

DREDGING CORPORATION OF INDIA LIMITED  
VISAKHAPATNAM

DCI/MKTG/CLIENT FEEDBACK/2024

Date: 29.02.2024

**Corrigendum No. 01**

Sub: Notice Inviting Tender for Assessment of Customer Satisfaction of DCIL clients for the FY 2023-24, FY 2024-25 & FY 2025-26” – Pre-bid Clarifications – Reg...

Ref: NIT DCI/MKTG/CLIENT FEEDBACK/2024 Dated 24/02/2024

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As per the emails received, various parties have sought pre-bid clarification, which are furnished herewith:

| Sl. No. | Ref                                    | Original Clause   | Query  | Clarification             |
|---------|--|---|--|---------------------------|
| 1       | As per NIT clause 12 of Payment Terms: | <p>As per NIT clause 12 of Payment Terms Total amount payable for completing the assignment shall be project specific 50% of agreed amount of the actual number of executed project shall be released as first instalment within 7 days from the date of submission of draft report in favour of Dredging Corporation of India Limited. The remaining 50% shall be released as the final instalment after submission of the final report for actual number of projects for the year.</p> <p>The rates offered are inclusive of all costs involved and duties, except GST. All applicable taxes such as IT shall be deducted and the remaining amount including GST shall be released within 30 days from the date of submission of invoice, all complete with relevant documents.</p> | Whether this 50%- 50% payment condition applies annually throughout the duration of the project. | Tender Condition Prevails |

|   |                      |   |   |   |
|---|----------------------|---|---|---|
|   |                      | <p>Payment will be released within 30 days from date of submission of every advance invoice after deduction of all applicable taxes, such as Income Tax (IT), GST @18% in every advance bill.</p> <p>From second advance invoice/bill onwards firm/bidder should submit all support documents (previous correspondence of previous invoice) along with invoice, for record and settlement of bill.</p>  | <p>As an MSME firm, we find the stated payment condition somewhat rigid. Considering the nuances of fund flow and your consideration in making the payment terms more flexible.</p> | <p>Tender Condition prevails</p>  |
| 2 | As per NIT clause 11 | <p><b>Scope of the work:</b> The work involves collection and assessment of DCI's client feedback, as the client feedback is essential for improving our services efficiency with regard to dredging and its allied services of clients in India &amp; in overseas. The methodology involves in form of preparation of necessary questionnaire for assessing the customer feedback of DCI's clients in consultation with DCI. Conducting Interviews over phone, Fax/E-mail, collecting data from the DCI's clients. Analysis, preparation and submission of report on the client's feedback in term of percentage of satisfaction of each client.</p> | <p>i Please specify the key respondents that we are expected to interview at each port for data collection.</p>   | <p>i same shall be shared to L-1 bidder.</p>  |
|   |                      |   | <p>ii Min. how many interviews are we expected to complete at each port/client?</p>   | <p>ii As per specification customer satisfaction report to be obtained. Minimum interview can not be specified.</p> |
|   |                      |   | <p>iii Do we need to evaluate the Port Service Quality for all the 5 dimensions?</p>  | <p>iii Tender condition prevails.</p>   |
|   |                      |   | <p>iv In each year, how many rounds of survey do we need to conduct?</p>  | <p>iv It is up to the bidder in order to obtain final customer satisfaction report.</p>                             |
|   |                      |   | <p>v What will be assignment duration in each year? Please specify the expected deliverables with their tentative timelines.</p>  | <p>v Customer Satisfaction report to be submitted every year as per terms &amp; conditions.</p>                     |
|   |                      |   | <p>vi One port/client listed in the Table is outside India. We are assuming that DCIL will facilitate the agency in conducting the survey in this port. Please confirm.</p>         | <p>vi Depending on the case contact details shall be shared to L-1 bidder.</p>                                      |

|  |  |  |  |                            |
|--|--|--|--|----------------------------|
|  |  |  | We are duly registered as a 'Society' under the Societies Registration Act 1860. Thus, we kindly request due consideration for our eligibility to participate in the bid, expressing our sincere interest. | Tender condition prevails. |
|--|--|--|--|----------------------------|

In addition to the above following are the modifications

| Sr.No | Description                              | Original Clause   | Revised Clause   |
|-------|--|---|--|
| 1     | Bid Issue Date                           | From 23.02.2024 to 03.03.2024 upto 14:30 hours  | From 23.02.2024 to 04.03.2024 upto 14:30 hours   |
| 2     | Date of submission                       | Upto 15:00 hours on 03.03.2024  | Upto 15:00 hours on 04.03.2024   |
| 3     | Date & Time of opening of Technical bids | Upto 15:30 hours on 03.03.2024<br><br>If the last date of bid submission/opening lies on public holiday, bid opening shall be scheduled on next working date. | Upto 15:30 hours on 04.03.2024<br><br>If the last date of bid submission/opening lies on public holiday bid opening shall be scheduled on next working date. |

This Corrigendum No.1 shall form part of the tender document and shall be signed and submitted along with the bid. All other terms and Conditions remain unaltered. Bidders/applicants are advised to visit the websites <https://eprocure.gov.in> & <https://dredge-india.com> regularly till the due date of submission of tender for updates if any.

For Dredging Corporation of India Ltd.

Dy. General Manager (Ops)

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**DREDGING CORPORATION OF INDIA LIMITED**  
**“Dredge House”, H. B. Colony Main Road,**  
**Seethammadhara, Visakhapatnam,**  
**Andhra Pradesh- 530022, India**



**NOTICE INVITING TENDER FOR “ASSESSMENT OF**  
**CUSTOMER SATISFACTION OF DCIL CLIENTS FOR THE**  
**FY 2023-24, FY 2024-25 & FY 2025-26**

**NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER SATISFACTION  
OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26**

1. The Dredging Corporation of India Limited (DCI), Visakhapatnam is a premier dredging company of India under the administrative control of four major ports of India i.e. Visakhapatnam Port Authority, Jawaharlal Nehru Port Authority (Mumbai), Paradip Port Authority and Deendayal Port Authority (Kandla).

DCI invite bids online for Assessment of Customer Satisfaction of DCIL Clients from reputed & established Indian entities/ firms. The firm may be in the field of providing assessment of customer satisfaction/report preparation/providing consultancy/study of the organization/restructuring of organization.

Interested eligible Tenderers / Bidders are requested to download the bid documents online in the **CPP portal** <https://eprocure.gov.in/eprocure/app>. The downloading of document shall be carried out strictly as per the provision provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such proposals are liable for outright rejection. Bids should be submitted only on-line and no physical (offline) submission will be accepted under any circumstances.

