



**HAR EK KAAM  
DESH KE NAAM**

QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22



**INDIAN OIL CORPORATION LIMITED  
BHARAT PETROLEUM CORPORATION LIMITED  
HINDUSTAN PETROLEUM CORPORATION LIMITED**

**INVITE**

## **QUANTITY BIDDING FOR**

**SUPPLY OF AROUND 459 CRORE LITRES OF  
DENATURED ANHYDROUS ETHANOL AT OIL  
MARKETING COMPANIES (OMCs) LOCATIONS  
FOR THE ESY 21-22**

**SYSTEM ID – 88833 DATED 28.10.2021  
TENDER REFERENCE NO. – 1000377311  
DUE DATE & TIME - 10.11.2021@11:00 HRS.**



**QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22**

**This Quantity Bid tender document consists of the following Annexures, which are enclosed:**

<b>I.</b>	<b>QUANTITY BID DETAILS &amp; DECLARATIONS</b>	<b>Annexure I</b>
<b>II.</b>	<b>ETHANOL &amp; TRANSPORTATION RATE, TAX DETAILS</b>	<b>Annexure II</b>
<b>III.</b>	<b>EVALUATION / ORDER AWARD CRITERIA</b>	<b>Annexure III</b>
<b>IV</b>	<b>GENERAL INSTRUCTIONS TO VENDORS FOR E-TENDERING</b>	<b>Annexure IV</b>

**Details of tender are given below:**

<b>SYSTEM ID</b>	<b>88833 DATED 28.10.2021</b>
<b>TENDER REFERENCE NO.</b>	<b>1000377311</b>
<b>TENDER DATE</b>	<b>28.10.2021</b>
<b>TENDER DUE DATE &amp; TIME</b>	<b>10.11.2021@11:00 HRS.</b>

**BIDDERS TO TAKE A NOTE OF THE FOLLOWING: -**

- Bids shall be submitted online. Offline bids will NOT be accepted. To participate in this tender and to submit your bid online, please visit the website <https://bpcleproc.in> (Pl. open on Internet Explorer Version 9 or above).
- Your online bid should be submitted on or before the due date & time of this tender.
- E-tender system will automatically close on the due date and time and bidders will not be able to submit their bids after the closing time. Bids not in the prescribed format are liable to be rejected. BPCL/OMCs does not take any responsibility for any delay in submission of online bids due to connectivity problem or non-availability of site and/or other documents/instruments to be submitted in physical form due to postal delay. No claims on this account shall be entertained.
- It is recommended not to wait till last minute or last few seconds to submit your bid to avoid complications related to Document Upload, Internet Connectivity, Network Problems, Power Failure etc. Neither BPCL/OMCs nor the Service Provider will be responsible for any unforeseen circumstances resulting in failure to submit the tender.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

**ANNEXURE -I**

- **Filling Quantity Bid :** Bidders shall quote Ethanol quantities to be supplied by them against the requirement of OMCs, location wise, category wise for the period 1<sup>st</sup> December 21-30<sup>th</sup> November 22 in this quantity bid.

Quantity bids for the entire period of 1<sup>st</sup> December 21-30<sup>th</sup> November 22 are being opened for registered bidders as per long term ethanol procurement policy.

Bidders shall quote Ethanol quantities to be supplied by them against quarterly requirement of OMCs, location wise /category wise/ quarter wise in the quantity bid. The periods would be as under:

Quarter 1(Q1) - December 2021, January-2022 & February 2022

Quarter 2(Q2) -March 2022, April 2022 & May 2022

Quarter 3 (Q3) –June 2022, July 2022 & August 2022

Quarter 4 (Q4) - September 2022, October 2022 & November 2022

The allocated quantities under this EOI shall be procured as per the prevailing rates of Ethanol during ESY 21-22 as decided by GOI / OMCs.

