

**NIT FOR TENDER NO. CGI4714P24**

**OIL INDIA LIMITED**  
**(A Government of India Enterprise)**  
**Pipeline Headquarters**  
**P. O. –Udayan Vihar, Guwahati-781171, Assam, India**  
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OIL INDIA LIMITED invites Competitive Domestic Bid through its e-procurement portal “<https://etender.srm.oilindia.in/irj/portal>” for the following Services:

Tender No	TECHNICAL Bid Closing Date & Time	Service Description
<b>CGI 4714P24 (SINGLE STAGE TWO-BID)</b>	<b>14.12.2023 At 11.00 A.M.</b>	<b>Comprehensive Annual Maintenance Contract of OIL’s Crude oil Pipeline SCADA system hardware, Servers, Workstations, Monitors, Switches, Routers, Firewall elements, Printers, PC’s, Laptops, &amp; Network elements installed under UGPS phase 1 in Assam, West Bengal and Bihar for a period of Three (3) years, extendable by 1 year.</b>

The details of IFB and procedures for applying & participation can be viewed using “Guest Login” provided in the e-procurement portal and also in OIL’s web site [www.oil-india.com](http://www.oil-india.com). The link to OIL’s E-Procurement portal has also been provided through OIL’s website.

All corrigenda, addenda, amendments, time extension, etc. to the tender will be hosted on above Website and e-portal only and no separate notification shall be issued in the press. Bidders should regularly visit above website and e-portal to keep themselves updated

**BID REJECTION CRITERIA(BRC) / BID EVALUATION CRITERIA (BEC)**

The bid shall conform generally to the specifications and terms and conditions given in the Bidding Documents. Bids will be rejected in case material and services offered do not conform to the required parameters stipulated in the technical specifications. Notwithstanding the general conformity of the bid to the stipulated specifications, the following requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected. All the documents related to BEC/BRC shall be submitted along with the Techno-Commercial Bid.

**1.0 Financial capability:** Bidders must have:

(A) Annual financial turnover as per Audited Annual Reports in any of the preceding three (3) financial years should be at least **Rs.21,81,500.00**.

**FOR CONSORTIUM:**

At least one member of the consortium needs to meet the above criteria of 50% turnover. The other members of consortium should meet minimum 25% turnover requirement.

(b) Net Worth should be positive for the preceding financial year.

**NOTE: -Considering the time required for preparation of Financial Statements, if the last date of preceding financial/ accounting year falls within the preceding six months reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder, then the financial turnover of the previous three financial / accounting years excluding the preceding financial / accounting year will be considered. In such cases, the Net worth of the previous financial/ accounting year excluding the preceding financial/ accounting year will be considered. However, the bidder has to submit an affidavit/ undertaking certifying that the balance sheet/ Financial Statements for the financial year 2022-2023(or as the case may be) has actually not been audited so far.**

For proof of Annual Turnover & Net worth any one of the following document must be submitted along with the bid: -

i) A certificate issued by a practicing Chartered/Cost Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover & Net worth. *In addition to membership number & Firm Registration Number, UDIN is also to be specified in the certificate of Turnover & Net worth issued by the CA.*

OR

ii) Audited Balance Sheet along with Profit & Loss account.

(c) In case the bidder is a Central Govt. Organization/PSU/State Govt. Organization/Semi-State Govt. Organization or any other Central/State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN (Firm Registration Number) is not available. However, bidder needs to provide documentary evidence for the same.

**2.0 Experience:** Bidders must have:

2.1 Experience of having successfully completed ***similar works in previous 7(seven) years*** to be reckoned from the original bid closing date should be the following value:--

(i) Experience of at least 1(one) similar work of minimum value of **Rs.36,35,800.00**

***Similar work is defined as experience as detailed below:***

a. ***"Similar work" for Bidder's Experience: "Similar Works" in this case means Comprehensive Annual Maintenance Contract of a network of Servers/ Workstations, Monitors, Switches, Routers, Printers etc with at least 5 servers, 15 workstation and 5 network switches in the whole network in Oil & Gas industry PSU, Central & State Government Department, Public Sector Undertaking, reputed Oil & Gas private company.***

b. ***Bidder's Eligibility: Bidder shall be an authorized agent / dealer / distributor / supply house/channel Partner/ Multi-vendor maintenance and spare parts service provider / Authorized Partner of OEM of Server / Workstation / Switches in the tendered item(s) having valid authorization letter / dealership certificate / back-to-back support agreement with***

