



HINDUSTAN URVARAK & RASAYAN LIMITED
(A JV of NTPC, CIL, IOCL, FCIL & HFCL)
SCOPE Minar, Core 3 & 4, 9th Floor,
Laxmi Nagar District Center, Delhi-110092

NIT
TWO-BID Open e –TENDER

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

HURL, New Delhi 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 his firm / company i.e Bidder and relevant documents w.r.t. the same to be uploaded along with the bid by the bidders. The Power Of Attorney of such person needs to be furnished along with bid.**

Earnest Money Deposit/ Exemption Certificate 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 New Delhi

Manager, Contracts



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1. Online bids are invited on two bid system for “**Engagement of agency for providing inbound call center services for on-call crop advisory**” **Tender No.:** HURL/HQ/20-21/CS122”. Manual bids shall not be accepted.
2. Tender documents may be downloaded from HURL web site www.hurl.net.in (for reference only) and 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 System)
4. **Critical Date Sheet:**

Published Date	28.10.2020 (04.00 PM)
Bid Document Download / Sale Start Date	28.10.2020 (04.00 PM)
Bid Submission Start Date	28.10.2020 (04.00 PM)
Pre-Bid Meeting*	Not Applicable
Bid Document Download / Sale End Date	11.11.2020 (03.00 PM)
Bid Submission End Date	11.11.2020 (03.00 PM)
Bid Opening Date	12.11.2020 (03.00 PM)
Reverse Auction Date	Two Hours After the Price Bid Opening. Date of Price Bid Opening Shall be communicated Later

5. **Bid Submission:**

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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.

6. 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 .
7. Tenderer who has downloaded the tender from the HURL website www.hurl.net.in and 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.
8. Intending tenderers are advised to visit again HURL web site www.hurl.net.in and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
9. EMD Payment: Earnest Money Deposit is to be deposited **electronically by RTGS in the account of HURL as detailed in clause 6.6 of Special Condition Of Contract (SCC) of Tender Document.**
10. EMD value: **Rs. 88,300/-** (Rupees Eighty-Eight Thousand Three Hundred Only)
11. Price Bid Validity date 180 days.
12. All NSIC / SSI registered vendors are exempted from submission of EMD. **Notarised copy of NSIC/SSI certificate must be submitted online to avail the exemption from furnishing the EMD.**
13. 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 as the date of Price-Bid opening will be intimated later if required.
14. HURL New Delhi shall not be responsible for any postal /courier delay for submission of EMD and/or other original documents, if applicable. (Not Applicable)



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15. Guideline for submission of bid:

15.1 Technical Bid:

The following documents are to be furnished by the Contractor along with Technical Bid as per the tender document:

- Signed, Stamped and Scanned copy of proof for payment of Earnest Money Deposit (EMD) / Exemption Certificate.
- Legal Authorization related paper and Power of Attorney as per requirement mention at page-1 of NIT
- Signed, Stamped and Scanned copy of Certificates like Registration certificate, GST No, PAN No, TIN No etc.
- Certificates as required in accordance with Eligibility Criteria i.e. Clause -2 of SPECIAL CONDITIONS OF CONTRACT (SCC).
- Signed, Stamped and Scanned copy of **Annexure-I** as an acceptance for Technical Specifications/ Scope of Work.
- Signed, Stamped and Scanned copy of Special condition of contract i.e **Annexure-A**
- Signed, Stamped and Scanned copy of General condition of contract i.e **Annexure-B**
- Signed, Stamped and Scanned copy of Format For Electronics Payment i.e **Annexure-C**
- Signed, Stamped and Scanned copy of Tender Acceptance Letter i.e **Annexure-D.**
- Signed, Stamped and Scanned copy of No deviation Certificate i.e **Annexure-E.**
- Certificate from CEO or Managing Director, in the format as enclosed as **Annexure- G** to Tender Document shall be furnished certifying that the data and documents furnished by them in respect of Techno-Commercial Evaluation are true and correct including the contents thereof. However, if at any point of time the declarations given in bid are found to be incorrect, HURL shall have the full right to terminate the contract and take any action as per provisions of contract including forfeiture of EMD/Security Deposit.
- Signed, Stamped and Scanned copy of Affidavit on Judicial Stamp Paper i.e **Annexure-H.**
- Acceptance to Fraud Prevention Policy of HURL, for which the bidder has to submit Signed, Stamped and Scanned copy of Form of Acceptance of Fraud Prevention Policy of HURL as per **Annexure-M**
- Certificate related to Restrictions on procurement from a Bidder of a country which shares a land border with India” i.e. Annexure-N
- Preference To Make In India And Granting Of Purchase Preference To Local Suppliers I,e **Annexure-O**
- Declaration regarding local content as per the **Annexure-P**
- MSEs seeking exemption and benefits should enclose an attested/self-certified and stamped copy of valid registration certificate, giving details such as validity, stores/services etc. failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.



