# NOTICE INVITING TENDER

Date : 05.03.2020

## 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:** | **Project Monitoring Office (PMO) for 6 MMTPA Numaligarh Refinery Expansion Project.** |
| **Tender No. & Date :** | **OC10000341/JBS dated 05.03.2020** |
| Bidding Document & subsequent addendum /Corrigendum (if any) available on Website for viewing & downloading | The complete document is available on CPP Portal. ( https://eprocure.gov.in/ ) |
| Tender Publish Date, document download & Bid Submission start date & time | 05.03.2020 at 17.00 hrs. |
| Last date of Receipt of Bidder's Queries for Pre-Bid Conference | 14.03.2020 at 17.00 hrs. |
| Pre-Bid Conference (Date, Time, Venue, Contact Person) | 19.03.2020 at 09.30 hrs.<br><br>**Venue :** Conference Room,<br>Numaligarh Refinery Ltd.<br>122A, GS Road, Guwahati – 781005<br><br>**Contact Person for Pre-Bid Meeting :**<br>**Sri Subul Haloi, Manager (Projects)**<br>**Email – subul.haloi@nrl.co.in**<br><br>**Sri JB Sarma, DGM (Project Comml.)**<br>**Email – Jyoti.sarma@nrl.co.in**<br><br>(Pre-bid queries shall be forwarded to NRL in the format provided for the same in Bid Document as per the date mentioned above) |
| EMD Submission End Date: | 02.04.2020 at 11.00 hrs. |
| Tender document download & Bid Submission end date & time | 02.04.2020 at 11.00 hrs. |
| Bid opening date & time (Technical Bid) | 03.04.2020 at 11.00 hrs. (*) |
| Contact Person for any query/ clarification | Mr. JB Sarma, DGM (Project-Commercial),<br>Email- jyoti.sarma@nrl.co.in |
| 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. 1,00,000.00 (Rs. One lac only), irrespective of bidders quoting either one or both the groups. |

| | |
|---|---|
| | **Bidders are required to submit the EMD amount online through HDFC Bank Portal vide the link** https://nrl.procure247.com **within the date as mentioned at Tender Schedule. Please note that EMD amount only in online mode is acceptable and any other mode i.e. offline or hard copy is not acceptable.** |

**<u>Project Completion Schedule:</u>**

**For Phase-1:** 06 months from the date of KOM

**For Phase-2:** 48 months (including project closure) from the date of completion of Phase 1 or as decided by EIC

Brief Description of Phase I and Phase 2 is given below :

- **<u>Phase 1 activities</u>**: This is the conceptualization, design, formulation and establishment phase of the independent project monitoring system.
- **<u>Phase 2 activities</u>**: In this phase, execution of the system established in Phase 1 will start with independent monitoring of the project on continuous basis. The PMO will report the progress at a periodicity as decided mutually by the NRL and the PMO during kick off meeting.

**<u>Note :</u>**

- 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 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.

**NOTICE INVITING TENDER**
**NUMALIGARH REFINERY LIMITED**

## 1.0 Introduction

Numaligarh Refinery Limited 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. Approved cost of the project is Rs. 22,594 Cr. The proposed 6 MMTPA capacity addition has been designed to process Arab Mix (70 AH: 30 AL) crude. The following facilities are being envisaged as part of the new 6 MMTPA Numaligarh Refinery Expansion Project (NREP):

| Sl. | Name of the unit | Capacity (MMTPA) |
|---|---|---|
| 1 | CDU/VDU with Amine Treating Unit (ATU) | 6.0 |
| 2 | Motor Spirit Plant (MSP -NHT / CCR / ISOM) | 1.2 / 0.75 / 0.49 |
| 3 | Resid Processing & Treating Unit (RPTU) | 2.0 |
| 4 | Diesel Hydrotreater (DHT) | 3.55 |
| 5 | Petro Fluidised Catalytic Cracking (PFCC) | 1.95 |
| 6 | Gasolin Desulfurisation (GDS) | 0.58 |
| 7 | H2 Generation Unit (HGU) | 95 KTPA |
| 8 | DCU revamp | 0.544 |
| 9 | Sulphur Recovery Block (SWS/ARU/SRU/TGTU) | 2 x 240 TPD |
| 10 | LPG Treating Unit (LPGTU – CDU/VDU) | 155 KTPA |

## 2.0 Bidder Qualification Requirement (BQC):

Bidder(s) who meet all of the following criteria as specified in Clauses below shall be qualified for participating in this tender and shall submit supporting documents as detailed in the tender for technical and commercial evaluation.