*warranty/ guarantee back up from the principal (OEM). Copy of authorization letter / dealership certificate with warranty/ guarantee back up from the principal (OEM) must be submitted along with the technical bid and should have experience of supplying the tendered item(s).*

*c. The Bidder should be an Authorized Partner of HP & CISCO for timely support & sourcing spare along with the bidder's eligibility criteria. Quotation shall be rejected if the bidder quotes without necessary authorizations document.*

*d. The bidder is required to provide undertaking that they will enter into back-end support from OEM/OEM Authorized partner/Multi-vendor maintenance and spare parts service provider for breakdown of critical devices i.e. HP Server, Workstation & Cisco Switch etc. Tie up certificate have to be produced along with technical bid. The successful bidder is required to submit documentary evidence showing backend agreement with OEM / OEM Authorized partner/ Multi-vendor maintenance and spare parts service provider for HP Server/Workstation & Cisco Switch etc.*

*e. Bidder/Vendor has to enclose authorization certificate from OEM/OEM Authorized partner/ Multi-vendor maintenance and spare parts service provider for critical devices i.e. HP Server, Workstation & Cisco Switch etc. Quotation shall be rejected if the bidder quotes without necessary authorizations.*

*f. Bidder/vendor should have office establishment in a radius of 50 km of Pipeline Headquarter, Narangi, Guwahati and at least one full-fledge service center in Northeast India for last 5 years with adequate stocks of spares and at least 4 nos. of qualified engineers BE/B tech/Diploma with experience in their organizations. Documentary evidence to be submitted along with the bid. Also, a list along with contact details of Qualified Engineers have to upload along with the technical documents.*

*g. The bidder should have minimum 2 Cisco certified networking engineer. The certificate has to be shared with the bid document for validation.*

*h. The bidder must be ISO 9001 certified, which will specify the requirements for a quality management system where an organization needs to demonstrate its ability to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.*

*i. The bidder must be ISO 27001 certified related to the requirements for an Information security management system (ISMS) where all legal, physical and technical controls involved in an organization's information risk management processes as well as protect client and employee information.*

*j. Bidder/Vendor should not be blacklisted in any Govt. Organization. A certificate of undertaking duly notarized must be submitted.*

## 2.2 Documentary Evidence:

Documentary evidence in support of work experience and fulfilling the requirement as spelt out in clauses above must be submitted along with techno-commercial bid.

The documentary evidence in support of work experience provided should have at least three of the job item experience as defined in the similar works criteria above.

A. These documents shall be in the form of copies of Work Order and/or Contract document along with Completion Certificates. The Work Order and/or Contract Document shall contain detail scope of work in support of Work Experience.

OR

B. In case the work is done for OIL, the bidder shall submit documentary evidence in the form of copies of Final Service Entry Sheet (SES) and copies of Work Order and/or Contract document.

2.3 A job executed by a bidder for its own organization / subsidiary cannot be considered as experience for the purpose of meeting BEC.

2.4 For proof of requisite experience and relevant technical requirements, any one of the following documents/photocopies must be submitted along with the bid:

a) In case of OIL contractors, Copy of Certificate of Completion (COC)/ Work Orders /Certificate of Payments (COP) / Service entry Sheet (SES) of jobs successfully executed during the last seven years ending bid closing date, showing gross value of the job done, Nature of job done and Time period covering the financial year(s) as per NIT. **It may be clearly noted that simply mentioning of OIL Contract Number or Work order will not be accepted.**

In case of a bidder who is not an OIL Contractor, then a relevant Certificate issued by PSUs or Central Govt. or State Govt. in last seven years from date of original bid closing date showing:

- a) Gross value of job done; and
- b) Nature of job done; and
- c) Time period covering the financial year(s) as per NIT; and
- d) Clearly mentioning job completion date.

2.5 Job executed by the bidder for PMC/EPC/EPCM/EPMC for projects under Oil & gas domain of Central Govt/ PSU/ State Govt/State PSU/reputed private sector will also be accepted as experience by bidder. To substantiate the evidence documents of experience are to be submitted as per clause A (2.2).

