



**Government
eProcurement
System**

eProcurement System Government of India

Tender Details

Date : 05-Jan-2021 09:45 AM

Print

Basic Details

Organisation Chain	Hindustan Urvarak and Rasayan Limited Baruni-Bihar - HURL		
Tender Reference Number	HURL / BR/ CC / 20-21 / 10		
Tender ID	2021_HURL_607305_1		
Tender Type	Open Tender	Form of contract	Supply
Tender Category	Works	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	R-T-G-S
	2	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Scanned copy of proof for payment of Earnest Money Deposit.
		.pdf	Scanned copy of proof for qualifying the Pre-qualification criteria of Tender
		.pdf	Scanned copy Certificates like GST No, PAN No, PF No. etc.
		.pdf	Signed and scanned Copy of Annexure - A , Annexure-B and Annexure-E
		.pdf	Signed and scanned copy an undertaking that the agency has not been blacklisted (Annexure-D).
		.pdf	Signed and scanned copy of No deviation Certificate (Annexure-C).
		.pdf	

			Signed and scanned Copy of Special condition of contract and General Condition of contract.
2	Finance	.xls	Price bid

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	14,801	EMD through BG/ST or EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	HURL	EMD Payable At	New Delhi

Work /Item(s)

Title	Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni				
Work Description	Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Information Technology	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	120	Period Of Work (Days)	365
Location	HURL BARAUNI	Pincode	851115	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	HURL BARAUNI Admin Building
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	05-Jan-2021 10:00 AM	Bid Opening Date	20-Jan-2021 03:00 PM
Document Download / Sale Start Date	05-Jan-2021 10:00 AM	Document Download / Sale End Date	19-Jan-2021 03:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	05-Jan-2021 10:00 AM	Bid Submission End Date	19-Jan-2021 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	NIT	393.01	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_638318.xls	Price bid	263.00
	2	Tender Documents	Tenderdoc.pdf	Tender document	1040.43

Auto Extension Corrigendum Properties for Tender

Iteration	No. of Bids less than or equal to	Tender gets extended to No. of days
1.	2	4
2.	2	3

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	alamanayat@hurl.net.in	Anayat Alam	Anayat Alam
2.	golamsarowar@hurl.net.in	GOLAM SAROWAR	Golam Sarowar
3.	lovarajukarri@hurl.net.in	LOVA RAJU KARRI	Lova Raju Karri

Tender Inviting Authority

Name	DGM PJ and Admin
Address	DGM PJ and Admin HURL BARAUNI Admin Building, Pin-851115

Tender Creator Details

Created By	Anayat Alam
Designation	Manager
Created Date	05-Jan-2021 09:24 AM

NOTICE INVITING TENDERS



HINDUSTAN URVARAK & RASAYAN LIMITED

(A JV of NTPC, CIL, IOCL, FCIL & HFCL)

Barauni Urvarak Nagar, Begusarai

P.O: Barauni, Distt: Begusarai (Bihar), Pin: 851115

[Registered Office SCOPE Minar, Core - 4, 9TH Floor, Laxmi Nagar District Center, Delhi-110092]

TWO-BID SYSTEM e-TENDER

1. Online electronic bids (e-tenders) under two cover systems are invited on behalf of Hindustan Urvarak and Rasayan Limited. “**Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni**”. Manual bids shall not be accepted. The Bidder to submit bids all the document only Online. The HURL doesn't accept any documents off line, only proof of EMD fee original copy accepted.
2. Tender documents may be viewed and downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under section 3.2.
The bid is to be submitted online only on <https://eprocure.gov.in/eprocure/app> up to the last date and time of submission of bids.

3. The brief details and critical dates of the tender are as under:

3.1 The brief details of tender: -

S. No	Item	Description
(i)	Name of work	“ Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni ”.
(ii)	Tender Reference No.	HURL / BR/ CC / 20-21 / 10.
(iii)	Mode of Tendering	e-Procurement System (Online) Cover –I Technical bid. II- Price bid
(iv)	Tender Type	Open tender
(v)	Cost of Bid document/ Tender Fee	0.0 (NIL)

(vi)	Bid Security/Earnest Money Deposit (EMD)	Rs. 14,801/- BANK Details for EMD Payment through NEFT/RTGS: Bank Name – State Bank of India, CAG-II NEW DELHI (17313) IFS CODE: SBIN0017313, Account No: 00000037880422277. Issue by State Bank of India or any nationalised Bank in India.
(vii)	Duration for Completion of Works	12 months from the date of acceptance of LOA.
(viii)	Period of Bid validity	120 days from the date of bid opening.
(ix)	Tender Inviting Authority	DGM (PJ & ADMN) Barauni Urvarak Nagar, Begusarai P.O: Barauni, Distt: Begusarai (Bihar), Pin: 851115.
(x)	Venue of Bid opening	Online bid opening, HURL Barauni Urvarak Nagar, Begusarai P.O: Barauni, Distt: Begusarai (Bihar), Pin: 851115.

3.2 The Critical dates of tender are as under:

S. No	Particulars	Date & Time
(i)	Published Date	05.01.2021 (10.00AM)
(ii)	Bid Document Download / Sale Start Date	05.01.2021 (10.00AM)
(iii)	Bid Submission Start Date	05.01.2021 (10.00AM)
(iv)	Bid Document Download / Sale End Date	19.01.2021 (3.00PM)
(v)	Bid Submission End Date	19.01.2021 (3.00PM)
(vi)	Bid Opening Date	20.01.2021 (3.00PM)
(vii)	Price Bid Opening Date & Time Cover-II	Date & time to be intimated later

4. Bid Submission:

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Tenderer/Contractors are advised to follow the instructions “**Instructions to Bidder for Online Bid Submission**” provided for online submission of bids.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

6. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> , <https://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with HURL.
7. Intending tenderers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment etc.
8. Applicant contractor must provide EMD Payment: Earnest Money is to be deposited electronically by NEFT/RTGS in the account of HURL at the below Mentioned details. Bidders are required to submit the details of EMD payment at the time of Bid Preparation. BANK Details for EMD Payment through NEFT/RTGS:
Bank Name – State Bank of India, CAG-II NEW DELHI (17313) IFS CODE: SBIN0017313,
Account No: 00000037880422277. Issue by State Bank of India or any nationalized Bank in India.
9. The Hard Copy of original instruments in respect of earnest money must be delivered to the DGM (PJ & Admin) Hindustan Urvarak & Rasayan Limited, Barauni Urvarak Nagar, P.O: Barauni, Distt.: Begusarai (Bihar), Pin: 851115 on or before bid opening date/time as mentioned in critical date. THE Tender shall be liable for rejection for non-submission of original payment instrument like DD etc., against the submitted bid.
10. All NSIC / SSI / MSME registered vendors are exempted from submission of EMD fee. NSIC/SSI /MSME certificate must be submitted online to avail the exemption from submitting the EMD.
11. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated latter.
12. HURL reserve the right to reject any or all tenders and shall not be bound to assign any reason for such rejection.
13. HURL would request to submit Shortfall documents/any types of documents as per tender from the bidder only once, if HURL required. The bidder has to submit the documents only online within given time period, if the bidder does not submit the same documents then offer shall be liable for rejection without any further communication.
14. In case tie between two or more bidders at L-1 position, the sole criterion for determining the L1 bidder shall be on the basis of Annual Turn Over of the party in the most recent year. Party having the highest annual turnover in total in most recent years will be considered as L1 party.

