



NUMALIGARH REFINERY LIMITED

NOTICE INVITING BIDS

JOB NAME: SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015 , ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”.

TENDER DETAILS

E –tender Reference No : OC39000025/ASH
Collective No : OC39000025/ASH
Tender Notice Date : 02.02.2017
Un-priced bid submission : 20.02.2017
Tender opening Date : 21.02.2017
Earnest Money Deposit : Rs. 2,300/-
Officer Name : Ashrukana Gogoi; 03776-265485
Designation : AM (Commercial)
E-Mail : ashrukanag@nrl.co.in

Note: Only online offer shall be considered against the subject enquiry. For details please go to NRL's e-tendering portal <https://eprocure.gov.in/eprocure/app>.

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

NRL invites Online Bids from Prospective Bidders through e-tendering mode for “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”.

This Tender is being conducted in e-tendering mode and the Bid documents can be downloaded for ONLINE bidding by the bidders, who has the Digital Signature Certificates.

For any assistance you may please contact our service provider personnel :

D.M.Saikia ,Phone No 03776 – 265774, email : z_tender@nrl.co.in

IMPORTANT NOTE:

- 1) Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at **Annexure-A regarding ‘Instructions for online Bid Submission’**.
- 2) Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.
- 3) Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted.

4) All documents as per tender requirement should be uploaded online and further no documents will be accepted offline. Bidder not submitting any of the required documents online will be rejected.

5) Any queries related to tender must be asked or clarified online (after logging with your User ID) before last date of bid submission.

6) Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <https://eprocure.gov.in/eprocure/app>.

BRIEF DESCRIPTION OF THE JOB: CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001: 2015 , ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM.

CONTRACTUAL PERIOD: Four (04) months to be reckoned from the date of hand over of job and starting of job.

QUALIFICATION REQUIREMENT:

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

1. Experiences of executing contract value of **similar work*** completed during last 10 years ending last day of previous month should be either of the following:
 - One completed similar work costing not less than **Rs. 2.30 Lakhs**, or
 - Two completed similar works costing not less than **Rs. 1.84 Lakhs** each, or
 - Three completed similar works costing not less than **Rs. 1.38 Lakhs** each.

The value of past experience shall be adjusted at a simple rate of 7% for every completed year (ending last day of the month, preceding the month in which bids are invited).

Similar work*:

- a) The bidder must experience in successfully executing and completing work of similar jobs in any Indian Petroleum or Petrochem process Industries.
- b) The faculty engaged by bidder for training of Internal Auditors must have certificates and experience of Auditor/Lead Auditor in latest Quality Management System, Environment Management System and OH&S Management System.
- c) The bidder must have competent personnel having experience of executing similar services in latest Quality Management System-ISO 9001, Environment Management System-ISO14001 and OH&S Management System-OHSAS 18001. Documentary evidence in support of the same shall be a part of bid documents.

Documents submitted along with the un-priced bid will be evaluated for technical acceptability of the offer.

2. Average Annual Turnover during last 3 years, ending 31st March of 2016: at least **Rs. 1.38 lakhs**.
3. Possessions of Income Tax PAN No. & Service Tax Registration no.
4. Offer will be considered only when NRL is satisfied with experience and capability of the tenderer to take up this work.

Date: 02.02.2017

**GM (Commercial & Legal)
Numaligarh Refinery Limited,
Numaligarh, Dist : Golaghat,
Assam – 785 699.**

**NUMALIGARH
REFINERY
LIMITED**

A GOVERNMENT OF INDIA ENTERPRISE



**TENDER DOCUMENT
FOR**

**SERVICE CONTRACT OF
“CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND
IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS
18001:2007 MANAGEMENT SYSTEM”**