2. Firms have to submit the bids online through **CPP Portal** (<https://eprocure.gov.in/eprocure/app>). The interested firm has to get themselves enrolled on the above portal and follow the procedure laid therein for submission of bid. The complete bid document shall be available on the website of “DCI”- <https://www.dredge-india.com/tenders.html> and **CPP portal** - <https://eprocure.gov.in/eprocure/app>.
3. Hard copy of uploaded Technical Bid documents duly sealed and superscribed in bold letters as “Invitation of Bids Assessment of Customer Satisfaction of DCIL Clients for the FY 2023-24, FY 2024-25 & FY 2025-26” along with the name and address of the Firm shall be sent to the following address so as to reach within 4 days from the due date of opening of technical bids.

**General Manager (Business Development)  
Dredging Corporation of India Limited,  
“Dredge House”, H. B. Colony Main Road, Seethammadhara,  
Visakhapatnam -530022, India.**

**E-mail: [hodmktg@dcil.co.in](mailto:hodmktg@dcil.co.in), [kmchoudhary@dcil.co.in](mailto:kmchoudhary@dcil.co.in), [suryakant@dcil.co.in](mailto:suryakant@dcil.co.in)  
Contact-no: 08912871347 / 209 / 222**

4. Bidders are advised to submit their Price Bid(s) strictly as per the BoQ online based upon the terms and conditions contained in the bid document. The Financial Bid / Bill of Quantities / Price Bid (in Excel format) shall be submitted through e-tendering mode only on (<https://eprocure.gov.in/eprocure/app>). before due date and time of submission.

Electronic bids received after the stipulated last date and time for receipt of bids, due to any reasons will not be considered.

5. The bids shall be submitted **in single stage two bid system** as per the following:

The Technical Bid containing all requisite enclosures are to be uploaded in pdf format under “Technical Bid”

The Financial Bid shall be submitted online as per the prescribed format (in Excel) in the **CPP Portal**

Both the above bids are to be uploaded at a time on or before the due date and time specified. Tenderer should ensure that his tendered amount as per Financial/ price Bid / Bill of Quantities (BOQ) are not mentioned in any other document directly or indirectly.

If any of the bids are not uploaded properly as required by the **CPP** portal, the said bids cannot be decrypted/ opened by the Employer and hence the bids cannot be considered. In such cases, Employer will assume no responsibility and hence the bidders shall take proper care and ensure that their bids are properly uploaded with all the requisite documents.

6. This notice of **NIT** is being issued with no financial commitment and the Owner (i.e. DCI) reserves the right to change or vary any part thereof at any stage. Owner also reserves the right to withdraw the **NIT**, should it become necessary at any stage.

7. **Brief description of Bidding Process**

- a. The bidding process involves qualification of interested parties and selection of lowest bidder who make an application in accordance with the provisions of this tender (the "Applicant/Bidder").
- b. Any request for further information or clarification on the bid document may be submitted in writing through email to General Manager (Business Development), Dredging Corporation of India Limited, at the above email ids. DCI may respond to the queries raised/ clarifications sought to the best of its ability. However, no extension of the time or date of bid submittal may be accepted on the ground that DCI has not responded to any query/ clarification raised by any party.
- c. DCI at its discretion may extend the due date for submission of bids and the decision of DCI in this respect would be final & binding on the respondents. In the event of changes in the time schedule, Dredging Corporation of India Limited shall notify the same only through [www.dredge-india.com](http://www.dredge-india.com) and <https://eprocure.gov.in/eprocure/app>. Interested parties are advised to check the portal regularly for corrigenda/ addenda if any, which will be published only in the website/ portal.
- d. No oral modification or interpretation of any provisions of this bid shall be valid. Written communication shall be issued by DCI when changes, clarifications or amendment to the bid document is deemed necessary by DCI at its sole discretion.

- e. Bid submittals should be in English. Duly authorized representative shall sign on each page of the documents. Bids should be prepared in such a way so as to provide a straight forward, concise description of Applicants and capabilities to satisfy the requirements of this **NIT**.
- f. If at any time during the evaluation of bids, DCI requires any clarification on the documents submitted by the prospective parties, it reserves the right to request a clarification so as to complete the evaluation.
- g. Bid which is found to be incomplete in content and/ or attachments and/or authentication etc. is liable to be rejected.

## 8. Eligibility Criteria

The bidder must meet the following eligibility criteria to qualify for participating in the bidding:

- 8.1 The tenderer should have average annual turnover of at least **Rs.2,70,270/-**. Average turnover of last 3 years will be taken into account. (Scanned copy of the original audited balance sheets with profit & loss account sheets to be submitted as proof of turnover).
- 8.2 The tenderer must have carried out similar kinds of works during the last **7** years. Scanned copy of original Work Orders and Work Completion certificate of having successful completion of similar type of work during the last **07 (Seven) years** ending on 31<sup>st</sup> March 2023 should either of the followings:
  - (a) Three similar completed works each costing not less than **Rs.3,60,360/-**(OR)
  - (b) Two similar completed works each costing not less than **Rs. 4,50,450/-**(OR)
  - (c) One similar completed work costing not less than **Rs.7,20,720/-**

**Similar works means** in any of the field Providing assessment of customer satisfaction / report preparation / providing consultancy / study of the organization / restructuring of organization. (Copies of Work Orders and corresponding satisfactory work completion certificate with work executed value to be submitted as proof).

Firm/party should submit copies of work order along with payments received (or) work completion certificates (or) final invoices under respective works as documentary evidence, without which the tender bid/application shall not be considered for evaluation.

**Bidders have to submit all relevant supporting documents in the technical bid to satisfy above requirements. Turnover, Net worth and working capital should be certified by the Chartered Accountant. Failing to submit the relevant documents will lead to rejection of that particular bid.**

- 9 Interested firms are requested to go through and fill up the bid documents enclosed. The bid documents shall be enclosed with relevant supporting documents/ information and shall provide complete details of the intended bidder. The documents should be strictly as per the bid

document and no editing, addition, deletion or modification of bid document as hosted on website is permitted. If such action is observed at any stage, such bid will not be considered and will be summarily rejected.

10 The bidding process shall be governed by, and construed in accordance with, the laws of India and the Courts at Visakhapatnam shall have exclusive jurisdiction overall disputes arising under, pursuant to and/ or in connection with the bidding process.