15. Not with standing any other condition/provision in the tender documents, bidders are requested to submit complete documents pertaining to PQC along with their offer. Failure to meet the PQC will render the bid to be summarily rejected. HURL reserve the right to complete the evaluation based on the details furnished by the bidder with or without seeking any additional supporting documents/clarification.

16. Submission of Tender: -

16.1 Technical Bid

The following documents are to be uploaded using digitally Signature Certificate (DSC) by the Bidder/ Contractor along with Technical Bid as per the tender document:

- I. Scanned copy of proof for payment of Earnest Money Deposit.
- II. Scanned copy of proof for qualifying the Pre-qualification criteria of Tender.
- III. Scanned copy Certificates like GST No, PAN No, PF No. etc.
- IV. Signed and scanned Copy of Tender Acceptance Letter (**Annexure-B**), No near relative certificate (**Annexure-E**), & Electronic Payment Format (**Annexure-A**).
- V. Signed and scanned copy an undertaking (self-certificate) that the agency hasn't been blacklisted (**Annexure-D**) by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
- VI. Signed and scanned copy of No deviation Certificate (**Annexure-C**).
- VII. Signed and scanned Copy of Special condition of contract and General Condition of contract.

16.2 PRICE BID

(i) Schedule of price bid in the form of BOQ_XXXX.xls

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with HURL.

17. Checklist of documents to be submitted online: Yes/No

S. No	Documents details to be submitted in e-tender	Submitted Yes/No
(i)	Scanned copy of proof for payment of Earnest Money Deposit.	
(ii)	Scanned copy of proof for qualifying the Pre-qualification criteria of Tender	
(iii)	Scanned copy Certificates like Registration Certificate, GST No, PAN No, PF No etc.	
(iv)	Signed and Scanned Copy of Electronic Payment Format (Annexure-A).	
(v)	Signed and Scanned Copy of Tender Acceptance Letter (Annexure-B).	
(vi)	Signed and Scanned Copy of No deviation Certificate (Annexure-C).	
(vii)	Signed and Scanned Copy of an undertaking that the agency hasn't been blacklisted (Annexure-D).	
(viii)	Signed and Scanned Copy of No near relative certificate (Annexure-E).	
(ix)	Signed and scanned Copy of Special condition of contract and General Condition of contract.	

XX



HINDUSTAN URVARAK & RASAYAN LIMITED

(A JV of NTPC, CIL, IOCL, FCIL & HFCL)

Barauni Urvarak Nagar, Begusarai

P.O: Barauni, Distt: Begusarai (Bihar), Pin: 851115.

[Registered Office, SCOPE Minar, Core- 4, 9th Floor, Laxmi Nagar District Centre, Delhi-110092]

TWO-BID SYSTEM e-TENDER

Hindustan Urvarak & Rasayan Limited, Barauni, invites electronic online bids (e -Tender) through CPPP web site <https://eprocure.gov.in/eprocure/app> under Two Bid system (Part I :Techno commercial bid & Part II: Price Bid or BOQ) from bonafide and experienced bidders with sound technical and financial standing and capabilities & fulfilling the qualifying requirement for the tendered job as given in the NIT.

HURL, Barauni request bidders to quote in line with tender documents uploaded (refer attached Index) & submit the offer on our e-portal <https://eprocure.gov.in/eprocure/app>.

Upload of Tender: Tenderers are advised to download Notice Inviting Tender along with other tender documents and submit the declarations and tender documents along with clear scanned copies of requisite documents to substantiate the claim towards their credentials while the tender shall be submitted online in soft copy on our e-tendering portal.

All interested bidders have to submit techno commercial bid (Part I) & Price Bid (BOQ) (Part II) strictly in the tender format available online on e-portal. No other form of bid shall be accepted and the tender shall be summarily rejected. Bids shall be digitally signed and uploaded by someone legally authorized and competent on behalf of this firm / company and relevant documents w.r.t. the same to be uploaded along with the bid by the bidders.

Earnest Money Deposit has to be submitted as per NIT /Tender instructions before the due date and time of tender techno commercial bid opening, failing which the bid shall be liable for rejection.

For & on behalf of
HURL Barauni

DGM (PJ & ADMIN)

HINDUSTAN URVARAK & RASAYAN LTD., BARAUNI

Open Tender Enquiry

Barauni Urvarak Nagar, Begusarai-851115

1. Online bids are invited on two bid system for “**Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni**”. Manual bids shall not be accepted. Tender No.: HURL/BR/CC/20-21/10.
2. Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE as in Point no. 4 of NIT.
3. Type of Tender: Open Tender – Two bid – Percentage (%) rate tender--E-Tender.

4. **Critical Date Sheet:**

Published Date	05.01.2021 (10.00AM)
Bid Document Download / Sale Start Date	05.01.2021 (10.00AM)
Bid Submission Start Date	05.01.2021 (10.00AM)
Bid Document Download / Sale End Date	19.01.2021 (3.00PM)
Bid Submission End Date	19.01.2021 (3.00PM)
Bid Opening Date	20.01.2021 (3.00PM)

5. **Pre-qualification criteria (PQC):**

Before submitting bids, online bidders are requested to go through the following pre-qualification criteria (PQC). Bidders to upload /submit relevant PQC documents along with bid (Part-I) duly scanned & digitally signed towards fulfillment of below mentioned PQC.

Offers with incomplete/irrelevant/illegible/ambiguous PQC documents not clearly meeting PQC requirements, shall be liable for rejection without any communication in this regard.

Notwithstanding any other condition / provision in the tender documents, bidders are required to submit complete documents pertaining to Pre-Qualification Criteria (PQC) along-with their offer. However, in case of insufficient documents pertaining to PQC, HURL reserves the right to allow opportunity to the bidders, within fixed deadline, to provide complete and unambiguous documents in support of meeting the PQC. In case the bidder fails to submit the correct and complete documents, the bidder's offer will be rejected.

A) **Commercial Pre-qualification Criteria**

The Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the basic estimated Cost i.e. Rs. 2,22,002.00/-

“Proof of ATO shall be submitted in the form of Audited Balance Sheet along with statement of Profit & Loss Account certified by Chartered Accountant”.

Membership No. of Chartered Accountant must be clearly indicated in the above statement.