A) **TECHNICAL CRITERIA :**

(i) The bidder shall have, at least 3 (three) "similar works", either completed or on-going as mentioned at 2.0 (B) below. Out of the minimum 03 jobs, at least one job should have Capex of minimum INR 5000 crore in Industries like Oil & Gas/ Petroleum Refinery/ Petrochemicals/ Power/ Chemical/ Fertilizer sectors in India / Abroad during last 10 years (ending on last day of the month immediately previous to the month in which last date of original bid submission falls).

For considering the experience of the on-going jobs, the job shall be under execution for at least 12 months ending on last day of the month immediately previous to the month in which last date of original bid submission falls. Period of ongoing jobs will be counted from the date of site handover.

In order to qualifying against this requirement, the bidder shall submit Copy of Purchase Order, Completion Certificate, Client's Certificate and other relevant documentary evidences on the following:

- Satisfactory performance of the completed / on-going jobs.
- Capex of the Project
- Date of site hand over

(ii) The bidder shall have experience of Project Monitoring Office, PMO (or by any other name) in any of the sectors viz. Oil & Gas/ Petroleum Refinery/ Petrochemicals/ Power/ Chemical/ Fertilizer sectors in India / Abroad covering at-least 3 out of 8 attributes as below :

a) Change/ claim Management
b) Risk Mitigation
c) HSE Management
d) Quality Management
e) Engineering Co-ordination
f) Expediting Service
g) 4G Visualization
h) Strategic Management study*
(*limited to the field of Business Growth/ Project Viability/ Portfolio Management/ Monetization/ Supply chain optimization/ Organizational structuring/ Organization health study)

Only completed jobs shall be considered against this criteria and in order to qualifying against this requirement, the bidder shall submit Copy of Purchase Order, Completion Certificate, Client's Certificate and other relevant documentary evidences on the scope of work certifying inclusion of desired attributes.

(iii) **Operations in India** : The bidder may be Indian Bidder or Indian Affiliate or foreign company. However, the bidder should have been established in India for last 5 years (ending on last day of the month immediately previous to the month in which last date of original bid submission falls). Documentary evidence like copy of incorporation/ Registration in this regard shall be submitted by the Indian Affiliate / Indian Office.

B) **COMMERCIAL CRITERIA:**

Bidder during last 10 (Ten) years (ending on last day of the month immediately previous to the month in which last date of original bid submission falls) shall have ;

a) Three *similar completed/partially executed works, value of each completed or executed portion of ongoing works not less than INR 140 Lacs (Excluding taxes)

OR

b) Two *similar completed/partially executed works, value of each completed or executed portion of ongoing works not less than INR 190 Lacs (Excluding taxes)

OR

c) One *similar completed/partially executed work, value of the completed or executed portion of ongoing work not less than INR 240 Lacs (Excluding taxes)

**Definition of Similar Works (*) : The bidder to have experience of similar nature of job to Qualify :**

**Execution of Project Monitoring Office, PMO (or by any other name in any of the sectors) viz. Oil & Gas/ Petroleum Refinery/ Petrochemicals/ Power/ Chemical/ Fertilizer sectors in India / Abroad, covering the attributes as below :**

- **Project Scheduling and Monitoring**
- **Progress Analysis**

## Notes :

1) *Partially executed works shall be the works which are in progress and in execution containing the scope as mentioned under the definition of *similar works (as above) and shall meet the requirement of executed contract value or Capex, as specified under the Technical and Commercial Criteria. The Experience Certificate/ Provisional Completion Certificate against a partially executed work shall be as per the Format attached at Annexure XIII to ITB.*
2) *Bidder will give details of their past experience along with documentary evidence as per Annexure-VII to ITB enclosed herein.*
3) *The qualifying document against sl. A (I), A(ii) and B above (technical & commercial criteria) can be for same or different projects. Bidders shall submit only authenticated Purchase /Work orders and completion/execution or any other certificate/s from client satisfying the above execution /completion as the case may be.*
4) *The value of past experience shall be adjusted (from the actual completion date) 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.*
5) *Agencies bidding/engaged for PMC/EPCM/EPC Job in NRL for NREP shall not be allowed to bid for this tender.*
6) *Bidder should ensure submission of complete information / documents in the first instance itself to expedite the evaluation process. Any additional or missing information shall be requested through TQ/CQ and bidder shall furnish the same within the defined timeline, failing which the offer may be rejected.*
7) *Any offer deviating from NRL requirement may not be taken into consideration and may stand rejected.*
8) Job executed by the bidder for its own plant/ projects/ Parent/ subsidiary/ fellow subsidiary/ holding component shall not be considered as experience.

## *General Conditions*:

1. In case of work orders, the bidders are required to indicate the Service tax /GST/ any other tax amount included or excluded in the executed amount of work. The necessary documentary evidence is also to be submitted in support of their claim. The value net of taxes will be considered for evaluation.
2. If the complete order is in the currency other than Rs. (INR), the same shall be converted into equivalent INR considering the conversion rate as on date of issue of order and shall be considered based on FBIL reference rate. In the absence of Financial Benchmarks India Private Ltd (FBIL) reference rate, RBI reference rate will be considered.

3. No insolvency, liquidation, court receivership or other similar proceedings shall have been initiated and pending against the Bidder.
4. In case bidder has signed Non-disclosure agreement (NDA) with their client for not disclosing the value of completed work & completion certificate is not issued by their client, bidder/ bid entities chief financial officer/ chief executive officer shall issue the certificate of declaration to above effect, that the value of completed work is above the BQC criteria of value of completed work and work / job completion details stating job award date, job completion date and nature of job. Bidder must submit the copy of NDA along with the bid.
5. In case bidders are submitting the documents in a language other than English, proper English translation by recognized translators such as Indian consulate in the country of origin or the representative country's consulate in India or any accredited translating institute shall be accepted.

**B. <u>FINANCIAL CRITERIA</u>**

**i) ANNUAL TURNOVER**:

Average Annual Turnover of the Bidder during the immediate preceding 03 (Three) financial years shall not be less than Rs. 140 lacs, as per audited annual financial results as on the due date of submission of bid

**ii) NET WORTH**

The **Net worth** of the bidder as per latest audited financial statement shall be positive.

**iii) SOLVENCY**

Bidder shall submit a **Solvency certificate** from bank or a positive accreditation certificate from a reputed agency.

**<u>Notes on Turnover:</u>**

In case the financial year closing date is within 9 months of bid due date and audited annual report of immediate preceding financial year is not available, Bidder has the option to submit the financial details of the three previous years immediately prior to the last financial year. Otherwise, it is compulsory to submit the financial details of the immediate three preceding financial years.

**<u>SPECIAL NOTE TO THE BIDDERS</u>:**

**<u>Please note that no relaxation of Bid Qualification Criteria (Technical, Commercial and Financial) will be given to MSE and Start-up vendors for the subject tender. However, relaxation of EMD and Price Benefit as per MSE policy will be applicable.</u>**

## 3.0 <u>Documents and Data Required with Bid</u>

Bidder should submit documentary evidence to support the references provided and fulfilling the BQC. The following are the minimum documents required.

- Bidder is required to submit all the necessary documents like Purchase order, Completion certificate, Commissioning certificate etc. to establish the credentials of the bidder as per BQC mentioned above.

- The Bidder shall ensure submission of complete authentic information / documentation along with the bid. Certificate from Auditor, independent CA, Director, CEO, CFO and Company Secretary of the entity shall be acceptable.
- All supporting documents pertaining to Bidder qualification criteria submitted by the Bidder shall be true copies, duly authenticated as per the procedure at 4.0 below. Please note this requirement is not applicable to "Published Annual Reports".
- Bidder shall furnish documentary evidence along with the Bid such as copies of Annual Reports and audited financial statements for last three years to establish the Financial Criteria. In absence of requisite documents, NRL reserves the right to reject the Bid without making any reference to the Bidder.
- NRL reserves the right to check the authenticity of the documents and may seek the original documents which substantiate the Bid Qualification Criteria for verification purpose. In case the bidder (s) fails to produce/provide the original documents mentioned above, their offer will be rejected.
- 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.

## 4.0 <u>Requirement of Authentication and Submission of Documents</u> :

**AUTHENTICATION OF DOCUMENTS**

Submission of authentic documents is the prime responsibility of the bidder. NRL reserve the right to get the documents cross-verified / directly interact with the Bidder's Clients / document issuing authority. Bidder shall render necessary assistance for the document verification/ authentication, including facilitating visit to the referred process units (against which BQC of Past Experience has been furnished), if so considered necessary by NRL.