Tender No. OC39000025/ASH

Bidder's offer ref: _____ Dtd. _____

PART-I: UNPRICED BID

**PREPARED & ISSUED BY
NUMALIGARH REFINERY LIMITED
(A Govt. of India Enterprise)**

LETTER INVITING GLOBAL BID

	Date : 02.02.2017 Contact Person : Ashrukana Gogoi; AM (Commercial) Phone : 03776 265485 E-mail ID : ashrukanag@nrl.co.in Our Reference : OC39000025/ASH
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Sub: SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015 , ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No.: OC39000025/ASH dated 02.02.2017

Dear Sirs,

Sealed offer in **Two Bid Open Tender** is invited by Numaligarh Refinery Ltd. for the work as detailed below:-

1. **Name of the work** : Consultancy service for Design, Document and Implement integrated ISO 9001:2015 , ISO 14001:2015 & OHSAS 18001:2007 management System.
2. **Earnest Money Deposit** : Rs. 2,300.00 (Rupees Two thousand three hundred only)
3. **Contractual Period** : Four (04) months to be reckoned from the date of hand over of job and starting of job.
4. **Place of submission of EMD** : GM (Commercial & Legal)
Numaligarh Refinery Limited,
NRL Complex, Numaligarh,
Dist : Golaghat, Assam – 785 699
Phone : 03776 – 265545 / Fax No.: 03776-265514
5. **Submission of Bid** :

Please note that the subject tender has to be submitted online via our e-tender portal <https://eprocure.gov.in/eprocure/app>. However, the Bidder should submit Bid Security [EMD] in physical form at the office of GM(C&L)]. The Techno- Commercial Bid & Price Bid needs to be submitted online as follows:

Bid submission due date online : On or Before 11 AM on **20.02.2017**

Bid opening date : After 11 AM on **21.02.2017**

Being an e-tender the bid have to submitted online in the e-tender portal i.e. <https://eprocure.gov.in/eprocure/app>. Kindly refer **Appendix-A** for the detailed procedure.

For any assistance, please contact the following person:

D.M. Saikia, Phone No 03776 – 265774, email : z_tender@nrl.co.in.

Deadline for Submission of Bids:

- Bids must be submitted by the time and date mentioned in the Notice Inviting Bid at the address stated therein.

NRL may, at its discretion, extend the deadline for submission of bids by issuing an Amendment in

accordance with Clause 7.0 above, in which case all rights and obligations of the Owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

6. **Earnest Money:**

The bidder shall deposit Earnest Money Deposit in the **online portal through the link <https://easypay.axisbank.co.in/nrl> within 19-02-2017 at 11.00 hrs.** Please note that EMD amount only in **online mode is acceptable** and no other mode i.e. offline or hard copy is not acceptable.

Procedure or Process for Online Submission of EMD:

- (i) Bidders will open the link <https://easypay.axisbank.co.in/nrl> and type the Tender ID for which EMD is to be paid and click on the option "Validate".
- (ii) The web page will auto populate Tender Name, Last Date of Payment, Bid Opening date and EMD (not editable).
- (iii) The bidder will enter his Company/ Firm Name, Address, e-Mail ID, Amount and Mobile Number.
- (iv) The bidder is also required to enter his preferred account No. and IFS Code twice for receiving EMD refund. In case of any mismatch in the account No. or IFS Code entered twice, the web page will prompt the bidder to correct the data and then allow to proceed with payment.
- (v) The Bidder is then required to enter verification code as displayed in the web page and click on the option "Submit".
- (vi) The next Web Page will then display the summary of the EMD payment along with a Unique Reference Number (URN).
- (vii) Bidder is required to accept the payment Terms and Conditions and select his preferred mode of payment from the options provided, viz., Net Banking (Axis Bank or Other Banks), Credit/ Debit Cards or NEFT/RTGS.
- (viii) In case of Net Banking, the bidder will enter his User ID/ Password/ Transaction Password and One time password as per the online payment system of the Bidder's Bank.
- (ix) For Credit/ Debit Card payment, the Bidder will enter his Card Number, Expiry Date, CVV and 'Verified by VISA' or 'Master Secure' password as applicable.
- (x) For bidders selecting the payment option of NEFT/ RTGS, the web page will generate a challan with a Dynamic/Virtual Account Number, IFS Code, Account Name and Amount. The bidders can take a print out of this challan or just note the relevant details and initiate the NEFT payment from their Bank.
- (xi) 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.