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- Bids shall be digitally signed and uploaded by someone legally authorized and competent on behalf of his firm / company i.e Bidder and relevant documents w.r.t. the same to be uploaded. The Power of Attorney of such person needs to be furnished along with bid.

Note: Bidders are requested to upload the clearly visible documents only other wise if not clearly visible than offer shall be liable for rejection without any further communication.

15.2 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 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 tenderer is liable to be banned from doing business with HURL.

15.3 Checklist of documents to be submitted:

S.No	Item	Yes / No	Bid Ref.
<u>I</u>	<u>Signed, Stamped and Scanned copy of proof for payment of Earnest Money Deposit (EMD) / Exemption Certificate.</u>		
<u>II</u>	<u>Legal Authorization related paper and Power of Attorney as per requirement mention at page-1 of NIT</u>		
<u>III</u>	<u>Signed, Stamped and Scanned copy of Certificates like Registration certificate, GST No, PAN No, TIN No etc.</u>		
<u>IV</u>	<u>Certificates as required in accordance with Eligibility Criteria i.e. Clause - 2 of SPECIAL CONDITIONS OF CONTRACT (SCC i.e. Annexure-A)</u>		
<u>V</u>	<u>Signed, Stamped and Scanned copy of Annexure-I as an acceptance for Technical Specifications/ Scope of Work.</u>		
<u>VI</u>	<u>Signed, Stamped and Scanned copy of Special condition of contract i.e Annexure-A</u>		
<u>VII</u>	<u>Signed, Stamped and Scanned copy of General condition of contract i.e Annexure-B</u>		



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<u>VIII</u>	<u>Signed, Stamped and Scanned copy of Format For Electronics Payment i.e Annexure-C</u>		
<u>IX</u>	<u>Signed, Stamped and Scanned copy of Tender Acceptance Letter i.e Annexure-D.</u>		
<u>X</u>	<u>Signed, Stamped and Scanned copy of No deviation Certificate i.e Annexure-E.</u>		
<u>XI</u>	<u>Certificate from CEO or Managing Director, in the format as enclosed as Annexure- G to Tender Document shall be furnished certifying that the data and documents furnished by them in respect of Techno-Commercial Evaluation are true and correct including the contents thereof. However, if at any point of time the declarations given in bid are found to be incorrect, HURL shall have the full right to terminate the contract and take any action as per provisions of contract including forfeiture of EMD/Security Deposit.</u>		
<u>XII</u>	<u>Signed, Stamped and Scanned copy of Affidavit i.e Annexure-H.</u>		
<u>XIII</u>	<u>Acceptance to Fraud Prevention Policy of HURL, for which the bidder has to submit Signed, Stamped and Scanned copy of Form of Acceptance of Fraud Prevention Policy of HURL as per Annexure-M</u>		
<u>XIV</u>	<u>Certificate related to Restrictions on procurement from a Bidder of a country which shares a land border with India” i.e. Annexure-N</u>		
<u>XV</u>	<u>Declaration regarding local content as per the Annexure-P</u>		

Note: Failure to Upload Authentic and Correct Documents as mentioned at Sr. No I, II, III, IV, V, VI, VIII, IX, X, XI XII, XIII, XIV and XV of clause 15.3 (Checklist) above would lead to Rejection of Techno- Commercial Bid. Price Bids shall be opened only of those bidders who are qualified and whose techno-commercial bids are acceptable.