NIT Publication date shall be considered for reckoning Annual Turnover (ATO).”

- B)** For experience, of having successfully completed similar works during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following (value excluding GST) shall be as follows:

One similar nature of completed work (80% of Basic estimated Cost) costing not less than the amount equal to Rs. 5,92,006.00/-

‘OR’

Two similar nature of completed works (50% of Basic estimated Cost) each costing not less than the amount equal to Rs 3,70,004.00/-

‘OR’

Three similar nature of completed works (40% of Basic estimated Cost) each costing not less than the amount equal to Rs. 2,96,003.00/-

“Similar Nature of work” mentioned above is defined as **“Service / maintenance of IT related equipment’s in any industry or large organization.”**

Cost of completed work order(s), single/two/three mentioned above, is exclusive of service tax/GST and accordingly executed value of the job excluding service tax/GST shall be considered for evaluation of PQC.

- I. Detail work order (similar in nature as defined) along with completion certificate containing executed value of work, service tax/GST, work order reference, actual date of job completion etc. to be submitted by bidders along with the technical bid, towards fulfillment of above PQ criteria.
- II. Wherever executed value is not mentioned in the completion certificate, the copy of certified bills with service tax/GST details as applicable / Separate certificate from respective client (WO issuing company /Engineer In Charge) regarding executed value with service tax/GST details, date of completion etc., shall also be accepted towards fulfillment of PQC, if same is submitted along with completion certificate.
- III. Completion certificate submitted by the bidders shall have clarity with respect to whether service tax/GST is included/excluded in the executed value of the completed job, towards fulfillment of PQC and same shall be ensured by the bidders by submitting proper and relevant documents as required (e.g. separate certificate from respective client regarding service tax/GST) along with completion certificate.
- IV. If no clear documents as mentioned above regarding service tax/GST component included/extra/not applicable with respect to the executed value of the job mentioned in completion certificate is submitted by the bidder & In case Service tax/GST amount / component is also not specified in the submitted completion certificate, then the amount equivalent to rate of applicable service tax/GST as considered by HURL for the subject tender shall be deducted from the value of completed job mentioned in the completion certificate to arrive at the value of the completed job without service tax/GST.
- V. Similar ARC (Annual Rate Contract) Jobs that has been successfully completed by the bidder for the originally awarded period shall be considered as completed works even though such ARC is under execution on account of extension. However original term completion should be within the period as indicated in above PQC. Bidder to submit the relevant document along with bid certifying satisfactory completion of the job, executed value of the job and completion date for original period of contract, along with letter of extension of contract, certified by WO issuing company /Engineer In Charge.
- VI. In case of sub contract orders, credential as sub-contractor for above PQC shall be considered only when such work orders for sub contract has been issued with approval or written permission of end user/owner/consultant of the owner of the contract from the scope of work of which contractor under the contract has sub contracted a part of or entire work under such work order. In this regard, the bidder has to submit a certificate from the end user/owner/consultant of the owner stating that the main contractor has intimated them about the engagement of sub-contracting OR have been allowed/ permitted as a sub-contractor. Based on such Sub contracted portion of the job actually executed by the bidder as subcontractor, PQC evaluation shall be done i.e. In case only part job is subcontracted, similar job & executed value etc for the part job only shall be considered for PQC and not the full job.
- VII. Work completion date shall be considered for deciding the period of work experience.

6. **Bid Submission:**

- Bids shall be submitted online only at CPPP website <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractor is advised to follow the instructions provided for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
7. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
8. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with HURL.
9. Intending tenderers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
10. EMD Payment: Earnest Money Deposit is to be deposited electronically by RTGS in the account of HURL at the below mentioned details. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

BANK Details for EMD Payment through NEFT/RTGS:

Bank Name – State Bank of India, CAG-II NEW DELHI (17313)

IFS CODE: SBIN0017313, Account No: 00000037880422277.

11. EMD amount: **Rs. 14,801/-** (Rs. Fourteen thousand Eight hundred One only).
12. All NSIC /MSME/ SSI registered vendors are exempted from submission of tender fee & EMD. NSIC/SSI/MSME certificate must be submitted online to avail the exemption from furnishing the EMD.
13. The Hard Copy of original instruments in respect of earnest money must be delivered to the DGM (PJ & Admin) Hindustan Urvarak & Rasayan Limited, Barauni Urvarak Nagar, P.O: Barauni, Distt.: Begusarai (Bihar), Pin: 851115 on or before bid opening date/time as mentioned in critical date. Tenderer shall likely to be liable for rejection for non-submission of original payment instrument like DD etc., against the submitted bid.
14. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated latter.
15. HURL Barauni shall not be responsible for any postal /courier delay for submission of EMD original document.
16. Not with standing any other condition/provision in the tender documents, bidders are requested to submit complete documents pertaining to PQC along with their offer. Failure to meet the PQC will render the bid to be summarily rejected. HURL reserve the right to complete the evaluation based on the details furnished by the bidder with or without seeking any additional supporting documents/clarification.
17. In case tie between two or more bidders at L-1 position, the sole criterion for determining the L1 bidder shall be on the basis of Annual Turn Over of the party in the most recent years. Party having the highest annual turnover in total in the most recent years will be considered as L1 party.

18. Guideline for submission of bid: -

18.1 Technical Bid: The following documents are to be uploaded using digital Signature Certificate (DSC) by the Bidder/ Contractor along with Technical Bid as per the tender document:

- I. Scanned copy of proof for payment of Earnest Money Deposit.
- II. Scanned copy of proof for qualifying the Pre-qualification criteria of Tender.
- III. Scanned copy Certificates like GST No, PAN No, PF No. etc.
- IV. Signed and scanned Copy of Tender Acceptance Letter (**Annexure-B**), No near relative certificate (**Annexure-E**), Electronic Payment Format (**Annexure-A**)
- V. Signed and scanned copy an undertaking (self-certificate) that the agency hasn't been blacklisted (**Annexure-D**) by a Central / Stat/ e/UT Government institution and there has been no litigation with any government department on account of IT services.
- VI. Signed and scanned copy of No deviation Certificate (**Annexure-C**).
- VII. Signed and scanned Copy of Special condition of contract and General Condition of contract.

Note:

1. Bidders are requested to upload the clearly legible documents only; if the documents are not found legible then offer shall be liable for rejection without any further communication.
2. HURL may consider any or all documents uploaded in e-tender portal relating to the contract without signature, if the same has been uploaded from his authorized ID or DSC.

18.2 Price Bid:

Schedule of price bid in the form of BOQ_XXXX.xls

The below mentioned Financial Proposal/Commercial bid format is provided as BOQ_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BOQ_XXXX.xls as it is and quote their offer/rates in the permitted specified column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with HURL Barauni.

