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Central Procurement Organisation (CPO)

- What is Central Procurement Organization (CPO) and its Role in HPCL?
- What is the procedure for registration of Vendors in HPCL?
- How can Vendors locate the tenders floated by CPO?
- What is the process for Grievance Redressal in HPCL?
- How are applicable MSE procurement guidelines incorporated in HPCL?

The Answers to above queries are given below:

1. CPO and Its Role:

Central Procurement Organization (CPO) is a central body that handles a vast majority of procurement across the organization. It is an innovative and collaborative center of excellence, which aims to maximize value through best in class sourcing practices and services to stakeholders, while maintaining transparency.

2. Procedure for Registration of Vendors in HPCL:

Vendors interested in registering with HPCL can visit HPCL Corporate Site

www.hindustanpetroleum.com and access the link under "Tenders and Contracts."

The detailed application needs to be filled online by choosing appropriate "Registering location" and selecting the Items / Services being offered by the Vendor. The Instructions / interactive help available on the Vendor Registration home page will act as a guide for completing the application formalities. The contact details provided on the site can be used in case of any difficulty.



3. Where CPO tenders are published:

All Public Tenders floated by CPO are available under HPCL Corporate Site www.hindustanpetroleum.com. Existing Vendors can visit the tab “Tenders and Contracts” under the home page and can access the Public Tenders floated by CPO. However, new Vendors are required to register temporarily by clicking on the appropriate link provided in the same page to access the tenders.

Limited Tenders floated by CPO are available only to those Vendors who are invited to participate in the respective tenders. All limited tender procurement is done from the Vendors who are in the approved List of Vendor. The Vendors interested in getting enrolled in the approved Vendor list can apply online for registration with HPCL through the link “Vendor Registration” which is available within the tab “Tenders and Contracts” under home page of www.hindustanpetroleum.com.

Details of tenders enquires for Goods & Services available in Government e Marketplace (GeM) are published on <https://gem.gov.in/>. Details of tender are available on <https://etender.hpcl.co.in/eProc/VendorLoginInput.action>

The following are some of the general queries :

How a Contractor can get registered for Supply/Work Contracts/Services with HPCL and what are the different categories of jobs for which HPCL invites bids from suppliers/contractors?

Where is the Application for Registration as vendor available?

What is the procedure for inviting bids from Contractors and suppliers?

Where is the information regarding tenders floated and Contract awarded available?

Whom to be contacted in case of complaints/suggestions regarding malpractices at Project sites?

The answers to the above questions are as mentioned below:



A. Vendor registration for contractors/ suppliers:

CATEGORY OF JOBS FOR WHICH REGISTRATION CAN BE DONE: Based on the requirement of the project and user group the Vendor registration is done. Following categories are available for registration:

- 1) WORKS CONTRACT: Civil, Mechanical, Electrical, Instrumentation, Pipeline, Automation, Consultancy, Railway siding works, miscellaneous services, etc.
- 2) SUPPLY CATEGORIES: Pipes, Steel plates, Pumps, Valves, Pipefittings, Filters and strainers, Loading Arms for tank truck and tank wagon, Firefighting equipment, Personal protective equipment (PPE), Firefighting hoses, Flow meters & gauges, Power cables, DG Sets, HT LT Panels, Transformers, Electrical light fittings, PLC System, Automation Instrument & Equipment etc.

B. Mode of registration:

- 1) Enlistment / Registration of the vendor is done through giving press advertisement in the leading news papers on Pan India basis. The advertisements are given on periodic basis. The application form is available on line on Corporation's website, with complete details and instructions for registration. The link can be accessed through <http://www.hindustanpetroleum.com> under the section tenders & contracts.
- 2) On line applications are invited from suitable vendors who are technically competent and financially sound to supply materials and provide services at optimal cost within specified time as per desired quantity, quality and specifications.
- 3) Any vendor who is interested in getting enlisted/ registered with the Corporation is required to submit the online application under the applicable category along with the relevant documents.
- 4) The applications received for various categories are scrutinized by Vendor Management Committee (VMC) and the response to the vendor who has



requested for enlistment is communicated by Vendor Management Officer (VMO).