Or

Bidders who have executed similar nature of jobs as detailed in clause 2.1 (ii) above as sub vendors for principal contractors/service providers under the PMC/EPC/EPCM/EPMC for projects/ AMC related services in Oil & gas domain of Central Govt/PSU/State PSU/ reputed private sector in hazardous area are also acceptable. To substantiate evidence documents of experience are to be submitted as per clause A (2.2).

3.0 Deviation to the following provision of the tender document shall make the bid liable for rejection:

- i. Firm price
- ii. EMD / Bid Bond
- iii. Scope of work
- iv. Specifications
- v. Price Schedule
- vi. Delivery / Completion Schedule
- vii. Period of Validity of Bid
- viii. Liquidated Damages
- ix. Performance Bank Guarantee / Security deposit
- x. Guarantee of material / work
- xi. Arbitration / Resolution of Dispute
- xii. Force Majeure
- xiii. Applicable Laws
- xiv. Integrity Pact, if applicable
- xv. Any other condition specifically mentioned in the tender documents elsewhere that non-compliance of the clause lead to rejection of the bid.

4.0. Bidders have to furnish the followings:-

- 1 NAME OF FIRM
- 2 DETAIL POSTAL ADDRESS
- 3 TELEPHONE NO.
- 4 MOBILE NO.
- 5 E-MAIL ID
- 6 FAX NO.
- 7 CONTACT PERSON
- 8 CONTACT PERSON'S CONTACT NO.
- 9 TAX EXAMPTION CERTIFICATE NO, if applicable. (Self-Attest copy required)
- 10 CST REGD. NO, if applicable . (Self-Attest copy required)
- 11 LOCAL SALE TAX REGD.NO if applicable. (Self-Attest copy required)
- 12 PAN NO. (Self-Attest copy required)
- 13 VAT REGD.NO, if applicable. (Self-Attest copy required)
- 14 BANK ACCOUNT NO.
- 15 BANK ACCOUNT TYPE
- 16 BANK NAME
- 17 BANK ADDRESS
- 18 GST. NO (Self Attest copy required)

#### 5.0 **COMMERCIAL:**

1. Bidder shall submit the offer under "Single Stage Two bid System"; Technical bid" and the "Price Bid".
2. Bidder shall furnish Bid Security along with Bid. Bid security shall be furnished as a part of 'Technical Bid'. Any bid not accompanied by a proper bid security will be rejected. Bidder shall submit original document to the address as specified with BCD before Bid opening date and time, otherwise Bid will be rejected.

3. Bidder shall furnish Bid Security as referred in Relevant Section of the Bid document so as to reach the Company (i.e. OIL) before due date of closing. Any bid for which bid security is not received before due Date of Bid Closing will be rejected.
4. Validity of the bid shall be minimum 120 days. Bids with lesser validity will be rejected.
5. Any bid received in the form of Telex/Cable/Fax/E-mail/ Telephone call will not be accepted.
6. Bidders must quote clearly and strictly in accordance with the price schedule outlined in relevant section of Bidding Documents; otherwise the bid will be rejected.
7. Any bid containing false statement will be rejected.
8. The Bid Documents are not transferable. Bids made by parties who have not purchased the Bid Documents from the Company will be rejected.
9. Any Bid received by the Company after the deadline for submission of bids prescribed by the Company will be rejected.
10. Price quoted by the successful Bidder must be firm during the performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and rejected.
11. Bids shall be typed or written in indelible ink and shall be signed by the bidder or his authorized representative.
12. Any physical documents wherever called for, submitted by bidders shall contain no interlineations, white fluid erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such correction shall be initialed by the person or persons who has/have digitally signed the Bid.
13. Bidder shall fulfil all the relevant clauses applicable for this Tender.

#### 7.0 Evaluation of Bids:

The Bids will be evaluated as per the Bid Evaluation Criteria (BEC) as stated herein as under:

#### **5.1 BID EVALUATION CRITERIA (BEC)**

Bids conforming to the terms and conditions stipulated in the bid document and considered responsive and subject to qualifying the Bid Rejection Criteria will be considered for further evaluation.

2. To ascertain the inter-se-ranking, the comparison of the responsive bids will be made on the basis of total amount quoted for the items of SOQ.
3. In case more than one bidder emerges as lowest bidder due to equal rate quoted by the bidder, then the lowest bidder will be decided by draw of lots. Company's decision in this regard is final and binding to all bidders.
4. Any discount/rebates offered shall not be considered for evaluation of bids. However, if the lowest bidder happens to be the final acceptable bidder for award of contract and if they have offered any discount/rebate the contract shall be awarded after taking into consideration such discount/rebate after negotiation or otherwise.
5. Company will open the Bids in the presence of Bidder's representatives who choose to attend at the date, time and place mentioned in the Forwarding Letter. However, an authorization letter from the bidder must be produced by the Bidder's representative at the time of bid opening. Unless this Letter is presented, the representative will not be allowed to attend the bid opening. Only one representative against each bid will be allowed to attend.
6. Bid for which an acceptable notice of withdrawal has been received shall not be opened. Company will examine bids to determine whether they are complete, whether

requisite Bid Securities have been furnished, whether documents have been properly signed and whether the bids are generally in order.

7. At bid opening, Company will announce the Bidder's names, written notifications of bid modifications or withdrawal, if any, the presence of requisite Bid Security and such other details as the Company may consider appropriate.

8. Company shall prepare, for its own records, document containing the information disclosed to those present in accordance.

9. To assist in the examination, evaluation and comparison of bids the Company may at its discretion, ask the Bidder for clarifications of its bid.

The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

10. Prior to the detailed evaluation, Company will determine the substantial responsiveness of each bid to the requirement of the Bidding Documents. For purpose of these paragraphs, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Document without deviations or reservation. A deviation or reservation is one which affects in any way substantial way the scope, quality, or performance of work, or which limits in any substantial way, in-consistent way with the bidding documents, the Company's right or the bidder's obligations under the contract, and the rectification of which deviation or reservation would affect unfairly the competitive position of other bidders presenting substantial responsive bids. The Company's determination of bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

11. A Bid determined as not substantially responsive will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

12. The Company may waive minor informality or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Bidder.

## **5.2 OPENING OF COMMERCIAL/ PRICE BIDS:**

1. Company will open the Commercial/Price Bids of all the Bidders on a specific date in presence of interested bidders.

2. The Company will examine the Price quoted by Bidders to determine whether they are complete, any computational errors have been made, the documents have been properly signed, and the bids are generally in order.

3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price (that is obtained by multiplying the unit price and quantity) the unit price shall prevail and the total price shall be corrected accordingly. If any Bidder does not accept the correction of the errors, their bid will be rejected.

4. All entries in the offer must be made in English. Rates quoted must be firm and shall be both in figures and words. In case of any discrepancy the rates quoted in words will prevail. No overwriting shall be allowed and all corrections must be initiated.

5. Bidders are requested quote their rates in the Price Format enclosed as per SOQ. Rates quoted shall be both in figures and words. In case of any discrepancy the rates quoted in words will prevail.

6. In case, any of the clauses in the BRC contradict with other clauses of Bid Document elsewhere, then the clauses in the BRC shall prevail.

e) The original copy of documents [furnished by bidders(s)] shall have to be produced by bidder(s) to OIL as and when asked for.

6) **COMPLIANCE OF THE COMPETITION ACT, 2002:** The bidder shall strictly comply with the provisions of the Competition Act, 2002, more particularly, Section-3 of the Act. Any violation of the provisions of the Act shall attract penal action under the Act.



**ANNEXURE-AA:**

**CERTIFICATE OF ANNUAL TURNOVER & NETWORTH**

(To be issued by practicing Chartered/Cost Accountant Firm  
on their Letter Head)

**TO WHOM IT MAY CONCERN**

This is to certify that the following financial positions extracted from  
the audited financial statement of M/s\_\_\_\_\_ (Name of the  
bidder) for the last three(3) completed accounting years up  
to\_\_\_\_\_ (as the case may be) are correct.

YEAR	TURNOVER(Rs.)	NETWORTH(Rs.)

Place:

Date:

Seal:

Membership Code and Registration No.

Signature

\*\*\*\*End of BEC-BRC\*\*\*\*