19.0 Checklist of documents to be submitted online Yes/No:

SN	Documents details to be submitted in e-tender	Submitted Yes/No
(i)	Scanned copy of proof for payment of Earnest Money Deposit.	
(ii)	Scanned copy of proof for qualifying the Pre-qualification criteria of Tender.	
(iii)	Scanned copy Certificates like Registration Certificate, GST No, PAN No, PF etc.	
(iv)	Signed and Scanned Copy of Electronic Payment Format (Annexure-A).	
(v)	Signed and Scanned Copy of Tender Acceptance Letter (Annexure-B).	
(vi)	Signed and Scanned Copy of No deviation Certificate (Annexure-C).	
(vii)	Signed and Scanned Copy of an undertaking that the agency hasn't been blacklisted (Annexure-D).	
(viii)	Signed and Scanned Copy of No near relative certificate (Annexure-E).	
(ix)	Signed and scanned Copy of Special condition of contract and General Condition of contract.	

Instructions for Online Bid Submission:

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 bid on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

1.0 REGISTRATION

- 1.1 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 Enrollment” on the CPP Portal which is free of charge.
- 1.2 As part of the enrollment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 1.3 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.
- 1.4 Upon enrollment 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 / nCode / eMudhra etc.), with their profile.
- 1.5 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.
- 1.6 Bidder then log in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

2.0 SEARCHING FOR TENDER DOCUMENTS

- 2.1 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.
- 2.2 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.
- 2.3 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.

3.0 PREPARATION OF BIDS

- 3.1 Bidder should take into account any / all corrigendum published on the tender document before submitting their bids.
- 3.2 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.
- 3.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3.4 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" or "Other Important Documents" 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.

4.0 SUBMISSION OF BIDS:

- 4.1 Bidder should log into the site well in advance for bid submission so that they can 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.
- 4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3 Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4.4 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 concerned official, 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.
- 4.5 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 price 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.
- 4.6 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.

- 4.7 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.
- 4.8 Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.9 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.10 Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), 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.
- 4.11 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.

5.0 ASSISTANCE TO BIDDERS

- 5.1 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.
- 5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directly to the 24x7 CPP Portal Helpdesk.

Or

Mr. Anayat Alam, Manager(C&I), Mobile No.: - 7781005841, E-mail: alamanavat@hurl.net.in

Mr. Arjun Kumar, Manager (Inst.), Mobile No: -8957560436, E-mail: arjunkumar@hurl.net.in

Mr. Vijay Kumar Yadav, Mobile No.: - 7070818181, E-mail: vijavmca26@gmail.com

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GUIDE LINES FOR SUBMISSION OF BANK GUARANTEE

1. The Bank guarantee should be as per enclosed format on Non-judicial stamp paper valuing Rs. 5/- for every Rs. 1000/- for a maximum limit to Rs. 10,000.00. The non-judicial stamp paper should be purchased in the name of issuing bank.
2. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name on the bank.
3. Two persons should sign as witnesses mentioning their full name and address.
4. The executors (Bank Authorities) should mention the power of attorney No and date executed in his/her favor authorizing him/them to sign the document or produce the Photostat copy of power of attorney.
5. Non - judicial stamp paper shall be used within 6 months from the date of purchase of the same. Bank Guarantee executed on the stamp paper of more than 6month old shall not be treated as valid.
6. The contents of Bank Guarantee shall be strictly as per our Performa.
7. Each page of Bank Guarantee shall bear signature and seal of the Bank.
8. All conditions, corrections, deletions in the bank guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. EMD / BG shall be accepted from only Nationalized Banks or any scheduled Banks as listed in the second schedule of Reserve Bank of India Act 1934 or from HURL approved banks.
10. Security Deposit or Contract Performance BG shall be accepted from any Nationalized Bank or from HURL approved Banks.
11. HURL approved banks are listed in Annexure enclosed.
12. Bank guarantee shall be kept valid for 365 days from the date of bid opening.

CHECK LIST

SN	Details of Checks	Yes/No & Remark
1.0	Is the BG on non-judicial stamp paper of appropriate value as per stamp act?	
2.0	Whether the date, purpose of purchase of stamp paper and name of purchaser are indicated on the back of stamp paper under the signature of the Stamp vendor? (The date of purchase of stamp paper should be not later than the date of execution of BG and the stamp paper should be purchased in the name of the executing bank or the party on whose behalf the BG has been issued. Also the stamp paper should not be older than six months from the date of execution of BG).	
3.0	In case the BG has been executed on the letterhead of the bank, whether the adhesive stamp of appropriate value has been affixed thereon.	
4.0	Has the executing officer of BG indicated his name, designation and Power of Attorney No / Signing Power No. etc. on BG.	
5.0	Is the each page of BG duly signed / initialed by executants and whether stamp of Bank is affixed thereon? Whether the last page is signed with full particulars including two witnesses under seal of bank as required in the prescribed Performa?	
6.0	Does the bank guarantee compare verbatim with the Performa prescribed in the bid documents?	
7.0	In case of any change in the contents of the text, whether the changes are minor / clerical nature (which in no way limits the right of HURL in any manner)?	
8.0	In case of deviation in the text of BG, which materially affect the right of HURL, whether the changes have been agreed based on the opinion by the Legal Department or BG is considered acceptable on the basis of opinion of Law Department already available on the similar issue.	
9.0	Are the factual details such as Bid Document No, NOA/LOA Contract No, Contract Price, Percentage of Advance, Amount of BG and Validity of BG correctly mentioned in the BG?	
10.0	Whether overwriting / cutting, if any, on the BG have been properly authenticated under the signature & seal of executants.	
11.0	Whether the BG has been issued by the bank in line with the provisions of bid/contract documents?	
12.0	In case BG has been issued by a bank other than those specified in Bid / Contract Document, is the BG confirmed by a bank in India acceptable as per Bid / Contract documents?	

FOR BID SECURITY LIST OF BANKS

- SBI AND ASSOCIATES
- NATIONALISED BANKS
- SCHEDULED PRIVATE BANKS (INDIAN BANKS)
- OTHER PUBLIC SECTOR BANKS

GENERAL CONDITIONS OF CONTRACT (GCC)

1.0 Scope of Contract

The Scope of Contract/ Order shall be as per 'Technical Specification/SOR' attached to the NIT.

2.0 Firm Price

Price to be quoted shall be firm and subject to no escalation whatsoever during the contractual completion period including extended period, if any, except for any statutory variations i.e. change in the rate of tax & duty and/or inclusion of any new tax & duty. Bid with variable price will not be accepted.

3.0 Location:

Duly executed at following location: HURL Barauni Office (Bihar).