The applications are examined by the committee for the following points:

- a) Vendors' capabilities
- b) Turnover: The Audited Balance Sheet and Profit & Loss accounts of last 3 years of the vendors should be used as tools
- c) Size of organization and facilities available
- d) Geographical location
- e) Financial standing
- f) Reputation
- g) Trade experience
- h) Dependability etc.

B1 Updation Of Vendor List:

- 1 Vendor list is maintained by Vendor Management Officer (VMO) of respective purchase department which is reviewed and updated from time to time.
- 2 Vendor Management Officer also reviews and updates profile of the vendor viz; any change in address, increase/ decrease in capacity, change in work location etc after due approvals from VMC, wherever required.

C. Inviting Tender Bids:

1. Based on the requirement and value of the tender, two types of tenders are invited viz. Limited or Public tenders.
- 2 Limited tenders are invited for categories of contracts where sufficient



registered suppliers/ contractors are available. Proximity of supply source is kept in view while inviting limited tender enquiries.

3 Public tenders are invited by giving Notice Inviting tender and are published through Press advertisement for Higher value jobs and also in case where the registered bidders are not available for a particular job.

4 Details of tender enquiries issued are made available on our Corporation's website: <http://www.hindustanpetroleum.com>

5 MSE REGISTERED UNITS:

5.1 The following points are applicable in case of MSE units:

- a) Exempted from tender fee, Earnest Money Deposit (EMD).
- b) Shall be allowed to supply 20% of the total tendered value if participating MSEs quote price within L1+15%.

5.2 The above are subjected to fulfilling of the under mentioned criteria:

- a) The unit should be registered as per the Govt of India Gazette notification vide D.O.21(1)/2011-M.A. dated 25.04.2016
- b) Udhog Adhar Registration for MSEs is acceptable.

6. Opening of bids:

6.1 In case of Physical tenders, Tender Boxes are available for depositing the tenders along with related documents with the Purchase Department which includes corporate office, Marketing Head Quarter office, various Zonal offices, Regional offices and Major locations. Bids documents received after the due date and times are not accepted. In case of e-tendering, bids are to be submitted online.

6.2 Opening of tenders: All tenders whether public or limited are opened by the authorised officers in the presence of the intending tenderers or their authorised representatives in the case of physical tenders.



- 6.3 In case of E-procurement; Opening of unpriced bids is electronically done by designated officers, in online e-procurement system in secured mode. In case of e-tenders participating bidders can witness the opening of Bids online.

D. Award Of Contract:

Contract is awarded by placing Purchase order on the technically and commercially lowest acceptable bidder. The approval for awarding the contract is obtained from appropriate committee as per the Corporation's policies and guidelines depending upon the financial limit of the contract. Information of all the contracts awarded are also made available on the HPCL website <http://www.hindustanpetroleum.com>

F. Redressal Of Grievance:

Online Grievances can be lodged through our website: <http://www.hindustanpetroleum.com>



4. Process of Grievance Redressed Mechanism in HPCL:

Details on the Grievance Redressal Mechanism in HPCL are under “Tenders and Contracts” Link in the HPCL Corporate Site www.hindustanpetroleum.com.

5. MSE procurement guidelines:

As directed by government, MSE procurement guidelines are incorporated into HPCL procurement policy and are being adhered to. In line with the guidelines, 20% of annual procurement in HPCL is targeted through MSEs, and out of 20% of annual procurement from MSEs, 4% (20% of 20%) has been earmarked from MSEs Owned by SC/ST entrepreneurs, and 3% for women MSEs. However, in the event of failure of such MSEs to participate in tenders or meet tender requirements, the sub target of 4% will be met from other General Category MSEs.

To encourage participation, MSEs shall be facilitated by exempting from payment of Tender Fee / Earnest Money Deposit, if applicable.