

## Bid Document

| Bid Details                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bid End Date/Time</b>                                                     | 15-03-2022 14:00:00                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Bid Opening Date/Time</b>                                                 | 15-03-2022 14:30:00                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Bid Life Cycle (From Publish Date)</b>                                    | 90 (Days)                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Bid Offer Validity (From End Date)</b>                                    | 60 (Days)                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Ministry/State Name</b>                                                   | Ministry Of Petroleum And Natural Gas                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Department Name</b>                                                       | Na                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Organisation Name</b>                                                     | N/a                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Office Name</b>                                                           | Numaligarh Refinery Limited                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Item Category</b>                                                         | Custom Bid for Services - Software Operator cum Incharge Item 10 , Custom Bid for Services - Assistance for upkeepment of document Item 20 , Custom Bid for Services - Software Operator cum Incharge Item 30 , Custom Bid for Services - Assistant for upkeepment of documents Item 40                                                                                                                          |
| <b>Contract Period</b>                                                       | 2 Year(s)                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Minimum Average Annual Turnover of the Bidder</b>                         | 7 Lakh (s)                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Past Experience of Similar Services required</b>                          | Yes                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>MSE Exemption for Years of Experience and Turnover</b>                    | No                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Startup Exemption for Years of Experience and Turnover</b>                | No                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>SHG Exemption for Years of Experience and Turnover</b>                    | No                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Document required from seller</b>                                         | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<br>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |
| <b>Bid to RA enabled</b>                                                     | No                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Time allowed for Technical Clarifications during technical evaluation</b> | 3 Days                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Evaluation Method</b>                                                     | Total value wise evaluation                                                                                                                                                                                                                                                                                                                                                                                      |

### EMD Detail

|                   |           |
|-------------------|-----------|
| Advisory Bank     | HDFC Bank |
| EMD Percentage(%) | 0.50      |
| EMD Amount        | 22839     |

#### ePBG Detail

|          |    |
|----------|----|
| Required | No |
|----------|----|

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### Beneficiary:

SM

Numaligarh Refinery Limited, NA, N/A, Ministry of Petroleum and Natural Gas  
(Kaveri Hazarika)

#### Splitting

Bid splitting not applied.

#### MSE Purchase Preference

|                         |     |
|-------------------------|-----|
| MSE Purchase Preference | Yes |
|-------------------------|-----|

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

**Additional Qualification/Data Required****Scope of Work:**[1646127682.pdf](#)**Service Level Agreement (SLA):**[1646127691.pdf](#)**Payment Terms:**[1646127705.pdf](#)**Quantifiable Specification / Standards of The Service/ BOQ:**[1646127712.pdf](#)**GEM Availability Report ( GAR):**[1646127732.pdf](#)**Custom Bid For Services - Software Operator Cum Incharge Item 10 ( 1 )****Technical Specifications**

| Specification                                                                                | Values                                 |
|----------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Core</b>                                                                                  |                                        |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Software Operator cum Incharge Item 10 |
| Regulatory/ Statutory Compliance of Service                                                  | YES                                    |
| Compliance of Service to SOW, STC, SLA etc                                                   | YES                                    |
| <b>Addon(s)</b>                                                                              |                                        |

**Additional Specification Documents****Consignees/Reporting Officer and Quantity**

| S.No. | Consignee/Reporting Officer | Address                                                                                                                 | Quantity of Procurement ( to be chosen 1 in all circumstances) | Additional Requirement |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------------|
| 1     | Pranjal Pathak              | 785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562 | 1                                                              | N/A                    |

**Custom Bid For Services - Assistance For Upkeepment Of Document Item 20 ( 1 )****Technical Specifications**

| Specification                                                                                | Values                                        |
|----------------------------------------------------------------------------------------------|-----------------------------------------------|
| <b>Core</b>                                                                                  |                                               |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Assistance for upkeepment of document Item 20 |

| Specification                               | Values |
|---------------------------------------------|--------|
| Regulatory/ Statutory Compliance of Service | YES    |
| Compliance of Service to SOW, STC, SLA etc  | YES    |
| <b>Addon(s)</b>                             |        |

#### Additional Specification Documents

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#### Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address                                                                                                                 | Quantity of Procurement ( to be chosen 1 in all circumstance s) | Additional Requirement |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------|
| 1     | Pranjal Pathak              | 785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562 | 1                                                               | N/A                    |

#### Custom Bid For Services - Software Operator Cum Incharge Item 30 ( 1 )

#### Technical Specifications

| Specification                                                                                | Values                                 |
|----------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Core</b>                                                                                  |                                        |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Software Operator cum Incharge Item 30 |
| Regulatory/ Statutory Compliance of Service                                                  | YES                                    |
| Compliance of Service to SOW, STC, SLA etc                                                   | YES                                    |
| <b>Addon(s)</b>                                                                              |                                        |

#### Additional Specification Documents

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#### Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address                                                                                                                 | Quantity of Procurement ( to be chosen 1 in all circumstance s) | Additional Requirement |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------|
| 1     | Pranjal Pathak              | 785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562 | 1                                                               | N/A                    |

## Custom Bid For Services - Assistant For Upkeepment Of Documents Item 40 ( 1 )

### Technical Specifications

| Specification                                                                                | Values                                        |
|----------------------------------------------------------------------------------------------|-----------------------------------------------|
| <b>Core</b>                                                                                  |                                               |
| Description /Nomenclature of Service Proposed for procurement using custom bid functionality | Assistant for upkeepment of documents Item 40 |
| Regulatory/ Statutory Compliance of Service                                                  | YES                                           |
| Compliance of Service to SOW, STC, SLA etc                                                   | YES                                           |
| <b>Addon(s)</b>                                                                              |                                               |

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address                                                                                                                 | Quantity of Procurement ( to be chosen 1 in all circumstance s) | Additional Requirement |
|-------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------|
| 1     | Pranjal Pathak              | 785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562 | 1                                                               | N/A                    |

## Buyer Added Bid Specific Terms and Conditions

### 1. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar

proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

## 2. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

## 3. Generic

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

## Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**