4.0 Taxes and duties

- 4.1 The Bidder shall include all the taxes, duties/ levies etc (except GST) in their quoted rates / prices. GST charges shall be paid extra at actual by the owner limited to the GST charges indicated by the bidder in the summary of SOR. However, the conditions mentioned in the BOQ regarding GST will be final.
- 4.2 Statutory variation in taxes and duties including imposition of any new tax & duty, within the scheduled Completion period, as per Contract/Work order, shall be paid by contractor.
- 4.3 The Contractor has to submit / furnish all necessary documents / information to enable claim the input credit benefit, if any, under GST rules.

5.0 Effective date of Contract:

Shall be the date of acceptance of LOA.

6.0 Completion Period/ Time Schedule:

- 6.1 As per SCC.

7.0 Payment Terms:

- 7.1 All the payment shall be released as per monthly RA Bills with all statutory deduction. Payments of consumable items will be done as per actual basis.
- 7.2 10% shall be kept as SD and the same shall be released after completion of defect liability period.
- 7.3 Tax deduction at source
Income tax, as applicable as per income tax act, shall be deducted at source from the Contractor's bills and a certificate towards this deduction shall be issued to the Contractor.
- 7.4 Price Basis: Shall be firm till the completion of the contract.

8.0 Quantity variation

Quantities indicated in the schedule of rate are tentative only and all the items may or may not be executed either partially or fully. Actual executed items of the contract may vary depending on the actual requirement, however total value of the contract will be fixed. Contractor are not allowed to execute any work that include deviation in the original value of contract without prior approval from HURL.

9.0 Price reduction clause

In the event of delay in completion beyond contractual completion period, price reduction @ 0.5% per week or part thereof subject to maximum 5% of total W.O. value shall be recovered from Contractor's bill(s).

10.0 Insurance

10.1 The Contractor will obtain Insurance Coverage in respect of all your work men towards death or bodily injury or occupational disease sustained by the workmen arising out of and in course of employment under the workmen compensation act 1923.

10.2 Necessary insurance(s) to cover accident risk for his employees loss of life, material etc. to crew or the third party to be arranged by Contractor at his cost.

10.3 All contractors' equipment shall be at the sole risk of the contractor.

10.4 The contractor will insure all his personnel employed for the execution of the work against any personal injury that may be sustained by them as a result of the execution of the work and present satisfactory evidence to the owner/consultant that such insurance is in force.

10.5 The contractor shall be responsible for insurance and all other statutory requirements in regard to the personnel in the contractor's employment.

11.0 Statutory obligation and Safety Rules:

11.1 The Contractor will have to follow all safety rules and measures during contract period and will be fully responsible for implementing rules, obligations and statutory provisions of government and all the consequences in the event of any eventuality.

11.2 The Contractor shall be responsible to observe and comply with all statutory requirement including contract labor act 1970, minimum wage act – 1948 and EPF act 1952 etc. including all amendments thereof in vogue both of central and state government. HURL Barauni shall be kept indemnified against any action brought against it or any violation / non –compliance of any act /acts, all expenses for compliance of above acts and regulations shall be borne by the contractor.

11.3 The wages of every labourer employed by the contractor under this contract shall be paid by him through Bank transfer in account before the expiry of 7 days after the last day of the month in respect of which the wages are payable (i.e. wages of the previous month). The minimum wages rate. As notified from time to time by the Government as per the minimum wages act. 1948 and/or such other authority will have to be paid by the contractor to all his workers.

11.4 The bidder to ensure that all his workman has bank account for wage payments. The contractor to submit bank accounts details in respect of all his workman to EIC/OIC before starting the job.

11.4 The Contractor at his cost shall comply with all safety norms such as Fire and Safety regulation act as applicable at site. The Contractor shall be responsible for all risk involved in respect of their personnel and material at site and arrange proper insurance coverage at his cost.

11.5 Personnel deployed should be medically fit to work should possess good conduct and should have no past criminal record and shall maintain high standard of discipline, decency and decorum. HURL Barauni reserves the right at its sole discretion to ask for replacement of any person employed by the contractor.

12.0 Termination

In the event of unsatisfactory performance, HURL Barauni reserves right to cancel part or whole of the order / contract and make alternate arrangement at any time during currency of contract on risk & costs of contractor and / or forfeit security deposit.

13.0 Force Majeure

The act of God, epidemic, wars, revolution, and official strike shall be treated as force majeure condition. In event of occurrence of such condition neither party shall be responsible for delay in performance provided that it is notified within 07 days of its occurrence. The Contractor shall provide justification by documentation countersigned by the local chamber of commerce.

14.0 Arbitration

All cases of dispute arising during execution of contract shall be resolved by mutual discussion of parties operating the Contract. In the event of failure to do so, matter will be settled as per Arbitration and Conciliation Act, 1996, as amended from time to time.

However, wherever applicable, in case of settlement of commercial disputes between JV/PSEs inter SE and PSE(s) and Government Department(s), the same shall be settled through Permanent Machinery of Arbitrators (PMA) setup in the Department of Public Enterprises (DPEs) as per the following Clause:

“In the event of any dispute or difference relating to the Interpretation and application of the provisions of the contracts, such dispute or difference shall be referred by either party for Arbitration to the sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary/Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the Parties finally and conclusively. The Parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator”.

The performance under this contract, shall not stop for any reason, whatsoever, during the said dispute / proceedings, unless the service provider is specifically directed by to desist from working in this behalf.

15.0 Governing laws:

This Contract shall be governed by the Indian Laws for the time being in force and the Begusarai Courts alone shall have the exclusive jurisdiction on all matters arising under the contract.

16.0 Labour Law:

You will fully comply with all the provisions of the applicable labour laws /rules (both Central & State) whichever are applicable to work men deployed by you in relation to the work order particularly (I) EPF Act 1952 (II) ESI Act 1948 (III) Payment of wages Act 1936 (IV) Minimum wages Act 1948 (V) Employee Compensation Act (VI) Contract Labour (Regular & Abolition)

Act 1970 (VII) Payment of Bonus Act 1965 (VIII) Service tax (IX) Payment of Gratuity Act(if applicable) and /or any such other Acts of laws ,regulation passed by the Central, State ,Municipal and Local Govt. agency or authority.

17.0 PF Registration:

The Contractor shall be required to get registered their firm with concerned Authorities of appropriate Government, having jurisdiction as per contract for EPF and submit proof of having so that law/rules, or any other labour laws/rules/regulation applicable from time to time. The Contractor shall comply with all the applicable labour laws.

18.0 Interpretation of contract:

18.1 The several contract documents forming the contracts are to be read together as a whole and are to be taken as mutually explanatory.

18.2 Should there be any doubt or ambiguity in the interpretation of the contract documents or error, omission or contradiction therein or in any of them, the contractor shall prior to commencing the relative work, apply in writing to the owner for his decision in resolution of the doubt, ambiguity or contradiction or correction of the error or omission, as the case may be. Should the contractor fail to apply to the owner for his decision, as aforesaid prior to commencing the relative work, the contractor shall perform said work as per interpretation of owner whose decision shall be final and binding on contractor.