7. **Scope of work and Supply:**

The scope of work & supply of this work will be in accordance with the Tender document, Scope of Work, Special condition of contract, Schedule of Rates and as per the direction of Engineer-in-charge.

8. **Rate:**

Rate should be quoted both in figures and words as per enclosed Schedule of Rates i.e. **Priced bid.**

In case more than one agency becomes L1 after this exercise, the successful agency shall be determined through lottery.

9. **Security deposit:**

Not Applicable.

10. **Defect Liability Period:**

Not Applicable

11. **Measurement of work:**

Payment will be made on the basis of joint measurements, taken by the contractor and certified by Engineer-in-charge.

12. **Terms of payment:**

a) Payment against line item 10: 100% after completion of job based on certification made for payment by E-I-C.

b) Payment against line item 20: 100% after completion of training programme including distribution of Certificate of Merit.

c) Payment against line item 30: Travelling expenses (Air/Train) at actual per visit against production of proof of expenses of the visiting personnel.

Further break-up of payment terms if deemed necessary shall be decided by the E-I-C. The above payments are subject to deductions towards income tax, and other recoveries as applicable as per terms of the contract.

The above payments are subject to deductions towards income tax, works contract tax and other recoveries as applicable as per terms of the contract.

13. **Price, Taxes, Duties:**

Without prejudice to stipulations in General Conditions of Contract, the bidder should quote firm prices inclusive of all taxes, duties, sales tax on works contract and other levies on which no variation will be allowed. **However, the quoted price will be exclusive of Service Tax. Service Tax as applicable will be loaded by NRL.**

14. **Penalty Clause:**

In case the contractor fails to comply with provisions of tender and requirement, monetary penalty as deemed fit by the Officer-in-charge will be levied, subject to a maximum penalty of 10% of the contract value and the same shall be final and binding on the contractor.

15. **Other terms and conditions:**

(a) Transfer of tender documents issued to one short-listed bidder to another is not permissible. Further, tender containing uncalled for remarks or any additional conditions are liable to be rejected.

(b) The management of NRL reserves the right to reject any or all the tenders received without assigning any reason thereof.

(c) Variation in the value of the work will not vitiate the tender agreement.

(d) The contractor will have to abide by the existing laws applicable to contract works and co-operate with other contractors working at site and will not cause hindrance to other works.

- (e) The contractor shall observe all labour and other statutory rules and regulation of State/Central Govt. in force including the Safety and Environmental rules & regulations. In case of any violations of such laws, rules & regulations, the cost involvement thereof shall exclusively be borne by the contractor and the company shall have no liability whatsoever on this account.
- (f) **Sr. Manager (Inspection), NRL** shall be the Engineer-in-charge of the work and the contractor will have to abide by the instructions of Engineer-in-charge as given from time to time.
- (g) The General Conditions of contract of NRL will be applicable for this contract also. Intending tenderer may see the General Conditions of Contract of NRL at the Commercial Department of NRL site office on any working day during office hours or may visit our website www.nrl.co.in.
- (h) **Tenderer will fill up the all annexure attached to this Detailed Tender Notice clearly and sign every page of this Detailed Tender Notice before submission of the tender. Tender in which any of the required particulars and prescribed information are missing or are incomplete, are liable to be rejected.**
- (i) One authorized representative of the vendor/contractor may remain present during the tender opening on the due date, time and venue.
- (j) No escalation of contract value, in any form whatsoever will be entertained during the contract period.