Ethanol produced from different feed stocks namely Sugar Cane Juice /Sugar/Sugar Syrup/B Heavy Molasses/ C Heavy molasses /Damaged Food Grains-unfit for human consumption, Maize/Surplus Rice procured from FCI is being procured by OMCs and same has been mentioned in quantity bid form. Bidders must select the location(s) and offer their quantity for the selected location(s) under the respective category for the respective period. Bidders cannot offer total quantity more than the requirement for that location. The total/combined quantity offered by the bidder in this Quantity Bid shall not exceed their total licensed capacity. Accordingly, bidders need to agree to the following online declaration:

*"I/we confirm that the total quantity offered at one or more locations from a particular distillery/Sugar Factory does not exceed the licensed capacity of that distillery/Sugar Factory."*



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

*Further, I/we understand that if it is found that I/we have offered excess quantity than the licensed capacity of that distillery/Sugar Factory, then my/our declaration shall be treated as submission of a false document and appropriate action as per EOI conditions would be initiated by OMCs."*

- Bidders need to enter the following in the quantity bid form
- Address of Bidder's Distillery/ Sugar factory
- Distillery / Sugar factory State
- Quantity\*\* offered at OMC locations in Kilo Liters (KL) for one or more quarters.
- Bidder may choose to quote quantities for supply of ethanol from one or more feed stock

**\*\*Minimum quantity of 100 KL has to be offered per location per quarter.**

Bidder cannot quote Ethanol quantity more than one fourth of the annual licensed capacity (cumulative of all categories of feed stock) for any quarter and any augmentation of licensed capacity thereof irrespective of feedstock of Ethanol.

If after opening of quantity bid it is found that the bidder has quoted more than 1/4<sup>th</sup> of the annual licensed capacity and/or augmented annual licensed capacity effective from applicable quarter, in any of the quarter of any location / few locations/all locations, then such bid(s) will be rejected for all the locations.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

**ANNEXURE -II**

**RATES OF ETHANOL**

A) The price of Ethanol for Ethanol Supply **Year 2020-21** from 01 December 2020 to 30 November 2021 is fixed as below:

- The price of ethanol from C heavy molasses route is fixed at Rs.45.69 per litre.
- The price of ethanol from B heavy molasses route is fixed at Rs.57.61 per litre.
- The price of ethanol from sugarcane juice/sugar/sugar syrup route is fixed at Rs.62.65 per litre.

OMCs are guided by MOP&NG circulars/ PIB notifications regarding prices of ethanol for EBP Program. Rate for ethanol derived from damaged food grains unfit for human consumption/Maize is Rs.51.55 per litre and rate for ethanol derived from Surplus Rice procured from FCI has been fixed as Rs.56.87 per litre.

Ethanol manufactured from Special Denatured Spirit (SDS), Extra Neutral Alcohol (ENA), Rectified Spirit (RS) etc. which have been manufactured from C-Heavy molasses are to be categorized in C-heavy molasses and to be quoted under the respective column in the price bid form accordingly. Similarly Ethanol manufactured from Special Denatured Spirit (SDS), Extra Neutral Alcohol (ENA), Rectified Spirit (RS) etc. which has been manufactured Sugarcane Juice/Sugar/Sugar Syrup or B-Heavy Molasses or from Damaged Food Grains, Maize/Surplus Rice procured from FCI are to be categorized and quoted under the respective column in the price **bid form accordingly**.

**The rate of ethanol for the ESY 2021-22 is awaited from MOPNG/OMC pricing committee and shall be published.**

**The allocated quantities under this EOI shall be procured as per the prevailing rates of Ethanol during ESY 21-22 as decided by GOI / OMCs.**



**QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22**

The following transportation rates shall be applicable and will be paid to bidders for supply of ethanol:

<b>Slabs (One way distance in KM)</b>	<b>Transportation Rates (Rs./KL)</b>
0 to 75	163
>75 to 200	373
>200 to 400	793
>400 to 600	1328
>600 to 800	1864
>800 to 1000	2632
>1000 to 1200	3451
>1200	Per KL rate shall be Rs. 3451+2.59 for additional KM beyond 1200 KM

\* Distance slabs of the distillery unit of Bidders is the one way distance in KM, between nearest OMC in gate and the Distillery unit's out gate.

Escalation clause is applicable on transportation rates which is linked with HSD rate.

The transportation slabs shall be revised by OMCs on quarterly basis. The rates would be escalated / de-escalated in subsequent quarters of FY

The formula for the same shall be as under:

Inc. in Rs. /KL / Km = Increase/decrease in 1 Liter of HSD RSP at Mumbai incl. of taxes / 20 KL x 3.5.

The revised rates shall be reviewed / revised on quarterly basis (FY) if there is a variation of minimum 5% variation in Diesel rates from last revision benchmark rate.

Rate of HSD in Mumbai as on 20<sup>th</sup> of previous month shall be considered for rate revision for next quarter.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

Diesel RSP Rs. 95.48 /L as of 20.06.21 of Mumbai will be considered as last revision benchmark rate for next revision.

