



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

Two parts bid **ONLINE (E-tender)** item rate offers requested from competent contractors for following work:

|                                           |                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name of Work:</b>                      | AMC for up keepment of operational areas in Utility units including chemical, Filter media & lubricant handling, Dosing of chemicals in utility units e.g CPP, Day tank area, NG KOD area, DM Plant, STG/wax cooling tower& Pump House, New/Old Nitrogen Plant, Compressor house, Process Cooling Tower, Caustic Plant, RWTP, FWPH. |
| <b>Tender No. &amp; Date :</b>            | OC28000031 dated 29.06.2017.                                                                                                                                                                                                                                                                                                        |
| <b>Due Date &amp; Time of Submission:</b> | Closing of bidding : 24.07.2017 at 11:00 AM.<br>Opening of bid : 25.07.2017 at 11:00 AM.                                                                                                                                                                                                                                            |
| <b>Earnest Money Deposit:</b>             | Rs. 47,000/- (Rupees Forty Seven Thousand only)                                                                                                                                                                                                                                                                                     |
| <b>Contract Period:</b>                   | 02 (Two) years from the date of handing over of Site. There is a provision for extension of another one year as per requirement of NRL.                                                                                                                                                                                             |

**BRIEF SCOPE OF WORK:** AMC for up keepment of operational areas in Utility units including chemical, Filter media & lubricant handling, Dosing of chemicals in utility units e.g CPP, Day tank area, NG KOD area, DM Plant, STG/wax cooling tower& Pump House, New/Old Nitrogen Plant, Compressor house, Process Cooling Tower, Caustic Plant, RWTP, FWPH. For detail, refer Technical Doc. No.: MM/Tech./Service /02/2011 Rev 01 and Schedule of rates (SOR) enclosed in the Tender.

**Tender Schedule:**

| S. No. | Title                                                                        | Date & Time            |
|--------|------------------------------------------------------------------------------|------------------------|
| 1.     | Tender Publish Date / download start date / Bid Submission start date & time | 29.06.2017 at 05.05 PM |
| 2.     | Last date of on line EMD submission:                                         | 24.07.2017 at 11.00 AM |
| 3.     | Tender document download end date & time / Bid Submission end date & time    | 24.07.2017 at 11.00 AM |
| 4.     | Bid opening date & time (Technical Bid)                                      | 25.07.2017 at 11.00 AM |

**QUALIFICATION REQUIREMENT:** The bidders should meet the qualification as given below:

**(A) Past Experience:**

Experience of having successfully completed **similar work**\* during last 10 (ten) years ending last day of the month, proceeding the month in which bids are invited should be either of the following:

| Past Experience                         | Amt.                 |
|-----------------------------------------|----------------------|
| One similar work costing not less than  | Rs. 46.76 lakhs      |
| Two similar works costing not less than | Rs. 37.41 lakhs each |
| Three similar completed works costing   | Rs. 28.06 Lakhs each |

\* **Similar works:** Must have experience for execution of similar nature of up-keepment in unit (Drain cleaning, equipment cleaning, buildings, Roads etc.) area and hazardous chemical handling job inside Refinery/Process Industry. Job completion certificate for at least one such contract must be produced at the time of offer.

**Note:**

- The bidder must submit copies of relevant work orders, SOR and completion certificates along with the un-priced bid in support of this criterion, for the jobs during last 10 (ten) years ending last day of the month, proceeding the month in which bids are invited.
- Value of past experience be adjusted at a simple rate of 7% for every completed year and/ or part thereof ending last day of the month preceding the month in which bids are invited.
- TDS certificate in addition to certificate issued by principal contractor/private organization (letter of award and job completion certificate etc.) shall form the basis for considering experience and value of work executed under private organization.
- **It is to be noted** that experience as main contractor will only be taken cognizance of for the purpose of assessing qualifying criteria. However, authorized sub-contractors under principal contractors can also be considered provided their works completion certificate is issued by the client organization in case of job executed elsewhere under PSUs, limited companies, Government Departments, Quasi government and autonomous bodies. However, in case of sub-contractors under contractors engaged by NRL, the works completion certificate issued by the main contractor will only be acceptable provided the sub-letting has been authorised as per GCC and the same is endorsed in original by Engineer-in-charge of NRL.