Applicable Labour Wage:

- (i) The minimum wages per day of contract workers will be the NRL approved rates as applicable at the time of execution.
- (ii) For the purpose of calculating PF and other statutory payments, basic wage of unskilled, semi skilled and skilled category of contract workers per day will be Rs. 233.00, Rs. 272.00 and Rs.328.00 respectively.
- (iii) Bonus is to be paid to the contract workers by the contractors as per the payment of Bonus Act, 1965.
- (iv) The contractors will make necessary deductions for PF from the wages of the workers as per the PF Act and deposit the same to the authorities concerned along with the employers' contribution.
- (k) No mobilization advance will be paid to the contractor for execution of this work.
- (l) Insurance shall be effected for all employees of the contractor, engaged in the performance of the subject job. (Refer clause 104.1 (ii) of GCC).
- (m) **The contractor is required to obtain** labour license under Contract Labour (R&A) Act, 1970 & **PF registration number on awarding the contract.** The present rate of PF is 12% (Refer Clause 107.2 of GCC)
- (n) The contractor will not engage minor labour below 18 (eighteen) years of age under any circumstances. The contractor will further comply with the provisions of the following act and indemnify the company against all claims, which may arise out of the following Acts, & Rules framed there-under:
 - i. The Contract Labour (Regulation and Abolition) Act,
 - ii. The Minimum Wages Act.
 - iii. The Workman's Compensation Act.
 - iv. The Payment of Wages Act,
 - v. The Payment of Bonus Act,
 - vi. The Employees Provident Fund & Misc. Provisions Act,
 - vii. Family Pension Scheme,

viii. Inter State Migrant Workmen (Regulation of Employment & Condition of Service) Act, or any other acts or statute not hereinabove specifically mentioned having bearing over engagement of workers directly or indirectly for execution of work.

(r) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder will be kept in holiday list apart from other penal actions as deemed fit by NRL.

(s) Agencies who are already blacklisted or against whom there is adverse report on committing criminal offence, their offers will be rejected

(t) **TENDERS FROM MICRO AND SMALL ENTERPRISES (MSEs):**

This tender is guided by the Public Procurement Policy for Micro and Small Enterprises (MSEs) notified by the Government under the Micro, Small and Medium Enterprise Development Act, 2006, which came into effect from 1st April, 2012. The Ministry of MSME published an order known as Public Procurement Policy for Micro and Small Enterprises (MSEs) Order 2012 under which Micro and Small Enterprises (MSEs) shall be entitled for benefits, subject to terms and conditions as per **ANNEXURE "X"**.

The bidder must submit IT PAN No. & Service Tax registration no. along with their offer.

**GM (Commercial & Legal)
Numaligarh Refinery Limited**

QUALIFICATION CRITERIA

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

BIDDER's PRE- QUALIFICATION CRITERIA:

1. Experiences of executing contract value of **similar work*** completed during last 10 years ending last day of previous month should be either of the following:
 - One completed similar work costing not less than **Rs. 2.30 Lakhs**, or
 - Two completed similar works costing not less than **Rs. 1.84 Lakhs** each, or
 - Three completed similar works costing not less than **Rs. 1.38 Lakhs** each.

The value of past experience shall be adjusted at a simple rate of 7% for every completed year (ending last day of the month, proceeding the month in which bids are invited).

Similar work*:

- a) The bidder must experience in successfully executing and completing work of similar jobs in any Indian Petroleum or Petrochem process Industries.
- b) The faculty engaged by bidder for training of Internal Auditors must have certificates and experience of Auditor/Lead Auditor in latest Quality Management System, Environment Management System and OH&S Management System.
- c) The bidder must have competent personnel having experience of executing similar services in latest Quality Management System-ISO 9001, Environment Management System-ISO14001 and OH&S Management System-OHSAS 18001. Documentary evidence in support of the same shall be a part of bid documents.

Documents submitted along with the un-priced bid will be evaluated for technical acceptability of the offer.

2. Average Annual Turnover during last 3 years, ending 31st March of 2016: at least **Rs. 1.38 lakhs**.
3. Possessions of Income Tax PAN No. & Service Tax Registration no.
4. Offer will be considered only when NRL is satisfied with experience and capability of the tenderer to take up this work.