Thanking you,

General Manager (Business Development)  
Dredging Corporation of India Limited



**NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER SATISFACTION  
OF DCIL CLIENTS FY 2023-24, FY 2024-25 & FY 2025-26**

NIT NO: DCI/MKTG/ CLIENT FEEDBACK/2024

1.The Dredging Corporation of India Limited (DCI), Visakhapatnam is a premier dredging company of India under the administrative control of four major ports of India i.e. Visakhapatnam Port Authority, Jawaharlal Nehru Port Authority (Mumbai), Paradip Port Authority and Deendayal Port Authority (Kandla).

DCI invite bids online for Assessment of Customer Satisfaction of DCIL for the FY 2023-24, FY 2024-25 & FY 2025-26 from reputed & established Indian entities/ firms. The firm may be in the field of providing assessment of customer satisfaction/report preparation/providing consultancy/study of the organization/restructuring of organization.

2 Firms have to submit the bids online through **CPP Portal** <https://eprocure.gov.in/eprocure/app>  
The interested firm has to get themselves enrolled on the above portal and follow the procedure laid therein for submission of bid. The complete bid document shall be available on the website of "DCI"- <https://www.dredge-india.com/tenders.html> and **CPP portal** <https://eprocure.gov.in/eprocure/app>

3 The bids shall be submitted **in single stage two bid system** as per the following:

The Technical Bid containing all requisite enclosures are to be uploaded in pdf format under "Technical Bid"

The Financial Bid shall be submitted online as per the prescribed format in the **CPP Portal**

#### **4 Schedules**

| A | Name of Work         | Invitation for Bids for Assessment of Customer Satisfaction of DCIL Clients for the FY 2023-24, FY 2024-25 & FY 2025-26  |
|---|----------------------|--|
| C | Cost of bid document | <p><b>INR 295.00 (including 18% GST)</b> by way of NEFT / RTGS or similar online transaction to the DCI account. Copy of the transaction details to be submitted with the bid document in Cover-I, without which the bid shall be deemed invalid.</p> <p>MSME Bidders who are registered with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Village Industries Board (KVIB) or Coir Board or National Small Industries Corporation (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME for similar nature of Works shall be eligible for issue of</p> |

|   |                       |  |
|---|-----------------------|--|
|   |                       | <p>Bid Document free of cost and exemption from payment of Bid Document free. They are required to submit documentary proof of such registration along with the offer, as detailed in Documents to be submitted with Bid for claiming the Page 2 of 3 available exemptions and a scanned copy of <b>Exemption Certificate (MSME) Duly Notarized shall be uploaded</b> in the e – Tender Portal. If the Registration Certificate does not pertain to the Category of “Similar Works” mentioned above, the Tender will be rejected.</p>  |
| D | Earnest money deposit | <p>Bid must be accompanied with Earnest Money Deposit (i.e. EMD) <b>for an amount of INR 18,018/-</b> by way of NEFT / RTGS or similar online transaction to the DCI account or ‘Bank Guarantee’ strictly as per the format given in <b>Annexure-9</b> (as the case may be) of the bid document:</p> <p>Bidder shall ensure that EMD submitted in the form of ‘Bank Guarantee’ should have a validity of at least two months beyond the validity of the Bid. The “Bank Guarantee” shall be from any Indian Nationalised Bank.</p> <p>MSME Bidders who are registered with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Village Industries Board (KVIB) or Coir Board or National Small Industries Corporation (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME for similar nature of Works shall be eligible for issue of exemption from payment of Earnest Money Deposit. They are required to submit documentary proof of such registration along with the offer, as detailed in Documents to be submitted with Bid for claiming the Page 2 of 3 available exemptions and a scanned copy of <b>Exemption Certificate (MSME) Duly Notarized shall be uploaded</b> in the e – Tender Portal. If the Registration Certificate does not pertain to the Category of “Similar Works” mentioned above, the Tender will be rejected.</p> <p>Any Bid not secured in accordance with above stated conditions may be rejected by DCI as non-responsive.</p> <p>Notwithstanding anything contained herein, the EMD will be forfeited in any of the following cases:</p> <p>(a) If a Bidder withdraws his Bid during the ‘Period of Bid Validity’;</p> <p>(b) If a Bidder has indulged in corrupt/ fraudulent /collusive/ coercive practice;</p> |

|   |  |  |
|---|--|--|
|   |  | <p>(c) If the Bidder modifies Bid during the period of bid validity (after Due Date and Time for Bid Submission);</p> <p>(d) Violates any other condition, mentioned elsewhere in the Bid Document, which may lead to forfeiture of EMD.</p> <p>(e) In the case of a successful Bidder, if the Bidder fails:</p> <p>(i) to acknowledge receipt of the “Notification of Award” or “Letter of Acceptance [LOA]”,</p>   |
| E | Bid validity                           | The bid validity period shall be 180 days from final 'Due Date of submission'.   |
| F | DCI account details for online payment | <p>Name of beneficiary: <b>DREDGING CORPORATION OF INDIA LIMITED</b></p> <p>Account No.: <b>35833070000014</b></p> <p>IFSC Code: <b>CNRB0013583</b></p> <p>Account Type: <b>CURRENT ACCOUNT</b></p> <p>Name of the Bank: <b>CANARA BANK</b></p> <p>Branch address: <b>DCIL Branch, Ground Floor, Dredge House, H.B. Colony Main Road, Seethammadhara, Visakhapatnam, Andhra Pradesh- 530022</b></p> <p>MICR code: <b>530015032</b></p> <p>SWIFT Code: <b>SYNBINBB032</b></p> <p>Bidders shall obtain confirmation for receipt of bid document fee / EMD from <a href="mailto:treasury@dcil.co.in">treasury@dcil.co.in</a> (with CC to <a href="mailto:hodmktg@dcil.co.in">hodmktg@dcil.co.in</a>) and a copy of transaction details shall be submitted along with the bid.</p> |
| G | Place of obtaining bid documents       | <p>The bid documents can be downloaded from the below mentioned websites:</p> <p><a href="http://www.dredge-india.com">www.dredge-india.com</a> , <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></p>  |
| H | Bid issue date                         | <b>From 23.02.2024 to 03.03.2024 upto 1430 hours</b>   |
| I | Pre Bid Queries / Clarifications       | <p><b>Pre Bid Queries shall be sent to both the below mail ids on or before 28/02/2024.</b> DCI will make efforts to issue the clarifications as soon as practicable online through websites or by mail. However, DCI reserves the right, in their sole discretion, not to respond to any questions raised or provide clarifications sought, if considered inappropriate or prejudicial to do so. Queries can be sent to the following email id:</p> <p><a href="mailto:hodmktg@dcil.co.in">hodmktg@dcil.co.in</a> &amp; <a href="mailto:suryakant@dcil.co.in">suryakant@dcil.co.in</a></p>  |
| J | Due date of submission                 | <b>Upto 15:00 hours on 03.03.2024</b>  |

|   |  |  |
|---|--|--|
| K | Address to which hard copy of Technical Bid documents should be sent | <b>General Manager (Business Development)</b><br><b>Dredging Corporation of India Ltd.</b><br><b>Dredge House, H. B. Colony Main Road,</b><br><b>Seethammadhara,</b><br><b>Visakhapatnam -530022, India.</b><br>Email : <a href="mailto:hodmktg@dcil.co.in">hodmktg@dcil.co.in</a> |
| L | Date & Time of opening of Technical bids                             | <b>Upto 15:30 hours on 03.03.2024</b><br><b>If the last date of bid submission / opening lies on public holiday, bid opening shall be scheduled on next working day</b>  |
| M | Date & Time of opening of Price bids                                 | Will be informed later to technically qualified bidder   |

