



NOTICE INVITING TENDER

Offers in **two-bid- online system** are invited from competent contractors for the following work:

Name of Work:	Operation and Maintenance of Refinery & NRMT Canteens (COMM/C22/6811).
Tender No. & date:	Tender No. OC22000112/NIR DTD. 11.09.2019
Due date & Time of bid submission:	03.10.2019 Up to 11:00 Hrs
Earnest Money Deposit	Rs. 1,00,000.00 (Rupees one lakh only) (Bidders are required to submit the EMD amount online through the link https://easypay.axisbank.co.in/nrl i.e. within 03.10.2019 at 11.00 hrs. Please note that EMD amount only in online mode is acceptable and no other mode i.e. offline or hard copy is not acceptable.)
Contractual Period	2 (two) years with a provision for extension by another 01 (one) year at the same rates and terms & conditions, if the performance of the contractor is found satisfactory.
Date & Time of Pre bid Conference / Venue	<p>Bidders or their authorized representative (s) (limited to 2 persons only) are advised to attend the Pre- Bid discussion</p> <p><u>at 11:00 hours on 24.09.2019 (Tuesday)</u> at Commercial Department (Conference Hall), Numaligarh Refinery Limited, Golaghat, Assam 785699</p> <p><u>The bid of any Vendor/ Contractor not participating in the pre bid discussion shall be rejected.</u> All intending bidders are requested to come along with the requisite PQC documents.</p> <p>Bidders may contact Mr Jagadish Ch. Sarma, AM (HR-IR), at NRL Kolkata office (Contact no. 9435152183 and e-mail id: - jagadish.c.sarma@nrl.co.in for any query regarding Pre-bid discussion</p>

Tender Schedule:

S. No.	Title	Date & Time
1	Tender Publish Date	11.09.2019 at 18.00 hrs
2	Tender document download start date & time	11.09.2019 at 18.00 hrs
3	Tender document download end date & time	02.10.2019 at 11.00 hrs
4	Bid Submission start date & time	11.09.2019 at 18.00 hrs
5	Bid Submission end date & time	03.10.2019 at 11.00 hrs
6	Bid opening date & time (Technical Bid)	04.10.2019 at 11.00 hrs

QUALIFICATION REQUIREMENT:

A. Pre-Qualification Criteria: -

- Experience of running industrial canteen/Guest House/office canteen providing all kinds of meals for at least two years.

Or,

Establishments/ agencies catering establishments/ restaurants/ Resorts running for continuous last 2 years, which will be verified by NRL.

2. The contract for canteen operation and maintenance is very sensitive as the contractor has to provide 24X7 service to shift and general shift employees located at all locations of the refinery and NRMT. The contractor needs to be apprised about the type of services and its critical nature, the importance on cleanliness and hygiene to maintain FSSAI standards etc. So, to understand all these details of the contract, attending pre-bid meeting is a must. *The bidders failing to attend the per-bid discussion shall be liable to be rejected.*

B. **Past Experience** of having successfully completed **similar works*** during last 10 years ending last month should be either of the following:

	Past Experience (Rs. in lakh)	Avg. Annual Turnover (Rs. in lakh)
One similar completed work costing not less than	223.90	134.34
Two similar completed work costing not less than	179.12	
Three similar completed work costing not less than	134.34	

Note: Relevant work order copies and completion certificates are to be enclosed with offer. The value of past experience shall be adjusted at a simple rate of 07% for every completed year and / or part thereof ending last day of the month proceeding the month in which bids are invited).

***Similar Works:**

Experience of running industrial canteen/Guest House/office canteen providing all kinds of meals for at least two years.

Or,

Establishments/ agencies catering establishments/ restaurants/ Resorts running for continuous last 2 years, which will be verified by NRL.

SPECIAL NOTE TO THE BIDDERS:

*The above mentioned requirement of **prior turnover** and **prior experience will not be relaxed** even if the bidder is Micro and Small Enterprise or Startup and meets the quality and technical specifications described in the tender, subject to submission of valid supporting documents by the bidder.*

Intending agencies shall download the tender document from NRL website www.nrl.co.in free of cost.

TENDER DOCUMENT: Being an e-tender the bid have to submitted online in the e-tender portal i.e. <http://eprocure.gov.in/eprocure/app>. Kindly refer **Annexure C** for the detailed procedure.

For any assistance, please contact the following person:

**Dhiraj Mohan Saikia , Phone No 03776 – 265774,
E mail : z_tender@nrl.co.in**

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

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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:** Signed and seal of each page (filled in information in tender).
3. **Technical 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 copy, ESI etc.

To update MSME details please follow the steps:

1. Logon to the CPPP
2. Login with your account details
3. Click on **My Accounts**
4. Click on **Privileges**
5. Under **MSME** you have to update your details.

If any issues occur please contact CPPP helpdesk at 0120-4200462 / support-eproc@nic.in

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 “OC22000112”.
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.

GENERAL:

NRL takes no responsibility for delay or non-receipt of tenders for reasons not attributable to NRL. NRL reserve the right to accept or reject any or all the tenders without assigning any reason thereof and to allow purchase preference to Public Sector Enterprise as admissible under existing Government Guidelines.

GM (Commercial),I/c
Date September 11, 2019
Numaligarh Refinery Limited,
Numaligarh, Dist: Golaghat,
Assam – 785699.
Phone: 03776-265545/265491

Annexure- C

Instructions for Online Bid Submission:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format

provided and no other format is acceptable. If the prices bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white 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 Mobile : +91-7878007972 / 73.

Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this e-Procurement Portal

12. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment 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/MtnlTrustline/SafeScript/TCS.
13. Bidder then logs into the portal giving user id / password chosen during enrollment.
14. The e-token that is registered should be used by the bidder and should not be misused by others.
15. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
16. 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.

17. 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.
18. 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.
19. 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.
20. 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.
21. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
22. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
23. 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.
24. 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.
25. 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.**
26. 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
27. 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.
28. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
29. 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.
30. 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.

31. 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.
32. 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
33. 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.
34. 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.
35. 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.
36. 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)**.