.....

(SIGNATURE OF BIDDER)

SPECIAL CONDITIONS OF CONTRACT:

Name of Job : **SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”**

Tender No. : **OC39000025/ASH dated 02.02.2017**

1) BIDDER’S SCOPE OF WORK:

- a) Identify any organizational gaps as per latest revised management system for ISO 9001, ISO 14001 & OHSAS 18001. Designing of Integrated management system, draft documentation of the same, discussion with concerned persons, make correction on the draft document and finalization of the document as per latest version. The deputed personnel from the bidder shall conduct meetings with respective departments, if required for the purpose of review, updating and maintenance of departmental records and manuals pertaining to Integrated Management System.
- b) Conducting awareness programme on latest IMS and providing necessary support for implementation of IMS as per latest version.
- c) Conducting audits on revised IMS and providing necessary support for implementation of corrective and preventative actions.
- d) Providing necessary support during pre-assessment audit and during final assessment audit by third party certification agency.
- d) Conducting training programme for internal auditors.
- e) The bidder shall arrange for gate passes of the deputed personnel at his own cost including photographs and other documents to be submitted at the time of issue of gate passes.
- f) Local transport from township to NRL Site shall be in the scope of the bidder. However the deputed personnel may avail the bus service for pick up and dropping of NRL employees, if available, for the above purpose.

2. MOBILIZATION AND DEPLOYMENT OF RESOURCES

- a) Whenever necessary the bidder has to mobilize and deploy adequate resources Including equipment, tools & tackles to execute the job as per instruction of Engineer- In-Charge.
- b) Atleast one day to be allotted for manpower & equipment entry formalities and safety induction. Contractor shall not charge NRL till aforesaid activities are completed.

3. CONTRACTUAL PERIOD

Contractual Period shall be four (four) months to be reckoned from the date of hand over of job and starting of job.

4. OWNER’S SCOPE OF WORK

Deputed personnel from the bidder shall be facilitated the following during execution of the contract:

- a) Lodging accommodation will be provided to deputed personnel at company’s guest house and however fooding will be on chargeable basis. Bidder personnel shall settle the food bills before checking-out or else shall be recovered from their invoice.

5. PAYMENT TERMS

- a) Payment against line item 10: 100% after completion of job based on certification made for payment by E-I-C.
- b) Payment against line item 20: 100% after completion of training programme including distribution of Certificate of Merit.
- c) Payment against line item 30: Travelling expenses (Air/Train) at actual per visit against production of proof of expenses of the visiting personnel.

Further break-up of payment terms if deemed necessary shall be decided by the E-I-C. The above payments are subject to deductions towards income tax, and other recoveries as applicable as per terms of the contract.

(SIGNATURE OF BIDDER)

ANNUAL TURNOVER IN LAST THREE YEARS

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

Sl. No	Financial Year	Turnover
1		
2		
3		

Copy of audited Trading & P/L accounts of respective years to be provided.

(SIGNATURE OF BIDDER)

PROPOSED SITE ORGANISATION

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

Our site organization shall consist of the following categories of manpower with tentative numbers. Numbers of manpower of any category shall be increased based on instruction of the Engineer-in-Charge.

(SIGNATURE OF BIDDER)

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

DETAILS OF EQUIPMENTS TOOLS & TACKLES

The bidder shall submit herein details of equipments, tools, tackles proposed to be deployed for this work and shall indicate in each case whether the same is (a) already owned by bidder and available for use on this Contract.(b) anticipated to be hired by Contractor or (c) anticipated to be purchased by Contractor. In case of (a) present location shall be stated. In case of (b) and (c) location of hirer or supplier shall be stated.

Item proposed to be deployed	Description make model & capacity	Numbers	Year of manufacture	Category (a) or (b) or (c) above	Location	Remarks
1	2	3	4	5	6	7

Contractor agrees to augment the above chart with additional number/categories of equipment if required to complete the work within the agreed time schedule of completion, as directed by the Engineer-in-Charge.