- B) Goods and Service Tax (GST) in %: GST @5% is applicable for HSN code 2207 for Ethanol.
- C) Delivered cost will be total of administered price/rate for Ethanol, transportation rates and GST as applicable. In case of revision in the Administered price of Ethanol by Govt. of India, effective date for implementation of new Administered price of Ethanol will be either the date of Press Information Bureau (PIB) release or as mentioned in PIB Note or as advised by Govt. of India to OMCs.

In the states where Industries (Development & Regulation) Amendment Act (IDR) Act is being implemented or will be implemented at future date, all the conditions mentioned by state government have to be complied by the successful bidders.

The import fees applicable for supply of ethanol in any of the states shall be payable by OMCs

The differential transportation cost arising out of revision in transportation rate during the period of contract for those contracts already made shall be settled by OMCs thru separate POs or by any other process as decided by individual OMCs. Ethanol Suppliers will raise separate bills on OMCs for the differential transportation cost arising out of revision in transportation rate during the period of contract, if any, or as advised by OMCs in this regard.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

ANNEXURE-III

**EVALUATION / ORDER AWARD CRITERIA:**

**The criteria for allocation of offered quantities from the bidders for ESY 21-22 is as under:**

**1. Supplies from Within State:**

The quantity offers received from bidders (plants located in a particular state) for an OMC location in that particular state would be allocated w.r.t the requirement of OMC locations. The allocation of ethanol from various feedstock shall be made on priority in the same order as listed below:

Category A: Sugarcane Juice/ Sugar / Sugar Syrup

Category B: B-Heavy Molasses

Category C: C-Heavy Molasses / Damaged food grains unfit of human consumption, Maize / Surplus rice sourced from FCI / Others

1A. All allocations shall be based on least cost of transportation to the location in their own respective categories A, B or C irrespective of the cost of the product. If two suppliers fall in the same distance slabs (up to 1200kms) or having same distance (more than 1200kms), allocation would be done based on the ratio of the offered quantities from the respective suppliers, in their respective feedstock categories A, B or C.

1B. If the offered quantities of C-Heavy Molasses / Damaged food grains unfit of human consumption, Maize / Surplus rice sourced from FCI / Others is more than the requirement of a particular location, the same shall be allocated based on least cost of transportation to the location from the supplier(s) and further in proportion to the quantities offered under various feedstocks by that supplier(s). If the distilleries manufacturing Ethanol from C Heavy Molasses/Damaged Food Grains unfit for human consumption/Surplus Rice sourced from FCI/ Others are in the same distance slabs (up to 1200 KMs) or having same distance (more than 1200kms), allocation would be done based on the ratio of the offered quantities from the respective suppliers.





QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

**1A. Supplies from Outside State:**

After allocation of quantity offered by suppliers from within the state, the balance offers from suppliers outside the state for a particular location shall be allocated based on least transportation cost irrespective of the feedstock. If the transportation cost is same for the offers of multiple suppliers/feedstock for a particular location, then priority will be given to various feedstock as in point 1A and 1B above.

Example:

- a) Location 1 in State X requires 2200 units of Ethanol.
- b) Supplier A in State X offers 200/500/100/0/0 units of SCJ/BH/CH/DFG/SR respectively for Location 1.
- c) Supplier B in State X offers 500/300/100/0/0 units of SCJ/BH/CH/DFG/SR respectively for Location 1.
- d) Supplier C from State Y offers 0/0/0/300/100 units of SCJ/BH/CH/DFG/SR respectively for the Location 1.
- e) Supplier D from State Z offers 0/0/0/100/100 units of SCJ/BH/CH/DFG/SR respectively for the Location 1.
- f) Supplier E from State Z offers 0/0/0/200/200 units of SCJ/BH/CH/DFG/SR respectively for the Location 1.
- g) Supplier F from State Z offers 0/0/0/200/100 units of SCJ/BH/CH/DFG/SR respectively for the Location 1.
- h) Distance of Distillery of Supplier A is 200km from Location 1 slab >75 to 200 km
- i) Distance of Distillery of Supplier B is 300km from Location 1 slab >200 to 400 km
- j) Distance of Distillery of Supplier C is 500km from Location 1 slab >400 to 600 km
- k) Distance of Distillery of Supplier D is 600km from Location 1 slab >400 to 600 km
- l) Distance of Distillery of Supplier E is 1300km from Location 1 slab >1200 km
- m) Distance of Distillery of Supplier F is 1350km from Location 1 slab >1200 km

