



**Tender Document
for**

**“Roads Works at Rajabari For Refinery Expansion
Project at Numaligarh Refinery Limited”**

(PUR-PRJNUM-1005601)

(A Govt. of India Enterprise)

Tender No.

LC15000055/KAV dtd. 10.05.2023

E-Tender

Bidder's Offer No.....

◆ PREPARED & ISSUED BY ◆

NUMALIGARH REFINERY LIMITED

(A Govt. of India Enterprise)

NOTICE INVITING TENDER



Bidding Document No : LC15000055/KAV dtd. 10.05.2023

**Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY
EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED**

Page 1 of 3

MASTER INDEX

**INDEX**

SL.NO	DESCRIPTION	NO. OF PAGES
I	UNPRICED SECTION	
1	Cover Page	1
2	Master Index	3
3	Notice Inviting Tender (NIT)	7
3.1	Appendix A- Instructions for Online Bid Submission	5
4	Instruction to Bidders (ITB)	18
5	Annexures to ITB	
5.1	Annexure-I Self Certification	2
5.2	Annexure-II Tender Acceptance Letter	2
5.3	Annexure-IV Compliance to Bid Requirements	1
5.4	Annexure-V Bid Validity	1
5.5	Annexure-VI Format for Exemptions and Deviations	2
5.6	Annexure-VII Pro-Forma for Self Declaration	1
5.7	Annexure-VIII Price Bid Undertaking	1
5.8	Annexure-IX Bidder Related Information	2
5.9	Annexure-X Bidder's Queries	1
5.10	Annexure XI Bank Guarantee Format for Security Deposit & Indemnity Bond cum Undertaking	5
5.11	Annexure-XII Integrity Pact	7
5.12	Annexure-XIII Sharing of Land Border with India	5
5.13	Annexure XIV Public Procurement (Preference to Make In India), Order 2017	12
5.14	Annexure XV Micro and Small Enterprises (MSEs) Policy	6
5.15	Annexure XVI Policy for Holiday Listing / Banning/ Debarring of Contractors/ Suppliers	5
5.16	Annexure XVII Proforma for Bank Guarantee for Earnest Money Deposit	1
5.17	Annexure XVIII Disaster Management Act 2005	9
5.18	Annexure XIX Self Declaration of conflict of Interest	2
6	General Conditions of Contract	118



Bidding Document No : LC15000055/KAV dtd. 10.05.2023

**Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY
EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED**

Page 3 of 3

SL.NO	DESCRIPTION	NO. OF PAGES
7	Special Conditions of Contract	19
8	Appendices to SCC	
8.1	Appendix I- Terms of Payment	1
8.2	Appendix II- Time Schedule	1
8.3	Appendix III- Mode of Measurement	1
8.4	Appendix IV – Key Construction Manpower	1
8.5	Appendix V- Key Construction Equipment	2
8.6	Appendix VI- Contractor's Performance Evaluation	4
8.7	Appendix VII- The Indian stamp Act, 2021	14
8.8	Appendix VIII- GOA Orders by the Governor, Mines & Minerals Department	4
II	PRICED SECTION	
1.	Cover Page	1
2.	Preamble to Price Schedule	17
3.	Price Schedule (Excel file Attached separately)	-



**Tender Document
for**

**“Roads Works at Rajabari For Refinery Expansion
Project at Numaligarh Refinery Limited”**

(PUR-PRJNUM-1005601)

(A Govt. of India Enterprise)

Tender No.

LC15000055/KAV dtd. 10.05.2023

E-Tender

Part I: Unpriced Bid

◆ PREPARED & ISSUED BY ◆

NUMALIGARH REFINERY LIMITED

(A Govt. of India Enterprise)

NOTICE INVITING TENDER

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 1 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

NOTICE INVITING TENDER

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 2 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