19.0 Gate passes:

All tools, plant and materials shall be brought by the Contractor to the works site through a covering note to be submitted in 3 copies. One copy of the covering note will be delivered to the security staff and one copy to the Owner/Consultant. The third copy shall be retained by the Contractor. The Contractor shall follow all rules and regulations for entry / exit of their men and materials in/from project site as framed by Owner/Consultant.

20.0 In case tie between two or more bidders at L-1 position, the sole criterion for determining the L1 bidder shall be on the basis of Annual Turn Over of the party in the most recent year. Party having the highest annual turnover in total in most recent years will be considered as L1 party.

21.0 Notwithstanding any other condition/provision in the tender documents, bidders are requested to submit complete documents pertaining to PQC along with their offer. Failure to meet the PQC will render the bid to be summarily rejected. HURL reserve the right to complete the evaluation based on the details furnished by the bidder with or without seeking any additional supporting documents/clarification.

22.0 Invalid Tenders:

A. Tender is liable for rejection in the following circumstances:

- a)** Does not pay the EMD before deadline.
- b)** Does not fulfill minimum pre-qualification criteria as per the Tender documents.
- c)** Submits the tender late i.e. after due date and time.
- d)** Unsolicited tenders.
- e)** Stipulates the validity period less than what is stated in the tender documents.
- f)** Stipulates his own conditions and does not agree to withdraw the deviations, rendering his bid unacceptable.
- g)** Does not disclose the full names and address of all his partners or Directors as applicable where ever called for in the tender.
- h)** Does not fill in and sign the required annexure, Formats, specifications etc. as specified in the tender.
- i)** Does not submit bid in the prescribed format making it impossible to evaluate the bid.
- j)** Indulges in tampering of tender documents.
- k)** Does not conform to any tender condition which stipulates nonconformance of tender conditions as rejection criteria.
- l)** Does not have his PF Code/Number from the Regional Provident Fund Commissioner, if the relaxation in this regard is not stipulated in the tender. However, PSUs / Organizations having their own PF trust / Govt. PF are considered “At Par” with the bidders registered with the PF authorities the necessary documentary evidence shall be submitted along with the bid.
- m)** Within the validity period, if the party increases the price or refuses to keep their offer valid without variation, the bid shall be rejected and EMD shall be forfeited.

The above clause shall be superseding any other clause in this regard given elsewhere in the tender unless specifically mentioned otherwise.

(Signature of the Bidder, with Official Seal)

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Special condition of Contract

1.0 GENERAL

- 1.1 This Special condition of contracts for the subject job is “**Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni**”. The described scope of work is indicative only and not exhaustive.
- 1.2 Bidder shall make themselves familiar with the site conditions before quoting for the job. Intending bidders are to examine the complete scope of the tender document and also visit the site, if desired, before submission of their offer. Non-familiarity with the job content & site shall not form any basis for and extra claim, whatsoever in nature. Bidders are also to note that the information given in additional specification of contracts shall supersede the information given anywhere else in the tender document for similar clause.
- 1.3 Bidders are to submit this additional special condition of contracts duly signed & stamped on each page as a token of acceptance along with their offer. Any deviation, if any, shall be explicitly mentioned on the Exception and Deviation sheet only, i.e. if any deviation mentioned anywhere other than deviation sheet shall not be considered for tender evaluation.
- 1.4 Bidders are requested to submit the relevant bid documents under the correct "description" and "sub category name" in tender documents, non-evaluation of bid documents due to wrong submission on part of the bidder shall be their whole responsibility.
- 1.5 Bidders shall strictly comply to current “Wage Regulation Act”.

2.0 SCOPE OF WORK:

The contractor will execute the work i.e., **maintenance of IT related equipment installed at HURL Barauni**.

Brief Scope of work:

- A. Technical & Other Services Requirements:

A.1 Scope of Required Service of IT Manpower:

1. The aim of Contract is to get the specified services smoothly from the existing Hardware and Software under Network.
2. Contract will include functioning of all the installed hardware and other accessories installed during the operation of the contract.
- 3 The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall has to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose, a detailed list of equipments or parts to be replaced by the out-going contractor, shall be prepared by incoming contractor and duly approved by IT Division of this office.

- 4 Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if however, it takes longer time fully functional standby / replacement should be given. This would include the attached peripherals also.
- 5 Contractor shall depute a Graduate/ Diploma or Equivalent qualified Manpower to attend maintenance call full time at our site for all working days and if required on holidays also.
- 6 Manpower can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.
- 7 In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to this office and the Contractor. Engineer or attendant can only be relieved for that period after getting suitable replacement from the Contractor.
- 8 No person below the age of 18 years shall be deputed to this office.
- 9 The contractor shall indemnify and keep HURL, Barauni Office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and /or negligence or willful acts or omission of the Contractor or his employees deputed to HURL Office.
- 10 Contractor shall visit this office at least once in two months to discuss the problems and their immediate rectification.
- 11 Frequently required spare parts must be kept at premises of this office for replacement of the components of the faulty PCs so that within two hours PCs be made functional.
- 12 Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repared spare parts will not be accepted.
- 13 If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired upto the satisfaction of user /IT Division within a period of maximum ten days.
- 14 Contractor should provide the following type of services: Preventive maintenance, Corrective maintenance, Software services for system operations, Assistance in H/w & S/w Upgradation.
- 15 Monthly cleaning of hardware using standard isopropyl alcohol and same shall be supplied by party itself.
- 16 Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to IT Division of HURL. This effect shall also be entered in the log book of each M/c. Monthly schedule for PM may be decided in consultation with IT Division HURL.
- 17 During preventive maintenance, vendor will make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and submit a report to IT Division of HURL. Any discrepancy noticed should be brought immediately to the notice of IT Division of HURL and user.
16. Software support with reference to installation of Windows10, Word processing software, Spreadsheet software, Database software, Presentation software, MS Office10, antivirus, etc. must be provided in case of any problems reported by user. The AMC engineer shall also aid users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.
17. To keep PCs in HURLs Office virus free, the Contractor will update every 7 days anti-virus software provided on various machines.
18. The user will maintain the system as per the guidelines given by the contractor. Proper instructions to operate the system/software will be given by the firm, if required to the user.