The allocation would be in the following order:

200 SCJ of A + 500 SCJ of B + 500 BH of A + 300 BH of B + 100 CH of A + 100 CH of B + 250 DFG of C + 83.33 SR of C + 83.33 DFG of D + 83.33 SR of D



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

If the quantity required for Location 1 were only 1650 units, then the allocation shall be in the following order:

200 SCJ of A + 500 SCJ of B + 500 BH of A + 300 BH of B + 100 CH of A + 50 CH of B

If the quantity required for Location 1 were only 900 units, then the allocation shall be in the following order:

200 SCJ of A + 500 SCJ of B + 200 BH of A

If the quantity required for Location 1 were only 2500 units, then the allocation shall be in the following order:

200 SCJ of A + 500 SCJ of B + 500 BH of A + 300 BH of B + 100 CH of A + 100 CH of B + 300 DFG of C + 100 SR of C + 100 DFG of D + 100 SR of D + 100 DFG of E + 100 SR of E

For priority in allocation, Maize would be considered at par with DFG (Damaged Food Grain). Other terms and conditions remains the same.

No other preference shall be considered for allocation of quantities.

Department of Food & Public Distribution (DFPD) would provide a mechanism of certification to differentiate Ethanol produced from Sugarcane Juice/Sugar/Sugar Syrup and B Heavy molasses. OMCs shall pay the rate fixed for ethanol derived from B Heavy molasses and Sugarcane Juice/Sugar/Sugar Syrup only if the Tank Truck delivering Ethanol from Sugarcane Juice/Sugar/Sugar Syrup and B Heavy molasses is carrying the Certificate/Document as per prescribed mechanism.

Existing mechanism for certification of ethanol produced from Sugarcane Juice & ethanol produced from B-Heavy Molasses shall prevail till the revised mechanism if any is issued by DFPD at a later date.

In case of Ethanol manufactured from Damaged food grains unfit for human consumption each TT delivering Ethanol from Damaged Food Grain must carry the Certificate/ Document issued by Excise Authority with unique serial number certifying the feed stock used for production i.e Damaged food grain not fit for human consumption of such Ethanol and the invoice should have endorsement from Excise officials with the serial number of the certificate as mentioned above which will be attached along with the consignment.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

In case of Ethanol manufactured from maize, suppliers are required to submit a certificate stating that the Ethanol has been produced from Maize along with every Tank Lorry carrying Ethanol produced from Maize and supplied to OMC location.

In case of Ethanol manufactured from Surplus Rice procured from FCI, The rice for conversion to ethanol shall be issued to the distillers by FCI at Rs 2000/= per quintal.

The procedure and modalities for issue of rice by FCI is given under Notice on <https://bpcleproc.in> site.

Bidders may refer to the following link of FCI's food storage Depots to know the State-Wise/ Zone Wise/ District Wise details of food storage depots along with the capacity, Name and contact details of Depot In-charge: <https://fci.gov.in/storages.php?view=307>

Details of the Nodal officers of Department of Food & Public Distribution, Food Corporation of India & OMCs are given under Notice on e-procurement site.

Escalation/De-escalation formula for rate for ethanol derived from Surplus Rice procured from FCI is given below:

The procurement price of Ethanol from surplus rice will remain unchanged irrespective of any downward revision by FCI in the price of surplus rice.

The procurement price of Ethanol from surplus rice will be calculated as below in case of upward revision by FCI in the price of surplus rice:

$$E = 2.22 \times (X2 - X1)$$

$$P2 = P1 + E$$

P2- Price of Ethanol as on the date of escalation

P1 -Price of Ethanol Fixed by OMC Committee (Rs.56.87 per Liter)

E- Escalation i.e.  $2.22 \times (X2 - X1)$



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

X2 -Price of Surplus Rice supplied by FCI ex. their godown as on (date of consideration)

X1 - Price of Surplus Rice supplied by FCI ex. their godown as on (price considered in tender @ Rs. 22.50/- per Kg.)

As per EOI terms and conditions, priority of allocation as mentioned above shall be accorded. And within the same feed stock category if there were multiple L1s for any location, the allocation shall be made based on the ratio of their offered quantity in case cumulative offered quantity is more than the required quantity. After allocating quantities to L1 bidders for each location, if full requirement for the location is not met; L2 bidders offered quantity will be accepted (till location's requirement is met). This process will be repeated for L3.....Ln bidders.