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:	Roads Works at Rajabari for Refinery Expansion Project at Numaligarh Refinery Limited
Tender No.	LC15000055/KAV dtd. 10.05.2023
Type of Bid	Limited Tender Enquiry under Two Bid System.
Location of Work/Site	Numaligarh Refinery Ltd. (NRL), Golaghat, Assam, India, Pin Code : 785699
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 / Download start Date	10/05/2023 at 15:00 Hrs
Last date of Receipt of Bidder's Queries	Not applicable
Pre-Bid Conference (Date & Time)	Not applicable
Last date of on line EMD submission:	16/05/2023 at 15:00 Hrs
Tender document download end Date & time / Bid Submission end Date & Time	16/05/2023 at 15:00 Hrs.
Bid opening date & time (Technical Bid)*	17/05/2023 at 15:00 Hrs.
Online Opening of Priced Bids of Techno-Commercially Accepted Bidders	Date & Time shall be intimated later on to techno-commercially acceptable & qualified bidders
Earnest Money Deposit (EMD)	NA

(*) *This notice is being published for information only and is not an open invitation to quote in this limited tender. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's enlisted contractors. Unsolicited offers shall be ignored.*

Note :

- This is a price display tender. Bidders to take note of the Schedule of Rates.
- Bidders are required to quote their prices in percentages over the overall displayed estimated contract price, in the price band of (-) 10% to (+) 5%. Any quotes beyond the specified band limit shall be rejected.
- Subject job is a work contract and is not covered under the Public Procurement policy for MSEs. However, waiver for EMD shall be applicable for MSEs as per applicable Govt. policy.
- If identified dates as above happens to be a declared holiday/closed day in NRL, activity shall be

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 3 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

conducted on next working day at the same time.

- e) All amendments, time extension, clarifications, etc. will be uploaded as a Corrigendum in the websites only. Bidders should regularly visit the above website(s) to keep themselves updated.
- f) 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. Also any such request is purely NRL's discretion.
- g) Bidders shall submit the bid directly and in their own name without involving any intermediaries.
- h) Refer **Appendix-A** to this NIT for Instructions of online submission of Bid
- i) Brief Introduction of Project and other salient features are mentioned as below.

1.0 Introduction

Numaligarh Refinery Limited (NRL) is part of Oil India Ltd, Govt. of Assam and Engineers India Ltd. Its Refinery is located at Numaligarh, District Golaghat, Assam with a capacity of 3 MMTPA. NRL received CCEA approval in Jan, 2019 for expansion of existing Refinery to 9MMTPA capacity for processing imported crude to be received at Paradip Port and bring it to Numaligarh through about 1400KM pipeline. It has two marketing terminals for product evacuation - one is adjacent to the Refinery i.e. Numaligarh Refinery Marketing Terminal (NRMT) and the other is Siliguri Marketing Terminal (SMT) in West Bengal.

The Refinery is well connected by air, road and rail. The nearest airport –Jorhat is 50 kms away from Refinery Site. Road distance from Guwahati to Numaligarh is about 250 kms through NH-37 towards east. The nearest rail head is at Furkating Rly Jn., 25 kms from Refinery. Refer below shown Google map for easy location.

1.1 Site Information

The intending bidders shall be deemed to have visited the site and familiarized themselves with the site conditions before submitting their bids.

1.2 Brief Scope of Work

The scope of work envisaged in this tender covers construction of road network for the Rajabari area wherein storage area, and other temporary construction facilities are being developed. SOR items under this tender document can be executed at any location in and around Refinery for a NRL's project job as decided by Owner /EIC at the same rate, terms and conditions. Local barricading / Covering as per Owner norms is in Contractor's scope of work within the quoted rates.

The scope of work in general includes scope of work specified in various Technical Specifications/ sections provided in Part-III (Technical) and Price Schedule (PS) enclosed in the Bidding Document. Further, it includes any other work not specifically mentioned but required to complete the work as per specifications, drawings and instructions of Engineer-in-Charge.

The scope of work shall be split into two groups in the ratio- 50:50. For details on methodology of award and splitting, please refer ITB Clause 3.

Scope of work shall be read in conjunction with Item description of Price Schedule (PS), Contractor's scope, Technical Specifications, Drawings and applicable Standards shall include all activities of work specified in these documents.

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 4 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

Prices/Rates shall include all cost for the performance of the item considering all parts of the Bidding Document. In case any activity though specifically not covered in Price Schedule (PS) but is required to complete the work which could be reasonably implied/ informed from the content of Bidding Document, the cost for carrying out such activity of work shall be deemed to be included in the quoted Price.

