what-so-ever.
- 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.
- 4.8** NRL reserves the right to further verify the bidder’s credentials considered for evaluation.

5.0 Earnest Money Deposit:

- 5.1** Bidders are required to submit the EMD/Bid Security for the amount, online through the link: <https://nrl.procure247.com>
- 5.2** Please note that EMD amount in online mode is only acceptable and no other mode i.e. offline or hard copy is not acceptable.
- 5.3** In case non -submission of Bid Security / EMD as mentioned above shall be considered as non- responsive and such Bids shall be rejected.
- 5.4** EMD exemption will be applicable only for Micro or Small Enterprises (MSEs) registered District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises subject to:
- •The unit being registered for the item tendered.
 - •Registration certificate being valid as on date of quotation.

6.0 Security Deposit/ Contract Performance Bank Guarantee (CPBG):

- 6.1** In line with Department of Public Enterprises (DPE)’s letter no. DPE/7(4)/2017-Fin. (Part I) dated 19th Nov’ 2020, the rate of contract performance bank guarantee/ security deposit is hereby reduced to 3% of the value of contract.
- 6.2** This reduction in the rate of contract performance bank guarantee/ security deposit is applicable only for domestic vendors/ bidders only. The same is not applicable for foreign bidders.
- 6.3** This clause shall override the respective clauses written elsewhere in the subject tender document.
- 6.4** The security deposit / CPBG shall be released after completion of the job in all respects.

7.0 Contract duration/ Time Period

Contractual duration/ period shall be 12 Months, which shall be considered from the date of site handover.

	Bidding Document No: OC10000459/PKD	
	Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”	

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

9.0 GENERAL:

- 9.1** 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.
- 9.2** 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.
- 9.3** 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.
- 9.4** 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.
- 9.5** Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.
- 9.6** Unsolicited clarifications to the offer and / or change in the prices during the validity period would render the bid liable for rejection.
- 9.7** NRL reserves the right to reject any or all the bids received or annul the bidding process at any time.
- 9.8** 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.
- 9.9** Scanned copy of the Integrity Pact duly signed & stamped shall be uploaded along with the offer.
- 9.10** For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- 9.11** All questions and requests for clarifications or interpretations related to tender documents shall be addressed in writing to:

Ms. Pradeep Kumar Dwivedi
SM (Project – Commercial)
 Numaligarh Refinery Limited
 Numaligarh – 785699, Dist- Golaghat, Assam
 Email – pradeep.dwivedi@nrl.co.in

GM (Proj-Commercial)
 Numaligarh Refinery Limited

	Bidding Document No: OC10000459/PKD	
	Name of Work: “ESRI ArcGIS Suite Software AMC Renewal for pipeline project of NRL”	

Appendix-A

1) 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 ☐ Bidder end 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 generated 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 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.