**"On sole discretion of OMCs, vendors may be asked to shift 20% of the allocated quantity of the location to any other location on need basis during the ESY by informing the bidder well in advance"**

**Procurement of additional quantity:**

OMCs may procure additional quantity up to 10% over and above the contracted quantity from the vendor on mutual consent basis.

Bids submitted after the due date and time of closing of EOI or not in the prescribed format are liable to be rejected. BPCL does not take any responsibility for any delay in submission of online bid due to connectivity problem. No claims on this account shall be entertained.

**Security Deposit**

Security deposit (@1% of contract value) in the form of BG/ retention of SD amount from initial invoices, for the full allocation of ESY 2021-22 will be given by the successful vendor within one month of issuance of LOI.

In case the successful bidder is unable to meet this condition, the allocation for which SD is not submitted is liable to be withdrawn.



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

**Change of Distillery**

The supplier who have multiple distilleries registered with BPC under the EOI, due to some issue in the original distillery, supplier shall be allowed to change to alternate distillery (ies) during the period of contract with following conditions:

1. The alternate distillery (ies) needs to be located within the state where the original distillery is located.
2. Certificate from state excise clearly mentioning the reason for non-supply of Ethanol from the original distillery.
3. Certificate from state excise clearly mentioning the alternate distillery of the supplier from which the pending quantity is proposed to be supplied. This pending quantity supplied by alternate distillery will be adjusted from allocation of Original distillery.
4. The transportation rate applicable shall be less than or equal to the rate as per original contract.
5. This is applicable only for Cooperative distilleries under the administrative control of State Government and distilleries belonging to one Company.

**QUERIES AND CLARIFICATIONS:** Any query or clarification with regard to this tender may please be referred to below address & phone nos. on any working day during office working hours:

Contact person for Clarification with regard to tender	Address
Mr. Rajesh Gehlot, Procurement Manager, Phone: 022-24176416/9950100035 E Mail: <a href="mailto:rajeshgehlot@bharatpetroleum.in">rajeshgehlot@bharatpetroleum.in</a>	Procurement Mgr. /GM Procurement, Central Procurement Organization (Mktg),  Bharat Petroleum Corporation Ltd, 'A' Installation, Sewree Fort Road, Sewree (East), Mumbai - 400 015
Mr. Manoj K., GM Procurement, Phone: 022-24176133 /8017523189 E Mail: <a href="mailto:manojk@bharatpetroleum.in">manojk@bharatpetroleum.in</a>	



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

For any clarification on this E-tender/E-EOI/ training / uploading of document on e-procurement site, please contact our service provider M/s ETL on below numbers.

M/s. ETL Help Desk No.: 079-68136871/861/854/0120-2474951/033-24293447, +91-7622000287; Email: [support@bpclproc.in](mailto:support@bpclproc.in)

Mr. Harshal Sapkale: Contact No. : 022-2417-6419, 09766900823  
E-mail: [mumbai.support@eptl.in](mailto:mumbai.support@eptl.in)

Mr. Darshan Sapkale, Contact No. : 022-2417-6233 / +91 7020200564  
Email ID : [mrsupport@eptl.in](mailto:mrsupport@eptl.in)

Mr. Mohnish Gore: +91 – 6351896637 Email: [mohnish.gore@eptl.in](mailto:mohnish.gore@eptl.in)



QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

**General Instructions to vendors for e-tendering**

1. Interested parties may download the tender from BPCL website (<http://www.bharatpetroleum.in>) or the CPP portal (<http://eprocure.gov.in>) or from the e-tendering website (<https://bpacleproc.in>) and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender available on the BPCL website and the CPP portal can be downloaded for reading purpose only. For participation in the tender, please fill up the tender online on the e-tender system available on <https://bpacleproc.in>.
2. For registration on the e-tender site <https://bpacleproc.in>, one can be guided by the "Instructions to Vendors" available under the download section of the homepage of the website. As the first step, bidder shall have to click the "Register" link and fill in the requisite information in the "Bidder Registration Form". Kindly remember your email id (which will also act as the login ID) and the password entered therein. Once you complete this process correctly, you shall get a system generated mail. Thereafter, login in to the portal using your credentials. When you log in for the first time, system will ask you to add your Digital Signature. Once you have added the Digital Signature, please inform the vendor administrator @ [support@bpacleproc.in](mailto:support@bpacleproc.in) for approval. Once approved, bidders can login in to the system as and when required.
3. As a pre-requisite for participation in the tender, vendors are required to obtain a valid Digital Certificate of **Class IIB** and above (having both signing and encryption certificates) as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCIA), Controller of Certifying Authorities (CCA). **The cost of obtaining the digital certificate shall be borne by the vendor.**

In case any vendor so desires, he may contact our e-procurement service provider M/s. E-Procurement Technologies Ltd., Ahmedabad (Contact no. Tel: + **079-68136861 / 0120-2474951 / 033-24293447**) for obtaining the digital signature certificate.