Special Note to the Bidders :

Please note that relaxation of Pre-Qualification Criteria and price benefit to MSE & Start-up agencies shall not applicable for this Tender being Works Contract.

1.3 Documents required to be submitted in support of BQC:

- a) All documents furnished by the bidder in support of meeting the PQC (including MSE Certificate) shall be submitted/uploaded in a separate folder titled "Documents towards PQC", duly signed and stamped by the bidder (in case of proprietorship firm) or "Power of Attorney" holder in case of Partnership /firm/Company. Copy of such "Power of Attorney" shall also be furnished with the unpriced bid.
- b) Bidders on "Holiday List of/debarred from business dealings by" NRL/ MoPNG shall not be considered for evaluation and ordering. Bidder to refer SCC Clause No. '7' and Annexure-IX to SCC for further details.
- c) NRL decision on any matter regarding short listing of bidders shall be final.
- d) Submission of authentic documents is the prime responsibility of the Bidder. However, NRL reserves the right of getting the document cross verified, at their discretion from the document issuing authority. Bidder shall also facilitate such verification/ authentication of BQC documents and in case the documents remains unauthenticated till the given timeline, NRL reserves the right to reject such bid
- e) The bidders must submit complete and unambiguous documents pertaining to BQC in the first instance itself along with the offer. Consultant / NRL may not offer any opportunity to the bidder to provide complete or unambiguous documents and reserve the right to proceed on the basis of documents received along with the offer and In case of non-submission of some documents or submission of incomplete or ambiguous documents, the bid may be rejected.
- f) Notwithstanding any other condition/ provision in the tender documents, bidders are required to submit complete documents pertaining to BQC along with their offer. Failure to meet the BQC will render the bid to be summarily rejected. OWNER/ CONSULTANT reserves the right to complete the evaluation based on the details furnished by the bidder, with or without seeking any additional supporting documents /clarifications"
- g) All documents furnished by the bidder in support of meeting the Bidder's Qualification Criteria (BQC) shall be "Submitted 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

Submit documents duly notarized by any notary public in the bidder's country or certified true copies duly signed, dated and stamped by an official authorized for this purpose in Indian Embassy/ High Commission in Bidder's country."

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 5 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

OR

Bidder shall submit self-certified documents from any one out of CEO or CFO or Company Secretary of the bidder (Limited company only) along with Self-Certification. This option shall not be applicable to Proprietorship/ Partnership firms.

OR

In case of PSU, the Power of Attorney holder duly authorized by the Board shall self-certify the BQC documents.”

1.4 Earnest Money Deposit: Not applicable for this tender

- a) Bidders are required to submit the EMD/Bid Security for the amount, as mentioned, online through the link <https://nrl.procure247.com>
- b) Please note that EMD submission in Form of Bank Guarantee executed by any Scheduled Bank is also acceptable. Bidder shall be required to upload copy of EMD BG at CPP Portal and Original hard copy shall be required to received at the address of Tender Inviting Authority within seven days of bid due date, as mentioned elsewhere in NIT.
- c) In case non submission of Bid Security / EMD as mentioned above shall be considered as non- responsive and such Bids shall be rejected.
- d) EMD exemption will be applicable only for Micro or Small Enterprises (MSEs) bidders subject to:
 - The unit being registered for the item tendered.
 - UDYAM Registration certificate being valid as on date of quotation.

1.5 Time Schedule:

The time schedule for completion of the job as per scope of work shall be **6 (six) Months** from the date of site handover. However, bidder to refer Appendix-II to SCC for details.

1.6 Site Visit:

The bidder prior to finalization of their Bid is also expected to visit and examine the job site and its surroundings and to familiarize themselves of the ground realities, the availability, existence and suitability of facilities and sources of supply required for the work(s) and the environmental conditions which can be encountered, and collect all data and other information which the bidder may require for preparation and formulation of their bid. The CONTRACTOR will not to be entitled to make any claim against the OWNER/PMC or to raise any objection or defense to any claim based on the ignorance of existing or expected conditions, or on the lack of adequate information, or of any plan, estimate or expectation based on a different perception or expectation or information.