A.2 Scope of Required supply of consumables for IT equipment

1. The aim of Contract is to get the specified supply of consumables for smooth operation of the existing Hardware and Software under Network.
2. Contract will include functioning of all the installed hardware and other accessories installed during the operation of the contract.
3. Consumables like printer ribbons, toner, cartridge tapes and other all spare parts will be included in AMC. The printer heads & cables, monitor picture tubes, battery for SMPS & Main board, LAN cards, printer knobs, keyboards, fuse, Networking cables and all other components of H/w shall be included in the AMC.
4. The consumables required should be supplied by same vendor which Provide the services for this contract. HURL will not be liable to supply any consumable to attend the repair of equipment.
5. The required consumables should be supplied by after the requirement approved by Engineer in Charge (EIC) from HURL.
6. The contractor shall submit the monthly bill for consumables supplied. The payment shall be done on monthly basis after submission of original bills to EIC.
7. The contractor should maintain the minimum consumables and spare parts in this office to keep the systems and services healthy & minimum down time should be maintain on account of consumables supply.
8. The consumables shall be purchased from authorized dealer of OEM, and the same should have the warrantee provided by manufacturer.
9. The faulty consumables supply will not be acceptable. The contractor should have to replace faulty supplied consumables and no payment would be given for that supply.
10. The contractor has to provide the consumables and spare parts rate list of each major item required during contract period.
11. The payment would be done on actual supplied consumables items basis on monthly cycle.

3.0 HURL'S SCOPE OF WORK:

Nil.

4.0 MEASUREMENT OF WORKS:

4.1 Measurement of work shall be made in the units mentioned in the schedule of rates (SOR)/BoQ.

5.0 CONTRACT SCHEDULE:

- 5.1 The initial contractual duration of contract shall be for a period of 12 months from date of acceptance of LOA with further provision of extension of another 12 months with same prices, terms & conditions on mutual consent basis provided the performance of the contractor is satisfactory as per EIC. However, in case of poor performance the contract shall be terminated with a notice period of 15 days without any liability.

6.0 SAFETY CLAUSES

- 6.1 Safety in totality is complete responsibility of contractor.

7.0 STATUTORY REQUIREMENTS

- 7.1 The contractor shall ensure compliance of all statutory requirements as per SCC terms & conditions and all Central & State Government notification from time to time.

8.0 ACCOMODATION & TRANSPORTATION:

8.1 All boarding / lodging / Transportation / Local conveyance of workman engaged shall be in the scope of Contractor.

9.0 PF REGISTRATION:

9.1 The Contractor shall be required to get registered their firm with concerned Authorities of appropriate Government, having jurisdiction as per contract for EPF and submit proof of having so that law/rules, or any other labour laws/rules/regulation applicable from time to time. The Contractor shall comply with all the applicable labour laws.

(Signature of the Bidder, with Official Seal)

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Estimate Rate /SOR

S. No.	Job Description	UOM	QTY	Rate	Total Amount (Rs.)
1	Deployment of skilled manpower for Maintenance of All IT related system Installed at HURL Barauni Office	MON	12	22918.68	275024.16
2	Contractor Profit @15%				41253.62
3	Subtotal (1 & 2)				316277.78
4	Consumables (Cartridge, SMPS, Mother Board, Mouse, Key Board, UPS battery, Screen etc.) supply as per requirements and instruction of EIC.	LS			423728.80
5	Grand Total (3 & 4)				7,40,006.60
	<ul style="list-style-type: none">UOM- one month means 1 no. of skilled manpower for 8 Hrs daily normal working hours for 26 days in a month.Consumables under Item No. 4 of estimate is supplied as per requirement and on instruction of EIC. Consumables should be purchased from authorized vendor of OEM. Payment against supplied consumables will be paid as per actual on monthly basis on submission of original bill.GST@18% will be paid extra.				

Price bid /BOQ1

Tender Inviting Authority: DGM (PJ & Admin) , HURL Barauni									
Name of Work: Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni.									
Contract No: HURL/BR/ CC/20-21/10									
Name of the Bidder/ Bidding Firm / Company :									
PRICE SCHEDULE (This 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 this tender. Bidders are allowed to enter the Bidder Name and Values only) SCHEDULE OF RATES: 1. The Tenderers shall quote Rate upto two decimals only. Tenderers to note that only first two decimals shall be considered for evaluation if Quotation having more than two decimals. Bidder to go through Preamble to SOR mentioned in the tender document before quoting. 2. For quoting percentage rate bidder to select At Par /Excess/Below (Less) from drop down menu of the BOQ sheet and enter applicable percentage in Cell below in BOQ sheet. For Quoting At Par bidder to enter percentage value as 0%. In case of any tempering of BOQ sheet offer shall be liable for rejection. 3. GST: A. The quoted rate/amount shall be inclusive of all taxes and duties etc. as per tender but exclusive of the GST. Bidder must quote their rates exclusive of GST. The GST if applicable shall be paid extra as per applicable rates. B. The offer will be evaluated inclusive of applicable GST. 4. Bidder must be quoted BoQ1 and BoQ2 attached in same BoQ excel Sheet.									
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Rate in Rs. P	BASIC % Discount Rate in Figures To be entered by the Bidder in Rs. P	Discount Amount in INR	Total Amount with Discount in INR	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	13	26	27	53	55
1	PART-A Supply of Items for maintenance of IT related equipment installed at HURL Barauni.								
1.01	Consumables Items (Cartridge, SMPS, Mother Board, Mouse, Key Board, UPS battery, Screen etc.) supply as per requirements and instruction of EIC. (Limited to 5Lakh including GST@18%).	1.00	LS	423728.80		0.00	423728.80	423728.80	INR Four Lakh Twenty Three Thousand Seven Hundred & Twenty Eight and Paise Eighty Only
Total in Figures								423728.80	INR Four Lakh Twenty Three Thousand Seven Hundred & Twenty Eight and Paise Eighty Only
Quoted Rate in Words		INR Four Lakh Twenty Three Thousand Seven Hundred & Twenty Eight and Paise Eighty Only							

Price bid /BOQ2

Tender Inviting Authority: DGM (PJ & Admin) , HURL Barauni						
Name of Work: Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni.						
Contract No: HURL/BR/ CC/20-21/10						
Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE (This 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 this tender. Bidders are allowed to enter the Bidder Name and Values only) SCHEDULE OF RATES: 1. The Tenderers shall quote Rate upto two decimals only. Tenderers to note that only first two decimals shall be considered for evaluation if Quotation having more than two decimals. Bidder to go through Preamble to SOR mentioned in the tender document before quoting. 2. For quoting percentage rate bidder to select At Par /Excess/Below (Less) from drop down menu of the BOQ sheet and enter applicable percentage in Cell below in BOQ sheet. 3. GST: A. The quoted rate/amount shall be inclusive of all taxes and duties etc. as per tender but exclusive of the GST. Bidder must quote their rates exclusive of GST. The GST if applicable shall be paid extra as per applicable rates. B. The offer will be evaluated inclusive of applicable GST. 4. Bidder must be quoted BoQ1 and BoQ2 attached in same BoQ excel Sheet.						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Rate in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL In Words AMOUNT
1	2	4	5	6	53	55
1	PART - B Supply of Manpower					
1.01	Deployment of skilled manpower for Maintenance of All IT related system Installed at HURL Barauni Office	12.00	Months	22918.68	275024.16	INR Two Lakh Seventy Five Thousand & Twenty Four and Paise Sixteen Only
1.02	BoQ1 After Discount Consumables items (Cartridge, SMPS, Mother Board, Mouse, Key Board, UPS battery, Screen etc.) supply as per requirements and instruction of EIC. (Limited to 5Lakh including GST@18%).	1.00	LS	423728.80	423728.80	INR Four Lakh Twenty Three Thousand Seven Hundred & Twenty Eight and Paise Eighty Only
2	Part - C Contractor Profit					
2.01	Contractor Profit @ 15 %	1.00	LS	41253.62	41253.62	INR Forty One Thousand Two Hundred & Fifty Three and Paise Sixty Two Only
Total in Figures					740006.58	INR Six Lakh Ninety Eight Thousand Seven Hundred & Fifty Two and Paise Ninety Six Only
Quoted Rate in Figures			Select		0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				