4. Corrigendum/amendment, if any, shall be notified on the site <https://bpacleproc.in>. In case any corrigendum/amendment is issued after the submission of the bid, then such vendors who have submitted their bids, shall be intimated about the corrigendum/amendment by a system-generated email. It shall be assumed that the information contained therein has been taken into





QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

account by the vendor. They have the choice of making changes in their bid before the due date and time.

5. Vendors are required to complete the entire process online by completing **FINAL SUBMISSION** on or before the due date/time of closing of the tender:
6. Directions for submitting online offers, electronically, against e-procurement tenders directly through internet:
  - (i) Vendors are advised to log on to the website (<https://bpclproc.in>) and arrange to register themselves at the earliest.
  - (ii) The system time (IST) that will be displayed on e-Procurement web page shall be the time considered for determining the expiry of due date and time of the tender and no other time shall be taken into cognizance.
  - (iii) **Vendors are advised in their own interest to ensure that their bids are submitted in e-Procurement system well before the closing date and time of bid.**
  - (iv) If the vendor intends to change/revise the bid already submitted, they shall have to withdraw their bid already submitted, change / revise the bid and submit once again.

**However, if the vendor is not able to complete the submission of the changed/revise bid within due date & time, the system would consider it as no bid has been received from the vendor against the tender and consequently the vendor will be out of contention.** The process of change / revise may do so any number of times till the due date and time of submission deadline. However, no bid can be modified after the deadline for submission of bids.

- (v) Once the entire process of submission of online bid is complete, they will get an auto mail from the system stating you have successfully submitted your bid in the following tender with tender details.
- (vi) Bids / Offers shall not be permitted in e-procurement system after the due date / time of tender. Hence, no bid can be submitted after the due date and time of submission has elapsed.
- (vii) No manual bids/offers along with electronic bids/offers shall be permitted.





QUANTITY BIDDING FOR SUPPLY OF DENATURED ANHYDROUS ETHANOL AT OIL MARKETING COMPANIES (OMCs) LOCATIONS FOR THE ESY 21-22

7. For tenders whose estimated procurement value is more than Rs. 10 lakhs, vendors can see the rates quoted by all the participating bidders once the price bids are opened. For this purpose, vendors shall have to log in to the portal under their user ID and password, click on the "dash board" link against that tender and choose the "Results" tab.
8. No responsibility will be taken by BPCL and/or the e-procurement service provider for any delay due to connectivity and availability of website. They shall not have any liability to vendors for any interruption or delay in access to the site irrespective of the cause. It is advisable that vendors who are not well conversant with e-tendering procedures, start filling up the tenders much before the due date /time so that there is sufficient time available with him/her to acquaint with all the steps and seek help if they so require. Even for those who are conversant with this type of e-tendering, it is suggested to complete all the activities ahead of time. It should be noted that the individual bid becomes viewable only after the opening of the bid on/after the due date and time. Please be reassured that your bid will be viewable only to you and nobody else till the due date/ time of the tender opening. The non-availability of viewing before due date and time is true for e-tendering service provider as well as BPCL officials.
9. BPCL and/or the e-procurement service provider shall not be responsible for any direct or indirect loss or damages and or consequential damages, arising out of the bidding process including but not limited to systems problems, inability to use the system, loss of electronic information etc.

In case of any clarification pertaining to e-procurement process, the vendor may contact the following agencies / personnel:

For system related issues:

M/s. ETL Help Desk No.: 079-68136871/861/854/0120-2474951/033-24293447, +91-7622000287; Email: [support@bpcleproc.in](mailto:support@bpcleproc.in)

Mr. Harshal Sapkale: Contact No. : 022-2417-6419, 09766900823  
E-mail: [mumbai.support@eptl.in](mailto:mumbai.support@eptl.in)

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