1.7 Bid Validity:

Validity of bid shall be **120** (One Hundred Twenty) days from the final Bid submission Due Date.

1.8 Tender Document:

- a) 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.

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 6 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

- b) 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> .
- c) Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender documents will not be accepted.
- d) Corrigendum/addendum/extension (if any) pertaining to this tender will be published in the website only.
- e) Both Technical bid and Financial bid are to be submitted concurrently, duly digitally signed in the web site <http://eprocure.gov.in/eprocure/app>.
- f) 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.

1.9 General:

- a) The bidders shall give a self certification that they are not under liquidation, court receivership or similar proceeding and their business is not banned by any Central / State Government Department / Public Undertaking or Enterprise or Central / State Governments. Failure to do so or the bidder is under, court receivership or similar proceedings, their bids shall not be considered.
- b) The bidders who are on Holiday/ Negative list of NRL and MoPNG. on the date of submission of bid / during the process of evaluation of the Techno commercial bids, the offers of such bidders shall not be considered for bid opening / evaluation / Award. If the bidding document were issued inadvertently / downloaded from website, offers submitted by such bidders shall also be not considered for bid opening / evaluation/ award
- c) NRL will not be responsible or liable for cost incurred in preparation, submission & delivery of bids, regardless of the conduct or outcome of the bidding process.
- d) In case any Bidder is found to be involved in cartel formation, his Bid will not be considered for evaluation / placement of order. Such Bidder will also be debarred from bidding in future.
- e) Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.
- f) Unsolicited clarifications to the offer and / or change in the prices during the validity period would render the bid liable for rejection.
- g) NRL reserves the right to reject any or all the bids received or annul the bidding process at any time.
- h) NRL reserves its right to allow Public Sector Enterprises (Central / State), purchase preference as admissible / applicable from time to time under the existing Govt. policy. NRL shall also follow the Public Procurement Policy on Procurement of Goods and services from Micro and Small Enterprises (MSEs) Order 2012.

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 7 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

- i) The PPLC Policy (as enclosed) shall be applicable against this tender and the Class-I local supplier shall be given purchase preference, subject to fulfilling the required documentation and criterias.
- j) In case of a MSE bidder, documentary evidence as per the prevailing Government policy shall be acceptable. In addition, copy of the document shall be submitted duly authenticated as per provision of the tender. However, in case authenticated document is not submitted in original, the same can be accepted provided a valid MSE certification is available on Government portal (www.nsicspronline.com) or Government Udyog Aadhar portal.
- k) Scanned copy of the Integrity Pact duly signed & stamped shall be uploaded along with the offer.
- l) For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- m) Exceptions and deviations by the Bidder shall be mentioned only in the given pro-forma (Annexure- VIII of ITB) and deviations stated in the said pro-forma will have no price implications. The exceptions/ deviations mentioned elsewhere in the document shall not be considered for evaluation.
- n) All questions and requests for clarifications or interpretations related to tender documents shall be addressed in writing to:

Ms. Kaveri Hazarika
Sr. Mgr (Project – Commercial)
Numaligarh Refinery Limited
Numaligarh – 785699, Dist- Golaghat, Assam
Email – kaveri.hazarika@nrl.co.in

Head (Proj-Commercial)
Numaligarh Refinery Limited

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 8 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

Appendix-A

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.

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 9 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

- 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.

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 10 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

- 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.

- 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.
- 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.
- 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
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon th 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.
- 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

- 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.
- 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.
- For any assistance, please contact the following person:**
Mr. Dhiraj Mohan Saikia Phone No. 03776-265774
Email ID : 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 enroll 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 eMudhraCA/GNFC/IDRBT

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 11 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

/MTNLTrustline/SafeScript/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.

- 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.

- The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or

	Bidding Document No : LC15000055/KAV dtd. 10.05.2023	Page 12 of 12
	Name of Work : ROADS WORKS AT RAJABARI FOR REFINERY EXPANSION PROJECT AT NUMALIGARH REFINERY LIMITED	

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).