Note:

1. Bidder must be quoted BoQ1 and BoQ2 attached in same BOQ excel Sheet.
2. GST:
 - (A) The quoted rate/amount shall be inclusive of all taxes and duties etc. as per tender but exclusive of the GST. Bidder must quote their rates exclusive of GST. The GST if applicable shall be paid extra as per applicable rates.
 - (B) The offer will be evaluated inclusive of applicable GST.

Annexure-A

Format for Electronics Payment

1.	Contractor Name / Company Name	
2.	Address:	
3.	Phone No.	
4.	E-mail ID	
5.	Name of the Bank	
6.	Address of the Branch	
7.	Telephone No.	
8.	9 Digit Code number of the Bank and Branch appearing on the MICR Cheque issued by the Bank	
9.	11 Digit NEFT/IFSC Code of the Bank Branch	
10.0.	Account Type (SB/CC/CA)	
11.0	Bank Account No. (as appearing on the Cheque)	
12.0	Permanent Account Number (PAN) Under Income Tax Act.	
13.0	GST Registration Number	
14.0	Name of Authorized Signatory	
15.0	Contact Person Name	

We hereby declare that the particulars given above are correct and complete

(Signature of the Bidder, with Official Seal)

Annexure-B

TENDER ACCEPTANCE LETTER

Date:

To,

HURL BARAUNI
URVARAK NAGAR, BEGUSARAI
BIHAR, PIN-851115.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: **HUR/BR/CC/20-21/10**

Name of Tender / Work: - **Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni.**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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

as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to (including ~~all~~ documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

(Signature of the Bidder, with Official Seal)

Annexure-C

NO DEVIATION CERTIFICATE

Bidder's Name & Address:	To, HURL Barauni Urvarak Nagar, Begusarai- 851115.
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1. With reference to our Bid (Reference No : **HURL/BR/CC/20-21/10** dated 05.01.2021) for **Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni, I Works** at Barauni, Bihar, we hereby confirm that we comply with all terms, conditions and specifications of the Bidding Documents read in conjunction with Amendments(s) / Clarification(s) / Addenda / Errata (if any) issued by the Owner prior to opening of Techno – Commercial Bids and the same has been taken into consideration while making our Techno – Commercial Bid & Price Bid and we declare that we have not taken any deviation / exceptions in this regards.
2. We further confirm that any deviation variation or additional conditions etc or any mention, contrary to the Bidding Documents and its Amendments(s) / Clarification(s) / Addenda / Errata (if any) as mentioned at 1.0 above found anywhere in our Techno – Commercial Bid and / or price Bid, implicit or explicit, shall stand unconditionally withdrawn, without any cost implication whatsoever to the Owner, failing which the Bid Security shall be forfeited.

(Signature of the Bidder, with Official Seal)

Annexure-D

Black-listed or Holiday

SELF DECLARATION

To,

HURL

Barauni Urvarak Nagar, Begusarai-851115.

Tender Reference No: HURL/BR/CC/20-21/10

Tender id: -

Name of Tender / Work: Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni.

Sir,

We hereby declare that M/s is neither put on Holiday or Black-listed by any Government / PSU / Private firm or Financial Institution.

(Signature of the Bidder, with Official Seal)

Annexure-E

No near relative certificate

Date:

To,

HURL BARAUNI
URVARAK NAGAR, BEGUSARAI
BIHAR, PIN-851115.

Sub: No near relative certificate

Tender Reference No: -HURL/BR/CC/20-21/10

Name of Tender / Work: - Lining up an Agency for maintenance of IT related equipment installed at HURL Barauni.

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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

as per your advertisement, given in the above-mentioned website(s).

2. I / We do hereby declare that we are not relative of any Director of HURL or any of his relative is a partner.
3. In our firm there is no Partner who is director of HURL or any of his relative is a partner.
4. We declare that none of our relative is working as an "EMPLOYEE" in the Corporation.
5. I/We have not engaged any person(s) of doubtful antecedent and if any such person (s) found by management I/We am/are agreeing for punishment as deemed fit by management.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-F

PERFORMA FOR BANK GUARANTEE IN LIEU OF CASH DEPOSIT (EMD) (On non-Judicial stamp paper of value –Five rupees for every Rs. 1000/- or part thereof provided that value of stamp duty shall not exceed ten thousand rupees)

Ref. No. HURL/ BR/ CC/20-21/10

Date:

To,
HURL Barauni
Dear Sirs,

In consideration of HURL having its registered office at HURL Core -3 & 4, 9th floor , Scope Minar, Laxmi Nagar District Centre , Delhi – 110092 (hereinafter called the ‘OWNER’ which expression shall unless repugnant to the subject or context include its successors and assigns) having issued Notice Inviting tender under specification no.....

M/s..... having its registered office (head office) at(hereinafter called ‘TENDERER’) who wishes to participate in the said tender forand you as a special favour, have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of Rs.....valid up toon behalf of the tenderer in lieu of Cash deposit required to be made by the tenderer, as a condition precedent for participation in the said tender.

We, theBank incorporated under law and having one of our branches at and having our head/registered office at..... (address) do hereby unconditionally and irrevocably guarantee and undertake to pay to the ‘OWNER’ immediately on demand without any demur, reservation, protest, context and recourse to the extent of the said sum of Rs..... (Rupees only). Any such claim/demand made by the said ‘OWNER’ on us shall be conclusive and binding on us irrespective of any dispute or differences raised by the tenderer.

This Guarantee shall be irrevocable and shall remain valid up to If any further extension of the Guarantee is required, the same shall be extended to such required period on receiving instruction from M/son whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on thisday ofat

WITNESS:

- 1) Signature: Signature:
 Name: Name:
- 2 Signature.....
 Name:

OFFICIAL ADDRESS:

(DESIGNATION WITH BANK STAMP)

Authorization No.....

DATE

NOTE: - THIS STAMP PAPERS SHALL BE PURCHASED IN THE NAME OF BID GUARNTTEE
ISSUING BANK.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXX