1. Bidders are advised to quote their best competitive rate(s) in the price bid (BoQ) as the L1 bidder shall be decided on the basis of price quoted in the price bid (BoQ) subject to evaluation criteria. However, IOCL Reserves the right to go for Reverse Auction. In that case L1 bidder shall be decided based on the lowest bid rate(s) against the auction and quoted rate(s) in the price bid (BoQ) subject to evaluation criteria". For example, if the lowest evaluated price of BoQ is X and the lowest evaluated price obtained during Reverse Auction is Y. Then Minimum of (X, Y) will be the L1 price.

2. In case of Reverse auction, the RA shall start with an initial Starting Price. Any Bidder can quote his price below the Current price only. Bidders will quote the price considering the loading factor for evaluated price as per evaluation criteria. For example if Basic Price to be quoted by bidder is: Rs.100.00, GST is: 18% extra. Then Landed price shall be 100x1.18= Rs. 118 shall be Landed price and Loading factor shall be 118/100 = 1.18.The above example is only for understanding purpose and may not be applicable in all cases. The evaluation factor shall be worked out in every case separately based on tender conditions and Techno-Commercial offer of the specific bidder.

3. The lowest price as well as bidder's latest price shall be available on the Reverse Auction screen at any point of time during the Auction process. This displayed price is the evaluated price based on which the lowest bid is determined as per evaluation criteria of BOQ / Tender Terms & conditions. Accordingly the bidder will put his quote in the Auction window if he wants to offer the reduced price considering the evaluation criteria as per Price Bid (BoQ) / Tender Terms & Conditions.

4. Wherever required, the Evaluation factor/criteria shall be informed to the bidders before start of RA. In other cases the bidder shall calculate his final evaluated price as per BoQ or evaluation criteria mentioned in the tender document and quote accordingly.

5. The lowest quote after end of Reverse Auction shall be considered for further processing.

6. For the purpose of extending MSME or any other preference /benefit as per guidelines, the latest quote of respective MSME bidder(s) during the tender-cum-auction process shall be considered.

7. IOCL reserves the right to conduct price negotiation with overall L1 bidder based on price quoted in BoQ and RA.

8. In case of Tender cum Reverse Auction, this file will consist of only over all L1 value for itemrate & percentage BOQ and only itemwise L1 value for itemwise BOQ. In addition to this, system shall generate overall BOQ Comparative Chart after completion of RA. This chart shall consist of prices quoted in price bid (BOQ) as well as in RA by qualified bidders of RA along with their name and comparative ranking.

9. Qualifying Criteria for Reverse Auction (Elimination Clause):

a) In case of tenders without preferential bidding:
If there are more than three (3) techno-commercially acceptable bids, bidder having highest quote (H1 bidder) will be rejected.

b) In case of tenders with preferential bidding and if there are more than three (3) techno-commercially accepted bidders:
I. H1 bidder will be rejected if he is a non-preferential bidder;
II. In case if H1 bidder is a preferential bidder, H1 bidder will be rejected if his quote is beyond the defined tolerance limit of L1 price as per his preferential category.

c) In case of more than one H1 bidders (H1 tie), latest bid received (bidder whose bid is received at the last) out of all H1 bidders will be rejected as per provisions mentioned above.

d) In case of multi-lot auction, itemwise H1 bidder will be disqualified as per the provision mentioned above.

e) An intimation by mail/SMS shall be provided to the eligible bidders for Reverse Auction.

10. Definitions:

Various terms used in e-Tendering Portal relevant to RA are defined below:

11.1 Starting Price:

As the name describes, Reverse Auction starts from this value. By default, Starting Price will be L1 price emerged from the rates quoted by the bidders in BOQ. This may be reduced, if required.

11.2 Reserve Price:

Reserve Price shall be zero (0) against this field. It will be displayed as NA in further screens.

11.3 Current Price:

Current Price available against any line item (lot) under "Live Auction" tab shows the latest L1 value received against that lot.

11.4 Decremental Value/ Decremental Price / Decrement Price:

This value shall be specified by Tender creator while maintaining auction basic details.
It is the minimum value (in Rs.) which shall be decremented by any competing bidder from "Current Price" while entering his quote. The bidder can decrement only in multiples of this value.

11.5 My Auction Price:

Bidder enters and submits their quote in the space provided against "My Auction Price".
E.g. If Current Price at a moment is X and Decremental value = Y. Then Bidder shall be able to enter My Auction Price = Z where $Z = X - n*Y$ and n is an integer greater than zero (0).

11.6 Elapse Time in Minutes and Auto Extension Time in Minutes:

These values (in minutes) will be specified by Tender creator while maintaining basic details.
Elapse Time is the quantum of period before Auction End Time.
Auto Extension Time is the quantum of period by which the auction End Time will get extended in case of any quote received during Elapse Time.
E.g. Let Auction period is from 11:00 Hrs. to 13:00 Hrs., Elapse Time is 5 Minutes and Auto Extension Time is 10 Minutes.
If any quote is received between 12:55:01 and 12:59:59, Auction End Time will be extended up to 13:10 Hrs. otherwise the auction will end at preschedule time i.e. 13:00 Hrs.

11.7 Maximum Seal Percentage:

Maximum Seal percentage restricts the bidder from quoting abnormally low price in one go by mistake. This value is to be specified by tender creator while maintaining auction basic details.
If Maximum Seal Percentage defined in an auction=p, Decremental Value = Y and Current Price at any time = X. Then bidder cannot quote a price less than *[{(100-p) % of X}-Y]*. If a bidder quotes a price less than this, system will not accept it.
E.g. Maximum Seal Percentage = 25%
Decremental Value = 500
Current Price = 10000
The Bidder can't Quote below 7000 i.e. [{(100-25) % of 10000} - 500].

11.8 Auction Start Date:

Auction gets available under "Live Auction" tab and open for bidders to quote from this time onwards. This time shall be at least 48 hours after publishing of Auction details. In case of multi lot auction, this will be the earliest auction start time of each of the line items (lots).

11.9 Auction End Date:

Auction window available to the bidder expires and auction shall not be available under "Live Auction" tab from this time onwards subject to auto extension of the auction. In case of multi lot auction, this time will be auction end time of the line item(lot) whose auction is going to end at the last.

Indian Oil Refineries Division
Vendor Grievance Redressal System

Vendors and Contractors (hereinafter referred to as "Vendors") are requested to lodge their grievances related to our tenders or Purchase Orders / Work Orders on our **Vendor Grievance Redressal Portal**. The portal can be accessed through URL https://www.ioclvg.in . The website is compatible with IE Explore 9 (and above), Chrome, Mozilla, Edge, Safari. The Portal also provides links to IOCL Corporate Website, Bill Tracking System, IOCL e-tenders portal, CPPP and Vendor Chatbot.

The specific objectives of establishing the portal are:

a) To provide clear and transparent framework to deal with grievances raised by Vendors in relation to tendering activities or procurement of goods and services.
b) To provide reasonable opportunity to the affected Vendor to express grievances and have them redressed in a fair, equitable and prompt manner.

In order to lodge a grievance, following actions have to be performed by the Vendor:

1. Vendor has to register on Grievance Portal using their Mobile Number.

   a) Mobile Number will be verified by unique OTP.

   b) Vendor will have to provide Company Name / Email / IOCL SAP Vendor Code – wherever available / Login Password etc during the registration process.

2. After successful registration, Vendor can login with his / her registered mobile number and OTP / Login Password.

3. After logging in, Vendor can lodge Grievance thru "Lodge Grievances tab".

4. The Vendor will have to select the specific IOCL Location pertaining to the grievance. After this the Vendor will have to select "Materials" or "Contracts" as the case may be.

The Vendor will receive an email, on successful registration of grievance, along with Grievance Registration Number with the maximum date for redressal of the grievance. In case the Vendor is not satisfied with the response to the grievance (s)he will have an option to raise a second grievance.

If the Vendor is satisfied with the response, s(he) will close the same in the portal, else the system will automatically close the grievance within a defined time frame. In case the vendor is not satisfied with the reply, they will have one more option to raise a 2nd level grievance.

x---x---x

How to Submit Bid as "Preferential" Bidder

Step 1: Update Profile Details

Bidder to Login in the portal and update profile details by Selecting "**Yes**" for "**Preferential Bidder**" (if applicable) and select the applicable preference category for the bidder from the dropdown as shown below:

Step 2: Bid Submission

Bidder under any of the preference categories who have updated details in bidder profile will get option to avail preferential benefit and upload supporting document, based upon the tender provisions regarding applicable preference categories, as shown below:

    2.1 Preference category details visible in Bidder's Profile screen:

2.2 Option to avail preferential benefit using "Avail Preferential Bidder Option":

My Tenders ▸ 2019_COIS_106258_1 ▸ Transaction Message

Organisation Chain :
Tender Reference Number :
Tender ID :
Tender Title :

Bid Process List

S.No	Bid Process	Action
1	ITE Details	⊘
2	Profile	⊘
3	Avail Preferential Bidder Option	⊙

Encrypt&Upload

2.3 Upload Supporting Document for availing Preferential benefit

PREFERENTIAL BIDDER DETAIL

Organization Chain :
Tender Reference Number :
Tender ID :
Tender Title :
Preference Category : MSME

Avail Preferential Bidder Option: ⦿ Yes ○ No

Only pdf files are permitted to upload.

Upload Preference Document *

Back   Save

Bidders have to upload bid documents as normal tenders after availing preferential bidding option.

2.4 Bid Summary if bidder avails the preferential benefits

2.5 Bid Summary if bidder does not avail preferential benefits
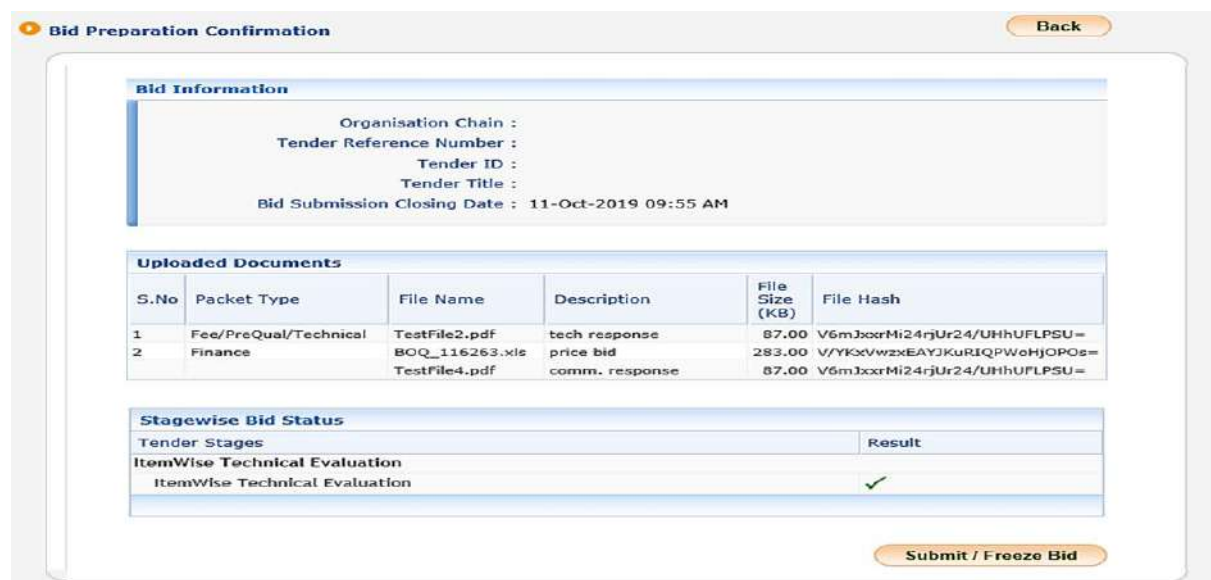
2.6 System will prompt Bidders who have not updated any preference category details in their profile while submitting bids for tender in which preferential evaluation benefits are included in tender for certain preference categories.
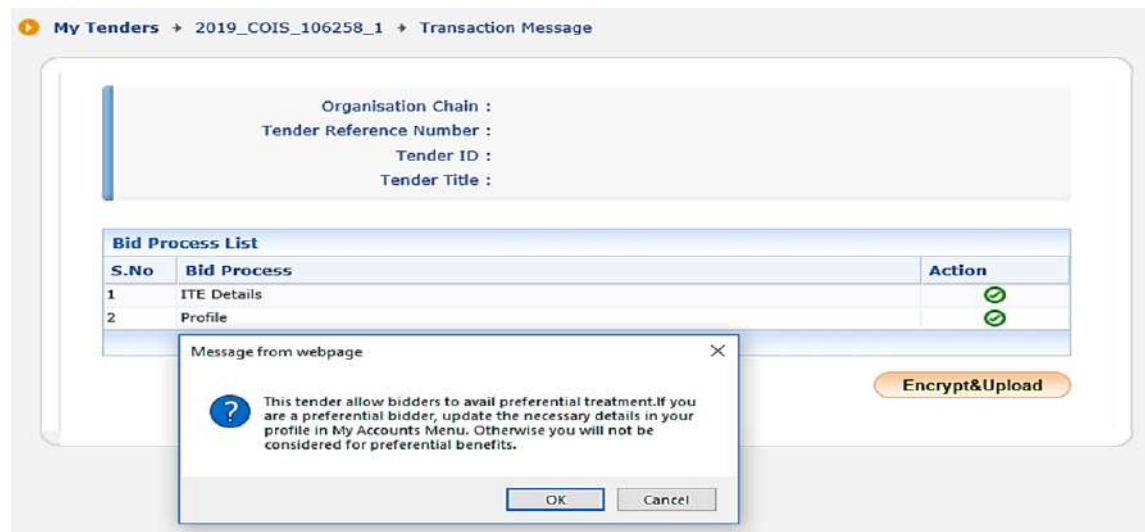
Bidders who wish to avail the preference benefits can do so by updating profile details accordingly as explained earlier in **Step 1** and proceed for bid submission.

2.7 Bidders for whom preferential benefits are not applicable can directly proceed for bid submission. In such cases, the bid summary will not include any preference category details for such bidders as shown below:

--------------------End of Document--------------------