All documents furnished by the bidder in support of meeting the Technical, Commercial and Financial Criteria of BQC shall be:

- Duly certified by Statutory Auditor of the Bidder or a practicing Chartered Accountant (not being an employee or a Director and not having any interest in the Bidder's company) where audited accounts are not mandatory as per law,

OR

- Bidder shall submit documents Duly notarized by any notary public in the Bidder's country. In case of Notarization, Bidder shall also submit an affidavit in the format as per Annexure- I attached with ITB, signed by the Authorised signatory of the Bidder.

OR

- Bidder shall submit self-certified documents from any one out of CEO/ CFO/ Company Secretary or any member of the Board of Directors of the Bidder (Limited company only) along with Self-Certification as per Annexure – II to ITB attached with tender. This option shall not be applicable to Proprietorship/ Partnership Firms.

The audited financial statement or a translated copy of the financial statements shall also be certified as per the procedure depicted above; except the "Published Annual Reports".

## SUBMISSION OF DOCUMENTS

All documents furnished by the bidder in support of meeting the Technical, Commercial, and Financial criteria of PQC as per tender shall be Digitally Signed authenticated copies and submitted in e-tendering website along with their offer.

Similar to PQC documents, Power of Attorney can be submitted Digitally Signed as per the requirement specified in the Bidding Document.

Bidder should submit Solvency certificate from Nationalized / Scheduled Banks.

Bidders should have valid PF, GST registrations and PAN. Any additional documents if deemed necessary to establish the qualifying requirements may be submitted by the Bidder.

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.

Failure to meet the Qualification Criteria will render the Bid to be summarily rejected. Therefore, the bidder shall in his own interest furnish complete documentary evidence in the first instance itself along with their bids, in support of their fulfilling the Qualification Criteria as given above.

In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of the respective country in which the document is originated, shall be submitted by the Bidder. In absence of requisite document(s), NRL reserves the right to reject the bid without making any reference to the Bidder.

For details regarding submission of bids, refer Instructions to Bidder (ITB).

## 5.0 EARNEST MONEY DEPOSIT:

5.1 Bidders are required to submit the EMD/Bid Security for the amount, as mentioned under "SALIENT DETAILS OF THE TENDER NOTICE", online through the link https://nrl.procure247.com.

Please note that EMD amount in online mode is only acceptable and no other mode i.e. offline or hard copy is not acceptable.

**In case non-submission of Bid Security / EMD as mentioned above shall be considered as non-responsive and such Bids shall be rejected.**

5.2 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.

5.3 NRL reserves its rights to allow MSEs and MSEs owned by SC or the ST entrepreneurs, purchase preference as admissible / applicable under the existing Govt. Policy. Purchase preference to a MSE and a MSE owned SC/ST entrepreneurs shall be decided based on the price quoted by the said MSEs as compared to the L1 bidder. Bidder claiming purchase preference as MSE need to submit notarized copy of all the pages of the EM-II certificate , issued by the authorities mentioned in the Public procurement policy of MSEs-2012 / Udyog Aadhaar Memorandum (UAM).

**6.0 HOLIDAY LISTING / LIQUIDATION:**

Bidders serving holiday listing order issued (as on bid opening date) by NRL, MOP&NG or any other Oil Public Sector Enterprises would not get qualified in this tender. A self-declaration to be submitted by bidder indicating that they are not on holiday list by NRL/ MOP&NG or any other Oil PSEs as on due date of bid submission anywhere in the country. Format for the same is attached as Annexure-V to ITB. The said declaration also states that the bidder is not be under liquidation, court receivership or similar proceeding Offers not accompanied with such declaration shall make the bidders liable for rejection.

Any wrong declaration in this context shall make the bidders liable for action under the holiday listing procedure.

**7.0 CONTRACT DOCUMENT**

The successful Consultant shall be required to execute formal agreement(s) within specified period for respective scope of services and supplies covered in the Bidding Document. This Bidding Document along with addendums, if any, will form part of the respective agreement(s).

8.0 **BID VALIDITY**

Bid submitted by Bidder shall remain valid for a minimum period of **06 (Six) months** from the date of opening of Techno-Commercial Bids. Bidders shall not be entitled during the said period of four months, without the consent in writing of NRL, to revoke or cancel their Bid or to vary the Bid given or any term thereof. In case of Bidders revoking or cancelling their Bid or varying any terms in regard thereof without the consent of NRL in writing, NRL shall forfeit EMD paid by them along with their bids.