- 5 This **NIT** is being issued with no financial commitment and the Owner (i.e. DCI) reserves the right to change or vary any part thereof at any stage. Owner's also reserve the right to withdraw the **NIT**, should it become necessary at any stage.
- 6 DCI reserves the right to terminate or alter the process at any stage, without prior notice or assigning any reasons thereof, and without incurring any liability in respect thereof.
- 7 **Brief description of Bidding Process:**
- i. The bidding process involves qualification of interested parties who make an application in accordance with the provisions of this **NIT**(the "Applicant/ Bidder").
  - ii. DCI will initially scrutinise the technical bid as per the eligibility criteria and other conditions of the bid document. Thereafter, the successful bidders in the technical evaluation stage will be qualified for the price bid stage and accordingly the respective parties' price bids will be opened. The bidder who has quoted the Lowest rate without any deviations or counter conditions to the bid document will be considered as successful bidder.
  - iii. Any request for further information or clarification on the bid document may be submitted in writing through email one day before the pre-bid meeting to the General Manager (Business Development), Dredging Corporation of India Limited, at the above email id. DCI may respond to the queries raised/ clarifications sought to the best of its ability and same shall be notified only through [www.dredge-india.com](http://www.dredge-india.com) and <https://eprocure.gov.in/eprocure/app> Interested parties are advised to check the website regularly for corrigenda/ addenda if any, which will be published only in the website. However, no extension of the time or date of bid submittal may be accepted on the ground that DCI has not responded to any query/ clarification raised by any party.
  - iv. DCI at its discretion may extend the due date for submission of bids and the decision of DCI in this respect would be final & binding on the respondents. In the event of changes in the time schedule, Dredging Corporation of India Limited shall notify the same only through <https://eprocure.gov.in/eprocure/app> and [www.dredge-india.com](http://www.dredge-india.com).

Interested parties are advised to check the websites regularly for corrigenda/ addenda if any, which will be published only in the website.

- v. No oral modification or interpretation of any provisions of this NIT shall be valid. Written communication shall be issued by DCI when changes, clarifications or amendment to the bid document is deemed necessary by DCI at its sole discretion.
- vi. Bid submittals should be in English. Duly authorized representative shall sign on each page of the documents. Bids should be prepared in such a way so as to provide a straight forward, concise description of Applicants and capabilities to satisfy the requirements of this **NIT**
- vii. If at any time during the evaluation of bids, DCI requires any clarification on the documents submitted by the prospective parties, it reserves the right to request a clarification so as to complete the evaluation.
- viii. Bid which is found to be incomplete in content and/ or attachments and/or authentication etc. is liable to be rejected.

## **8 Eligibility Criteria**

The bidder must meet the following eligibility criteria to qualify for participating in the bidding:

- 8.1 The tenderer should have average annual turnover of at least **Rs.2,70,270/-**. Average turnover of last 3 years will be taken into account. (Scanned copy of the original audited balance sheets with profit & loss account sheets to be submitted as proof of turnover).
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- 10 The bidding process shall be governed by, and construed in accordance with, the laws of India and the Courts at Visakhapatnam shall have exclusive jurisdiction overall disputes arising under, pursuant to and/ or in connection with the bidding process.

#### 11 Assessment of Customer Satisfaction of DCIL clients

**Scope of the work:** The work involves collection and assessment of DCI's client feedback, as the client feedback is essential for improving our services efficiency with regard to dredging and its allied services of clients in India & in overseas. The methodology involves in form of preparation of necessary questionnaire for assessing the customer feedback of DCI's clients in consultation with DCI. Conducting Interviews over phone, Fax/E-mail, collecting data from the DCI's clients. Analysis, preparation and submission of report on the client's feedback in term of percentage of satisfaction of each client.

| Sr.No | Name of the Port/Client                              |
|-------|--|
| 1     | Syama Prasad Mukherjee Port Authority                |
| 2     | Visakhapatnam Port Authority                         |
| 3     | Cochin Port Authority                                |
| 4     | Jawaharlal Nehru Port Authority                      |
| 5     | Paradip Port Authority                               |
| 6     | Mormugao Port Authority                              |
| 7     | New Mangalore Port Authority                         |
| 8     | Chennai Port Authority                               |
| 9     | Deendayal Port Authority                             |
| 10    | Mumbai Port Trust (MbPT)                             |
| 11    | V.O Chidambaranar Port Trust                         |
| 12    | Southern Naval Command (SNC), Kochi                  |
| 13    | Cochin Shipyard                                      |
| 14    | Western Naval Command, Mumbai (N)                    |
| 15    | Kamarajar Port Limited                               |
| 16    | Gagavaram Port                                       |
| 17    | Irrigation & Waterways Department (IWD), West Bengal |
| 18    | Karwar Port  |
| 19    | Port of Pondicherry                                  |
| 20    | Vanakbara Creek- Damau Diu                           |
| 21    | Andaman Lakshadweep Harbour Work (ALHW)              |
| 22    | Karaikal Port Private Limited (KPPL)                 |
| 23    | Mongla Port at Bangladesh                            |

|    |  |
|----|--|
| 24 | Mangrol Fishing Harbour, Gujarat       |
| 25 | Numaligarh Refinery Ltd (NRL), Paradip |
| 26 | Ramayapatnam                           |

**Note:**

- a. The name of the above ports & clients is only tentative and may vary to any extent, as per Employer year to year order book. In case of any new addition of ports & clients the rates of the nearest ports shall be taken into account for Customer Satisfaction of DCIL clients for FY 2023-24, FY 2024-25 & FY 2025-26.
- b. The subject work is called for 3 years i.e., FY 2023-24, FY 2024-25 & FY 2025-26. The party should quote per year amount in the Bill of Quantities excluding GST. It is expressly understood and agreed by L-1 party that the rates quoted for the Customer Satisfaction of DCIL clients for one year shall remain fixed unchanged and multiplied by 03(three) to ascertain the total value for a duration of three years. The quoted rates shall encompass all expenses related to the subject Assessment of Customer Satisfaction of DCIL Clients for FY 2023-24, FY 2024-25 & FY 2025-26 including but not limited to personnel, materials, equipment, travel, accommodation and administrative costs etc.

**12 Payment terms:**

Total amount payable for completing the assignment shall be project specific

50% of agreed amount of the actual number of executed project shall be released as first instalment within 7 days from the date of submission of draft report in favour of Dredging Corporation of India Limited. The remaining 50% shall be released as the final instalment after submission of the final report for actual number of projects for the year.

The rates offered are inclusive of all costs involved and duties, except GST. All applicable taxes such as IT shall be deducted and the remaining amount including GST shall be released within 30 days from the date of submission of invoice, all complete with relevant documents.

Payment will be released within 30 days from date of submission of every advance invoice after deduction of all applicable taxes, such as Income Tax (IT), GST @18% in every advance bill.

From second advance invoice/bill onwards firm/bidder should submit all support documents (previous correspondence of previous invoice) along with invoice, for record and settlement of bill.

The following services are required to be provided in addition to the above-mentioned services

1. preparation of necessary questionnaire/methodology for assessing the customer feedback of DCI's clients in consultation with DCI.
2. Conducting Interviews over phone, Fax/E-mail, physically, collecting data from the DCI's clients.

3. Analysis, preparation and submission of report on the client's feedback in term of percentage of satisfaction of each client.

Terms and conditions:

- i. The bidder shall bear all the expenses towards online submission of tender document.
- ii. Dredging Corporation of India (DCI) Limited do not guarantee of awarding the work to any firm participating in the tender. Also not liable for any financial loss to them.
- iii. The price / rates offered are inclusive of all costs involved and duties, except GST. All applicable taxes such as IT shall be deducted and remaining amount including GST @ 18% shall be released within 30 days from the date of submission of invoice, all complete with relevant documents.
- iv. Lowest bid (L1) will be declared based on overall lowest amount quoted by the bidder.

**13 Right to accept or reject any or all Applications:**

- a. Notwithstanding anything contained in this **NIT**, DCI reserves the right to accept or reject any Application and to annul the bidding Process and reject all Applications, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefore.
- b. DCI reserves the right to disqualify any Applicant during or after completion of bidding process, if it is found there was a material misrepresentation by any such Applicant or the Applicant fails to provide, within the specified time, supplemental information sought by DCI or suppression/ non-disclosure of material facts by the party.
- c. DCI reserves the right to verify all statements, information and documents submitted by the Applicant in response to the **NIT** Any such verification or lack of such verification by DCI shall not relieve the Applicant of his obligations or liabilities hereunder nor will it affect any rights of DCI.

**14 Documents to be submitted with Bid:**

- a. Document fee and EMD
- b. Power of Attorney in the name of Authorized signatory submitting the Bid document
- c. Relevant documents under eligibility criteria duly signed & stamped on each page
- d. Annexure-1 duly filled & signed Application forms / Annexures as provided in the bid document with necessary supporting documents thereof.
- e. Profile of the company, copy of Articles & Memorandum of Association or partnership deed.
- f. Annexure-2 Letter of Application duly filled & signed



- g. Annexure-3 Financial information (Copies of Applicant's duly audited balance sheets and profit & loss statements for the preceding three years & other relevant documents as per eligibility criteria).
- h. Annexure-4 Undertaking
- i. Annexure-5 Compliance condition and no counter condition
- j. Annexure-6 Declaration about Relatives
- k. Annexure-7 Undertaking about Illegal Gratification
- l. Annexure-8 Integrity Pact
- m. Duly filled Vendor Registration form with necessary enclosures
- n. The complete tender document & corrigendum and if any should be submitted duly signed & stamped from bidder
- o. Any other relevant data.

The firm who submits the above documents and after evaluation qualifies under the Eligibility criteria as per clause 8; shall be considered for further evaluation i.e. for opening of Cover-2 Price bid.

**All the above technical bid document should be submitted by the bidder duly signed and stamped on each page.**

## **15 Integrity Pact (IP)**

Integrity Pact shall cover this tender throughout its various phases, and IP would be deemed as a part of the contract though an appropriate provision. The bidders should sign and submit an "Integrity Pact" to be executed between the bidder and Dredging Corporation of India Limited before due date and time of the tender. Bids not accompanied by a duly signed "Integrity Pact" shall be liable for rejection. IP would be implemented through either of the following Independent External Monitors (IEM) for this tender.

- 1) **Shri. Kishore Kumar Sansi,**  
**B-301, Badhwar Apartments**  
**Sector-6, Plot No. 3, Dwarka**  
**West Delhi-110075**  
**Mobile: +91-9686009000**  
**Email- [kishoresansi@hotmail.com](mailto:kishoresansi@hotmail.com)**
- 2) **Shri. P. K. Dash, I.A.S. (Retd.)**  
**Nr.Laharpur Dam, Bhopal - 4062043**  
**Mobile: +91-9425011441**  
**Email- [pkdash81@gmail.com](mailto:pkdash81@gmail.com)**

For full details of the scheme of IP, you may visit the website of Central Vigilance Commission, New Delhi.

Signatories to the Integrity Pact with regard to this contract can represent a matter with regard to the contract to the Independent External Monitors (IEMs) under the Integrity Pact Provisions. Firms signing the Integrity Pact shall not approach for Negotiation/ Conciliation/ Arbitration/ Adjudication while representing matters to the IEMs and the firm will await their decision in the matter.

**16 CONFIDENTIALITY**

Each of the Parties hereby warrants and undertakes, except with the consent of the other Party, not to use or disclose any information obtained by either Party under this **NIT** unless and until such information becomes generally available to the public.

**17 NOTICES**

All notices and communications shall be sent to the authorized representatives identified by each party for the purpose.

**18 DISCLAIMER**

The information contained in this bid document (the "**NIT**") or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of DCI or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this **NIT** and such other terms and conditions subject to which such information is provided.

This **NIT** is not an agreement and is neither an offer nor invitation by DCI to the prospective Applicants or any other person. The purpose of this **NIT** is to provide interested parties with information that may be useful to them in the formulation of their application for qualification pursuant to this **NIT**

DCI also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this **NIT**

The issue of this **NIT** does not imply that DCI is bound to select and shortlist Applicants for next stage.

**Application form**

|    |   |  |
|----|---|--|
| 1  | (a) Name of the Firm<br>(b) Full address.<br>(c) Tele / fax Number(s):<br>(d) Telephone Number(s):<br>(e) E-mail Address:   |  |
| 2  | Year and date of establishment of Business & Experience   |  |
| 3  | Nature of Business  |  |
| 4  | Whether Proprietorship / Private/ Partnership/ Public Ltd Company/ <del>Joint Venture/ Special Purpose Vehicle</del> (Please furnish copy of Partnership Deed/ Articles of Association / <del>Relevant documents showing establishment of Joint Venture/ SPV and Organizational Chart</del> ) |  |
| 5  | Whether your firm is listed with any stock exchange. If yes, details there of:  |  |
| 6  | Names of Proprietors / Partners / Directors and their other business (if any):  |  |
| 7  | Names of your Bankers and their address:<br>(Please attach a certificate from your bankers about your financial status and credit facility available to you.)   |  |
| 8  | Please state whether Proprietors / Partners /Directors have any relation with any PSU in India or with other Shipping lines. If so, kindly furnish details:   |  |
| 9  | Names and addresses of your clients, from whom you have undertaken similar kind of work.  |  |
| 10 | Whether your firm has been disqualified by any Government/ Shipping Company / client, at any time in the past. If yes, state reasons:   |  |

|    |  |  |
|----|--|--|
| 11 | <p>Please give details of office infrastructure in India/<br/>Abroad:</p> <ul style="list-style-type: none"><li>a. Head / Registered office</li><li>b. Number of offices owned by the firm<br/>and their location each</li><li>c. Number of employees.</li></ul> |  |
|----|--|--|

**Letter of Application**

*(To be submitted on the letter head of the party submitting the bid)*

To,  
General Manager (Business Development)  
Dredging Corporation of India Ltd.  
Dredge House, H.B. Colony Main Road,  
Seethammadhara, Visakhapatnam-530022

Subject: NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER  
SATISFACTION OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26

With reference to your notice for NIT dated \_\_\_\_\_ we have examined the NIT terms and conditions, for satisfaction customer of DCIL clients understood its contents. We are interested in providing services for assessment of customer satisfaction of DCIL clients and herby submit our bid for assessment of customer satisfaction of DCIL clients.

- a) We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct. We have furnished all information and details necessary for bidding and have no further pertinent information to supply.
- b) We confirm to make available to DCI, within the stipulated time, any additional information it may find necessary or require to supplement or authenticate the pre-qualification statement.
- c) We also allow, in case required by DCIL, General Manager (Business Development), Dredging Corporation of India Limited or his authorized representative to approach individuals, employers and entities to verify our competence and general reputation.
- d) We agree and undertake to abide by all the terms and conditions of the bid document.

In witness thereof, I / we submit this application under and in accordance with the terms of the bid document.

Yours faithfully,

*(Signature, name and designation of the Authorised Signatory)*

(Name and seal of the Applicant)

Date:

Place:

**Financial Information**

*(This form to be duly certified by a Chartered Accountant)*

**Average turnover**

| Financial year | Turnover in Indian rupees |
|----------------|---------------------------|
| 2022-23        |                           |
| 2021-22        |                           |
| 2020-21        |                           |
| Average        |                           |

**Instructions:**

1. The Applicant shall attach copies of the balance sheets, profit & loss, financial statements and Annual Reports for 3 (three) years preceding the Application Due Date. The financial statements shall:
  - (a) Reflect the financial situation of the Applicant;
  - (b) Have been audited by a statutory auditor;
  - (c) Be complete, including all notes to the financial statements; and
  - (d) Correspond to accounting periods already completed and audited.
  
2. The Applicant shall provide an Auditor's Certificate specifying the **Net worth** of the Applicant and also specifying the methodology adopted for calculating such Net worth.

**UNDERTAKING**

(On Stamp paper of Rs.100/- or equivalent currency)

**To**  
**General Manager (Business Development)**  
**Dredging Corporation of India Ltd**  
**Dredge House, H.B. Colony Main Road,**  
**Seethammadhara**  
**Visakhapatnam-530 022**

**Sir,**

**Sub:** NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER  
SATISFACTION OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26

**Ref:**

1. We shall enter into agreement with Dredging Corporation of India Ltd, Visakhapatnam on terms and conditions decided by the client/ organisation /Government and other mutually agreed terms.
2. We also hereby declare that all the information and documents submitted in this tender are true and genuine to the best of our knowledge.
3. It is certified that our firm has not been blacklisted/ banned for participation in tender by any Central/ State Government/ PSU/ any other body/ authority.
4. We shall ensure compliance of all Government regulations / conventions / policies/ guidelines / orders etc. in force related to any or all of the business activities undertaken.
5. We hereby indemnify DCI Ltd, Visakhapatnam against any damage / loss/ penalty imposed by any lawful authority towards this business transaction. All such liabilities will be borne by us without demur.

Signature of the applicant /Authorized  
Signatory with stamp & date

**COMPLIANCE OF CONDITIONS AND NO COUNTER CONDITIONS**

(On Letterhead)

Dated \_\_\_\_\_

**To**  
**General Manager (Business Development)**  
**Dredging Corporation of India Ltd**  
**Dredge House, H.B. Colony Main Road,**  
**Seethammadhara, Visakhapatnam-530 022**

Sir,

Sub: NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER  
SATISFACTION OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26

Ref:

1. I/We hereby confirm having read by me/us read and/or explained to me/us so far all the terms and conditions stated in the bid documents and agree to abide unconditionally the terms and conditions stated therein.
2. Should this bid be accepted, I/We hereby agree to abide by and fulfil the terms and conditions and other provisions contained in the bid documents, which have been read by me/us read and/or explained to me/us so far as they are applicable.
3. I/We hereby confirm having read and understood all the terms and conditions of the bid document and abide by these terms and conditions. All the pages in the bid documents have been initialled /signed and stamped in token of acceptance of the terms and conditions of the bid documents.
4. I/ We hereby confirm that we have not put/ specified/ laid down any counter conditions and we accept the bid conditions and agree to abide by the same

Thanking you,

Yours faithfully,

Place :

Date :

SIGNATURE OF THE FIRM WITH SEAL, NAME AND ADDRESS



**DECLARATION ABOUT RELATIVES**

(On Letterhead)

Dated \_\_\_\_\_

**To**  
**General Manager (Business Development)**  
**Dredging Corporation of India Ltd**  
**Dredge House, H.B. Colony Main Road,**  
**Seethammadhara**  
**Visakhapatnam-530 022**

Sir,

**Sub:** NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER SATISFACTION OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26

**Ref:**

We hereby certify that, we are not related to any person employed in Dredging Corporation of India Limited.

Or

We hereby certify that, the following are the persons who are employed in Dredging Corporation of India Limited and are related to me

| Sl.No. | Name of the employee in DCI and designation | Nature of relationship |
|--------|---|------------------------|
|        |   |                        |
|        |   |                        |

(Strike out /fill-in as applicable)

Thanking you,

Yours faithfully,

Place :

Date :

SIGNATURE OF THE FIRM WITH SEAL, NAME AND ADDRESS

**UNDERTAKING ABOUT ILLEGAL GRATIFICATION**

(On Letterhead)

Dated \_\_\_\_\_

**To**  
**General Manager (Business Development)**  
**Dredging Corporation of India Ltd**  
**Dredge House, H.B. Colony Main Road,**  
**Seethammadhara**  
**Visakhapatnam-530 022**

**Sub:** NOTICE INVITING TENDER FOR ASSESSMENT OF CUSTOMER  
SATISFACTION OF DCIL CLIENTS FOR THE FY 2023-24, FY 2024-25 & FY 2025-26

**Ref:**

With reference to your subject tender, we hereby give an Undertaking that we have not made any payment or illegal gratification to any person/authority connected with the bidding process so as to influence the bidding process and have not committed any offence under the Prevention of Corruption Act in connection with the tender. We also do undertake that we shall disclose if any payment made or proposed to be made to any intermediaries (agents etc.) during the bidding process in connection with this tender.

Place :

Date :

SIGNATURE OF THE FIRM WITH SEAL, NAME AND ADDRESS

**INTEGRITY PACT**

*(Before award of contract: To be submitted on company letter head with duly signed & stamped)  
After award of contract: To be executed on Rs.100/- non-judicial stamp paper in two sets)*

Dredging Corporation of India Limited (DCIL) hereinafter referred to as “The Principal”.

And

\_\_\_\_\_ (*Indicate firm name*) hereinafter referred to as ‘The Bidder/ Contractor’

**Preamble:**

The Principal intends to award, under laid down organizational procedures, contract/s for \_\_\_\_\_ (*Name of the work*). The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and /or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Principal**

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

**Section 2 - Commitments of the Bidder(s)/ Contractor(s)**

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

a. The Bidder(s)/ contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principals employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal.

This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s)/ Contractors will not use improperly, for purposes of competition or personal gain, or passion to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the bidder(s)/ contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/ Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only. *Copy of the “Guidelines on Indian Agents of Foreign Suppliers” as annexed and marked as Annexure-A.*

e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3: Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process.

### **Section 4: Compensation for Damages**

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and

recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

#### **Section 5: Previous Transgression**

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process for action can be taken.

#### **Section 6: Equal treatment to all Bidders/Contractors/Subcontractors.**

1. The Bidder(s)/ Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all bidders, contractors and subcontractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7: Criminal charges against violation Bidder(s)/ Contractor(s)/ Subcontractor(s).**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer (CVO).

#### **Section 8: Independent External Monitor/ Monitors**

1. The Principal appoints competent and credible Independent External Monitors (IEMs) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman, DCIL.
3. The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.
4. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual

relations between the Principal and the Contractor. The parties Offer to the Monitor the option to participate in such meetings.

5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

6. The Monitor will submit a written report to the Chairman, DCIL within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit Proposals for correcting problematic situations.

7. Monitor shall be entitled to compensation on the same terms as being extended to/ provided to Independent Directors on the DCIL Board.

8. If the Monitor has reported to the Chairman DCIL, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman DCIL has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9. The word 'Monitor' would include both singular and plural.

10. Integrity Pact would be implemented through the Independent External Monitor (IEM) for this NIT. The addresses of the same are:

1) Shri. Kishore Kumar Sansi,  
B-301, Badhwar Apartments  
Sector-6, Plot No. 3, Dwarka  
West Delhi-110075  
Mobile: +91-9686009000  
Email- [kishoresansi@hotmail.com](mailto:kishoresansi@hotmail.com)

2) Shri. P. K. Dash, I.A.S. (Retd.)  
Nr. Laharpur Dam, Bhopal - 4062043  
Mobile: +91-9425011441  
Email- [pkdash81@gmail.com](mailto:pkdash81@gmail.com)

### **Section 9 - Pact Duration**

This pact begins when both parties have legally signed it. It expires for the Contractor 08 months after the last payment under the contract, and for all other Bidders 08 months from the date of signing MOU.

If any claim is made /lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by Chairman of DCIL.

### **Section 10 - Other provisions**

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turnout to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like warranty/ Guarantee etc. shall be outside the purview of Monitors.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the clause in the Integrity Pact will prevail.

\_\_\_\_\_

(For & on behalf of the Principal)

(Office Seal)

Place\_\_\_\_\_

Date\_\_\_\_\_

Witness 1:  
(Name & Address)

Witness2:  
(Name & Address)

\_\_\_\_\_

(For & On behalf of Bidder/Contractor)

(Office Seal)

Witness 1:  
(Name & Address)

Witness2:  
(Name & Address)

**GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS**

1.1 There shall be compulsory registration of Indian agents of foreign suppliers for all Tenders. An agent who is not registered with DCI shall apply for registration in the prescribed Application Form.

1.2 Registered agents will file an authenticated Photostat copy (duly attested by a Notary Public) / Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission / remuneration / salary / retainership being paid by the principal to the agent before the placement of order by DCI.

1.3 Wherever the Indian representatives have communicated on behalf of their principals and foreign parties have stated that they are not paying any commission to the Indian agents and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.

1.4 DISCLOSURE OF PARTICULARS OF AGENTS / REPRESENTATIVES IN INDIA, IF ANY.

**2.1 Bidders of Foreign nationality shall furnish the following details in their offer:**

2.1.1 The name and address of the agents / representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent / representative be a foreign Company, it is to be confirmed whether it is real substantial Company and details of the same shall be furnished.

2.1.2 The amount of commission / remuneration included in the quoted price(s) for such agents / representatives in India.

2.1.3 Confirmation of the Bidder that the commission / remuneration if any, payable to his agents / representatives in India, is to be paid by DCI in Indian Rupees only.

**2.2 Bidders of Indian Nationality shall furnish the following details in their offers:**

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e. whether manufacturer or agent of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents / representatives.