(SIGNATURE OF BIDDER)

DETAILS OF SIMILAR WORKS DONE DURING THE PAST TEN YEARS

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

Sl.No.	Full postal address of client & name of officer-in-charge	Description of work	Value of contract	Date of commencement	Actual compln. time in months	Year of Compln.	Delay If any	Reason of Delay	Remarks
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(SIGNATURE OF BIDDER)

ANNEXURE-G

CONCURRENT COMMITMENTS OF THE TENDERER

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

SL. NO.	Full Postal Address of Client & Name of Officer-in-Charge	Description of the work	Value of contract	Date of commencement of work	Scheduled completion period	Percentage completion as on date	Expected date of completion
1	2	3	4	5	6	7	8

(SIGNATURE OF BIDDER)

COMPLIANCE TO BID REQUIREMENTS

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

We confirm that our bid complies to the total techno-commercial requirements of bidding document without any deviation.

(SIGNATURE OF BIDDER)

BID VALIDITY

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

We hereby undertake that our bid for the above stated work shall remain valid for a period of 6 (Six) months from the date of opening. In case of our revoking or canceling the bid within the validity period, NRL is entitled to forfeit the Earnest Money Deposit paid by us along with the bid.

(SIGNATURE OF BIDDER)

CHECKLIST FOR SUBMISSION OF BIDS

Bidders are requested to fill this checklist and also to ensure that the details/ documents have been furnished as called for in this bidding document.

Please tick (✓) the box for this details furnished in the bid.

1. Power of Attorney in the name of the signatory of the bid.	:	☐
2. Submission of bid letter along with one set of bidding document.	:	☐
3. Validity of bid for 6 (Six) months from the date of opening of bid as per format.	:	☐
4. Earnest Money Deposit.	:	☐
5. Copy of valid STCC	:	☐
6. Copy of Service Tax Registration Certificate (PAN based)	:	☐
7. Equipment proposed for deployment as per tender requirement	:	☐
8. Organogram with qualification and experience of the personnel to be deployed at site as mentioned in the SCC	:	☐
9. Details of concurrent commitment.	:	☐
10. Copy of PAN card.	:	☐
11. Copy(ies) of work order(s) and completion certificate(s) in support of the similar work(s) mentioned by you	:	☐
12. Copy of P.F. Certificate / Registration no.	:	☐
13. Compliance to the requirement of bidding document	:	☐
14. Copy of Audited Trading and profit & loss accounts as proof of turnover.	:	☐
15. Each page of the submitted tender document duly sealed & signed.	:	☐

Bidder should list the exclusion, if any, along with the reasons thereof.

(SIGNATURE OF THE BIDDER)

ANNEXURE-K

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

01. NAME OF BIDDER :
- ADDRESS :
- PHONE NO :
- E-MAIL :
- CONTACT PERSON :
02. REGISTRATION NO. & CLASS :
IF ANY
(SPECIFY ORGANISATION)
03. EARNEST MONEY DEPOSIT :
WITH DETAILS
04. PREVIOUS EXPERIENCE :
(Contractor should submit the
work order copy and completion
certificate along with the offer)
05. Sales Tax / VAT clearance certificate :
06. WHETHER SSI UNIT :
(If yes, please furnish the copy
of the Registration Certificate)
07. PAN No issued by Income Tax Dept :
(Please furnish the copy, if any)
08. Provident Fund Code No. :
(Please furnish the copy, if any)
09. Service Tax Registration No. :
(Please furnish the copy of PAN based
Service tax registration certificate)

I/We hereby offer to execute the above mentioned work as per enclosed SOR (PRICED BID) and as per laid down terms and conditions of this Bid document.