NRL may solicit the bidders consent to an extension of the period of validity of bid. The request and the responses there to shall be made in writing. However, bidders agreeing to the request for extension of validity of bid will not be permitted to modify the bid.

**9.0 TENDER DOCUMENT:**

9.1 Tender documents should be downloaded from Central Public Procurement Portal **http://eprocure.gov.in/eprocure/app**. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating, through the website **http://eprocure.gov.in/eprocure/app.** Bidders are advised to go through instructions provided as **'Instructions for online Bid Submission'** provided at Appendix A to Notice Inviting Tender.

9.2 Bidders can access tender documents from the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website **http://eprocure.gov.in/eprocure/app** .

9.3 Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender documents will not be accepted.

9.4 ***Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only.***

9.5 Both Technical bid and Financial bid are to be submitted concurrently, duly digitally signed in the web site **http://eprocure.gov.in/eprocure/app**.

Online Bids are received only on CPPP Portal website http://eprocure.gov.in/eprocure/app on or before due date as indicated in the NIT. The bidder shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid. Price Bids of only those bidders shall be opened who are Techno-commercially qualified, at a time and place for which notice shall be given. The qualified bidders shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt.

**10.0 GENERAL CONDITIONS:**

- NRL shall not be responsible for any expense incurred by bidders in connection with the preparation & delivery of their bids, site visit, participating in the discussion and other expenses incurred during the bidding process.
- NRL will follow Purchase Preference Policy as per prevailing guidelines of Government of India.
- Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.
- NRL reserves the right to reject any or all Bids at the bids received or annual the bidding process at any time without assigning any reason whatsoever.
- In case any bidder is found to be involved in cartel formation, his bid will not be considered for further evaluation/ placement of order. Such bidder's EMD will be enchased & also debarred from bidding in future for NRL.
- A bidder may seek clarifications regarding the bidding document provisions, bidding process and/or rejection of his bid. NRL shall respond to such requests within a reasonable time
- Unsolicited clarifications to the offer and/or change in the prices during its validity period would render the bid liable for outright rejection.
- The Contents of this NIT shall prevail in case of any contradiction with the clauses mentioned elsewhere.
- In the absence of requisite documents, NRL reserves the right to reject the bid without making any reference to the bidder.
- Bidder shall enclose the list of documents submitted along with the offer in line with requirement of various clauses of this document.
- For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- General Conditions of Contract (GCC): GCC along with the Amendments shall be applicable.

**GM (Commercial) I/c**
***Numaligarh Refinery Limited***

## 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: https://eprocure.gov.in). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

### REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal is free of charge.
2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 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(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 → Tender 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 generate 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.

**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.**

Foreign Bidders may submit the EMD wither in the form of crossed Demand Draft in favour of "Numaligarh Refinery Limited" payable at Numaligarh or Bank Guarantee (BG). BG shall be submitted from any Indian scheduled bank which includes Indian branch of foreign bank recognized as scheduled bank by RBI. Bids without the requisite EMD as mentioned above shall be rejected.

MSE bidders are required to submit Udyog Adhaar Memorandum (UAM) or Entrepreneurs Memorandum (EM Part-II) instead of the EMD deposit receipt.

There will be no waiver of EMD for Public Sector Undertaking of Central/State Government Undertakings. EMD shall be valid for a period of 08 (Eight) months from the final bid due date for submission of Bids.

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 priced bid have been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
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.
3) **For any assistance, please contact the following person:**
**Dhiraj Mohan Saikia, Phone No 03776 – 265774,**
**E-mail: z_tender@nrl.co.in**

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

- Bidder should do Online Enrolment in this Portal using the option Click Here to enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as e-MudhraCA/GNFC/IDRBT /MTNL Trustline / Safe Scrpt /TCS.
- Bidder then logs into the portal giving user id / password chosen during enrolment.
- The e-token that is registered should be used by the bidder and should not be misused by others.
- DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
- The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
- The BOQ template must not be modified /replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- If there are any clarifications, this may be obtained online through the e-Procurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
- Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
- Bidder should arrange for the EMD as specified in the tender.
- The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids

- The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
- It is important to note that, **the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
- In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
- The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
- The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
- During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
- The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time **(as per Server System Clock).**

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