2.2.2 The amount of commission / remuneration included in the price (s) quoted by the bidder for himself.

2.2.3 Confirmation of the foreign principals of the Bidder that the commission / remuneration, if any, reserved for the Bidder in the quoted price (s), is paid by DCI in India in equivalent Indian Rupees.

2.3 In either case, the event of contract materializing, the terms of payment will provide for payment of the commission / remuneration, if any payable to the agents / representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.



2.4 Failure to furnish correct and detailed information as called for in paragraph – 2.1 above will render the concerned tender liable for rejection or in the event of a contract materializing, the same liable to termination by DCI. Besides this there would be a penalty of banning business dealings with DCI or damage or payment of a named sum.

**PROFORMA OF "BANK GUARANTEE" FOR "EARNEST MONEY / BID SECURITY"**

*(To be stamped in accordance with the Stamp Act)*

Ref:

Bank Guarantee No:

Date :

To,

**M/s Dredging Corporation of India Limited**

Dredge House, H. B. Colony Main Road,  
Seethammadhara, Visakhapatnam-530022,  
Andhra Pradesh, India

SUB: Assessment of Customer Satisfaction of DCIL Clients for the FY 2023-24, FY 2024-25 & FY 2025-26

NIT No.: **Starting number to be mentioned**

Dear Sir(s),

In accordance with Letter Inviting bids under your reference No \_\_\_\_\_ dated \_\_\_\_\_, M/s. \_\_\_\_\_ having their Registered / Head Office at \_\_\_\_\_ (hereinafter called the Applicant/Bidder), wish to participate in the said **NIT** for \_\_\_\_\_.

As an irrevocable Bank Guarantee against Earnest Money for the amount of **INR** \_\_\_\_\_ (*in words- Indian Rupees* \_\_\_\_\_ *only*) is required to be submitted by the Applicant/Bidder as a condition precedent for participation in the said **NIT** which amount is liable to be forfeited on the happening of any contingencies mentioned in the Bid Document.

We, the \_\_\_\_\_ Bank at \_\_\_\_\_ having our Head Office \_\_\_\_\_ (Local Address) guarantee and undertake to pay immediately on demand without any recourse to the Applicant/Bidder by Dredging Corporation of India Limited (DCI), the amount \_\_\_\_\_ without any reservation, protest, demur and recourse. Any such demand made by DCI, shall be conclusive and binding on us irrespective of any dispute or difference raised by the Applicant/Bidder.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_ [*this date should be two (02) months beyond the validity of the bid*]. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s. \_\_\_\_\_ whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 20xx at \_\_\_\_\_.

WITNESS:

(SIGNATURE)

(NAME)

(SIGNATURE)

(NAME)

Designation with Bank Stamp

**DREDGING CORPORATION OF INDIA LIMITED****FORM FOR CUSTOMER CODE CREATION/CHANGES IN ERP****1.0 VENDOR DETAILS:**

|                              |  |                     |   |
|------------------------------|--|---------------------|---|
|                              |  |                     |   |
| Name of the Vendor           |  | *<br>Vendor<br>Code |   |
| Address (including PIN code) |  |                     |   |
| Mobile Number                |  | Email ID            | - |

**2.0 Taxation and Other Registration Details : (Supporting copies needs to be attached)**

|                  |  |       |  |
|------------------|--|-------|--|
| PAN No.          |  | GSTIN |  |
| Type of Customer | Registered / Unregistered / Composite Dealer<br>(Tick whichever is applicable) |       |  |

**Note: In case vendor does not provide PAN, TDS @ 20% will be deducted****3.0 Bank Details : (Copy of cancelled cheque needs to be attached)**

|                          |  |           |  |
|--------------------------|--|-----------|--|
| Bank Name, Branch & City |  |           |  |
| Bank Account Number      |  | IFSC Code |  |

**4.0 PURPOSE FOR WHICH VENDOR CODE IS REQUIRED TO BE CREATED/MODIFIED IN ERP**

|  |  |                                       |
|--|--|---------------------------------------|
|  |  |                                       |
| <b>Recommended by (Person requesting for creating/modification of the Vendor Code)</b> | <b>Approved by (Concerned Section HOD)</b> | <b>Remarks if any</b>                 |
| Name :   |  |                                       |
| Signature :  |  |                                       |
| Date   |  |                                       |
| <b>Created by (in ERP) (AM-F)</b>  | <b>Approved by (JGM - IT)</b>              | <b>Approved by (in ERP) (JGM - F)</b> |
| Name :   |  |                                       |
| Signature :  |  |                                       |
| Date   |  |                                       |

**BILL OF QUANTITIES**

| Sr.No | Name of the Port/Client                                 | Amount Per Year excluding GST (Rs. in INR) |
|-------|---|--|
| 1     | Syama Prasad Mukherjee Port Authority                   |  |
| 2     | Visakhapatnam Port Authority                            |  |
| 3     | Cochin Port Authority                                   |  |
| 4     | Jawaharlal Nehru Port Authority                         |  |
| 5     | Paradip Port Authority                                  |  |
| 6     | Mormugao Port Authority                                 |  |
| 7     | New Mangalore Port Authority                            |  |
| 8     | Chennai Port Authority                                  |  |
| 9     | Deendayal Port Authority                                |  |
| 10    | Mumbai Port Trust (MbPT)                                |  |
| 11    | V.O Chidambaranar Port Trust                            |  |
| 12    | Southern Naval Command (SNC), Kochi                     |  |
| 13    | Cochin Shipyard   |  |
| 14    | Western Naval Command, Mumbai (N)                       |  |
| 15    | Kamarajar Port Limited                                  |  |
| 16    | Gagavaram Port  |  |
| 17    | Irrigation & Waterways Department (IWD),<br>West Bengal |  |
| 18    | Karwar Port   |  |
| 19    | Port of Pondicherry                                     |  |
| 20    | Vanakbara Creek- Damau Diu                              |  |
| 21    | Andaman Lakshadweep Harbour Work<br>(ALHW)              |  |
| 22    | Karaikal Port Private Limited (KPPL)                    |  |
| 23    | Mongla Port at Bangladesh                               |  |
| 24    | Mangrol Fishing Harbour, Gujarat                        |  |
| 25    | Numaligarh Refinery Ltd (NRL), Paradip                  |  |
| 26    | Ramayapatnam  |  |
|       | <b>Total Amount Per year excl. GST</b>                  |  |
|       | <b>Total Amount for 03 (three) years excl. GST</b>      |  |

**Note:** In case any new projects/works shall be identified by employer at any stage in any of the ports/client in the stated region, the rates for the same shall be applicable to the nearest of that port/project/work value.