(SIGNATURE OF BIDDER)

Date :

Place :

UNDERTAKING BY BIDDER

Name of Job : SERVICE CONTRACT FOR “CONSULTANCY SERVICE FOR DESIGN, DOCUMENT AND IMPLEMENT INTEGRATED ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 MANAGEMENT SYSTEM”

Tender No. : OC39000025/ASH dated 02.02.2017

Name of Bidder :

We hereby undertake that our quoted rate for the above stated work shall remain fixed & firm until entire completion of the job. No escalation whatsoever on any account on contract price will be entertained by NRL.

(SIGNATURE OF BIDDER)

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: <http://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 “Click **here to Enroll**” 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 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 should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) 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 prices bid has 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 coloured (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.
- 6) 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.

- 7) 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) 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.
- 10) 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.

PRICE BID

- (a) Price bid undertaking
 - (b) Schedule of price bid in the form of BOQ_XXXX .xls
-

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder)_____

To,

Dear Sir/Madam,

I submit the Price Bid for_____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except Service Tax.

Yours Faithfully,

Signature of authorized Representative:

Schedule of price bid in the form of BOQ_XXXX .xls

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NRL .

TENDER ACCEPTANCE LETTER

Appendix- C1

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,
(Signature of the Bidder, with Official Seal)**

CLAUSES RELATED TO ARBITRATION SHALL BE AS PER THE AMENDMENT BELOW
WHEREVER THE TERM GCC APPEARS:

110.0 ARBITRATION:

- a) Any dispute or difference of any nature whatsoever, any claim, cross-claim, counter-claim or set off of the COMPANY against the Contractor or regarding any right, liability, act, omission on account of any of the parties hereto arising out of or in relation to his agreement shall be referred to the sole Arbitration of the Managing Director of the COMPANY or of some officer of the COMPANY who may be nominated by the Managing Director. The Contractor will not be entitled to raise any objection to any such arbitrator on the ground that the arbitrator is an Officer of the COMPANY or that he has dealt with the matters to which the contract relates or that in the course of his duties as an Officer of the COMPANY he had expressed views on all or any other matters in dispute or difference. In the event of the arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, the Managing Director as aforesaid at the time of such transfer, vacation of office or inability to act may in the discretion of the Managing Director designate another person to act as arbitrator in accordance with the terms of the agreement to the end and intent that the original Arbitrator shall be entitled to continue the arbitration proceedings notwithstanding his transfer or vacation or office as an Officer of the COMPANY if the Managing Director does not designate another person to act as arbitrator on such transfer, vacation of Office or inability of original arbitrator. Such persons shall be entitled to proceed with the reference from the point at which it was left by his predecessor. It is also a term of this contract that no person other than the Managing Director or a person nominated by such Managing Director of the COMPANY as aforesaid shall act as arbitrator, hereunder. The award of the arbitrator so appointed shall be final conclusive and binding on all parties to the agreement subject to the provisions of the Arbitration Act, 1940 or any statutory modification or re-enactment thereof any the rules made thereunder for the time being in force shall apply to the arbitration proceedings under this clause.
- b) The award shall be made in writing and published by the Arbitrator within two years after entering upon the reference or within such extended time not exceeding further twelve months as to sole Arbitrator shall by a writing under his own hands appoint. The parties hereto shall be deemed to have irrevocably given their consent to the Arbitrator to make an publish the award within the period referred to hereinabove and shall not be entitled to raise any objection or protest thereto under any circumstances whatsoever.
- c) The arbitrator shall have power to order and direct either of the parties to abide by, observe and perform all such directions as the arbitrator may think fit having regard to the matters in difference i.e. dispute before him. The arbitrator shall have all summary powers and may take such evidence oral an / or documentary, as the arbitrator in his absolute discretion thinks fit and shall be entitled to exercise all powers under the Arbitration Act, 1940 including admission of any affidavit as evidence concerning the matters in difference i.e. dispute before him.
- d) The parties against whom the arbitration proceedings have been initiated, that is to say, the Respondents in the proceedings, shall be entitled to prefer a cross-claim, counter-claim or set off before the Arbitrator in respect of any matter an issue arising out of or in relation to the Agreement without seeking a formal reference of arbitration to the Managing Director for such counter-claim, cross or set off and the Arbitrator shall be entitled to consider an deal with the same as if the matters arising there from has been referred to him originally and deemed to form part of the reference made by the Managing Director.