**(B) Average Annual Turnover Criteria:**

Average Annual Turnover during last 3 years, ending 31<sup>st</sup> March of previous Financial Year: At least **Rs. 28.06 lakhs. The bidder must submit copy(ies) financial documents – Trading and P/L account(s) along with the un-priced bid in support of the above criteria.**

*Note: Turnover for FY 2013-2014 shall be considered in absence of supporting documents for FY 2016-17.*

- (C)** Bidder should have following valid documents on the date of Closing of tender and copies of the same needs to be submitted along with the un-priced Bid:.
- i. Provident Fund registration number.
  - ii. ESIC Registration Code.
  - iii. Income Tax PAN number.
  - iv. Service Tax registration number (PAN based)

- (D)** Bidders who are on holiday list by NRL or any other Oil sector PSU will not be considered. **Accordingly, the bidder shall submit a self declaration as per format enclosed with Tender Document.** It may be noted that if this declaration is found to be false, NRL shall have the right to reject bidder's offer, and if the bid has resulted in a contract, the contract is liable to be terminated.

**Non fulfillment of all the above mention Technical & Commercial Qualifying criteria will lead to disqualification of bidder.**

**IMPORTANT NOTE:**

- 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**'.
- 2) Bidders can access tender documents on the website, fill them with all relevant information and submit the completed tender document on the website <http://eprocure.gov.in/eprocure/app>.
- 3) Tenders and supporting documents should be uploaded online. Hard copy of tender documents and any supporting documents will not be accepted.

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. They can also view the bid opening event online at their remote end.

**For any assistance, please contact the following person:**

**Dhiraj Mohan Saikia**, Phone No 03776 – 265774, E-mail: [z\\_tender@nrl.co.in](mailto:z_tender@nrl.co.in)

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

**Kindly upload technical bid documents in folders as specified below:**

1. **EMD Folder:** Scanned copy receipt generated of successful payment after online submission of EMD in the <https://easypay.axisbank.co.in/nrl> /EM Part II certificate for MSE bidders
2. **Tender Document Folder:** Complete tender document duly filled , signed& stamped.
3. **PQC document Folder:**
  - a. Work order and completion certificate
  - b. Financial document in support of Annual Turnover
  - c. PAN card copy
  - d. Service tax Registration certificate
  - e. PF & ESIC copy etc.
  - f. Integrity Pact (duly filled, signed & stamped)
  - g. Proforma for self declaration of black listing / Holiday Listing.

**Procedure or Process for Online Submission of EMD:**

1. Bidders will open the link <https://easypay.axisbank.co.in/nrl> and type the Tender ID for which EMD is to be paid and click on the option “Validate”.
2. The web page will auto populate Tender Name, Last Date of Payment, Bid Opening date and EMD (not editable).
3. The bidder will enter his Company/ Firm Name, Address, e-Mail ID, Amount and Mobile Number.
4. The bidder is also required to enter his preferred account No. and IFS Code twice for receiving EMD refund. In case of any mismatch in the account No. or IFS Code entered twice, the web page will prompt the bidder to correct the data and then allow to proceed with payment.
5. The Bidder is then required to enter verification code as displayed in the web page and click on the option “Submit”.
6. The next Web Page will then display the summary of the EMD payment along with a Unique Reference Number (URN).
7. Bidder is required to accept the payment Terms and Conditions and select his preferred mode of payment from the options provided, viz., Net Banking (Axis Bank or Other Banks), Credit/ Debit Cards or NEFT/RTGS.
8. In case of Net Banking, the bidder will enter his User ID/ Password/ Transaction Password and One time password as per the online payment system of the Bidder’s Bank.

9. For Credit/ Debit Card payment, the Bidder will enter his Card Number, Expiry Date, CVV and 'Verified by VISA' or 'Master Secure' password as applicable.
10. For bidders selecting the payment option of NEFT/ RTGS, the web page will generate a challan with a Dynamic/Virtual Account Number, IFS Code, Account Name and Amount. The bidders can take a print out of this challan or just note the relevant details and initiate the NEFT payment from their Bank.
11. 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.

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

### **Instructions for Online Bid Submission**

This tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app> ). 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:

<http://eprocure.gov.in/eprocure/app>

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click **here to Enroll**" on the CPP Portal. Enrolment 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 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.
- 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:**

12. Bidders will open the link <https://easypay.axisbank.co.in/nrl> and type the Tender ID for which EMD is to be paid and click on the option "Validate".

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

***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.***

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the prices bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232 / 1800 233 7315 .

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