- e) The arbitrator shall be at liberty to appoint, if necessary any accountant or engineering or other technical person to assist him and to act by the opinion so taken.
 - f) The arbitrator shall have power to make one or more awards whether interim or otherwise in respect of the dispute and difference and in particular will be entitled to make separate awards in respect of claims or cross-claims of the parties.
 - g) The arbitrator shall be entitled to direct any one of the parties to pay the costs of the other party in such manner and to such extent as the arbitrator may in his discretion determine and shall also be entitled to require one or both the parties to deposit funds in such proportion to meet the arbitrators expenses whenever called upon to do so.
 - h) The parties hereby agree that the courts in the town of Golaghat alone shall have jurisdiction to entertain any application or other proceedings in respect of anything arising under this agreement and any award or awards made by the Sole Arbitrator hereunder shall be filed in the concerned courts in the town of Golaghat only.
-

BANK GUARANTEE FOR EAENEST MONEY DEPOSIT
(ON NON – JUDICIAL PAPER OF APPROPRIATE VALUE)

Ref..... Bank Guarantee No.....

To,
Numaligarh Refinery Ltd.
Numaligarh Refinery Complex
P.O: Pankagrath, Numaligarh
Pin: 785699

Dear Sir (s)

In accordance with letter inviting Tender under your reference No.....
M/s.....having their Registered/Head office at
.....(hereinafter called the Tender) wish to participate in the said tender for
.....

As an irrevocable bank Guarantee against Earnest Money Deposit for an amount of is required to be submitted by the Tenderer as a condition precedent for participation in the said Tender which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Document.

We, theBank at having our Head office..... (Local Address) guarantee and undertake to pay immediately on demand by Numaligarh Refinery Ltd. the amountwithout any reservation, protest, demur and recourse. Any such demand made by Numaligarh Refinery Ltd. shall be conclusive and binding on us irrespective of any dispute or difference raised by the Tenderer. This gurantee shall be irrevocable and shall remain valid up to (this date should be 180 days (One hundred & eighty days) after the date finally set out for closing of tender.) If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/son whose behalf this guarantee is issued.

In witness where of the Bank, through its authorized officer, has set its hand stamp on thisday of20.....at

WITNESS:

(SIGNATURE)
(NAME)

(OFFICAL ADDRESS)

(SIGNATURE)
(NAME)

Designation with Bank Stamp

Attorney as per

Power of Attorney No.....

Date.



NUMALIGARH REFINERY LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
NRL COMPLEX, NUMALIGARH,
Dist : GOLAGHAT, ASSAM 785699
Tel.: 03776-265413 Fax : 03776-265514



TENDER DOCUMENT

FOR

Tender No. OC39000025

PART - I : UNPRICED BID

PREPARED & ISSUED BY
NUMALIGARH REFINERY LIMITED
(A Govt. of India Enterprise)



NUMALIGARH REFINERY LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
NRL COMPLEX, NUMALIGARH,
Dist : GOLAGHAT, ASSAM 785699
Tel.: 03776-265413 Fax : 03776-265514



Schedule of Rate

TENDER DOCUMENT

FOR

Tender No. OC39000025

PART - II : PRICED BID

PREPARED & ISSUED BY
NUMALIGARH REFINERY LIMITED
(A Govt. of India Enterprise)

Item Ref.	Description	Unit	Qty	Rate in		Amount
				Figures	Words	

00030 Travelling expenses

The item covers the following services:

10	Lumpsum per visit	3.000
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Travelling expenses(air/train) per visit including Air Travel expenses of the visiting management personnel.

Total net item value :

Total :

Percentage rebate(if any) in words :

Percentage :

Less Rebate :

Grand Total in Words :

Grand Total :

Signature :

Name :

Address of the _____ :

Contractor :

Place :

Date :