

RASHTRIYA ISPAT NIGAM LIMITED,
VISAKHAPATNAM STEEL PLANT
(A Govt. of India Enterprise)

Personnel & Administration Contracts Department,
Room No. 33, B-Block, Project office,
Visakhapatnam - 530 031
Ph.No: 0891-2707224 ; FAX No.: 0891-2707224

NOTICE INVITING TENDER (NIT)

OPEN TENDER NOTICE NO: VSP/P&AC/Admn/1610/O/2016-17, Dt. 07/07/2016

Sealed **Item rate / Piece rate** tenders in the prescribed form are invited from **experienced agencies** for the following work:

Name of the work: : Supply (on hire) of Seven Seater (6+1) Soft Top Diesel Jeeps (min. of 2400CC displacement and 55BHP) to RINL-VSP (in two packages).

Last date and time of receipt of tenders upto: **3.00 PM on 06/08/2016**

Date and time of opening of tenders : **3.00 PM on 06/08/2016**

Contact Person: Shri Anjanai Kumar, AGM (P&A Contracts), Ph.No: 8500669844,

The detailed NIT is available in www.vizagsteel.com, www.tenders.gov.in & www.eprocure.gov.in and Tender document can be downloaded from P&A Contracts web page of www.vizagsteel.com.

The bidder should refer to RINL's website regularly for any corrigendum

RINL VIGILANCE → TOLL FREE NO: 1800 425 8878

GM (P&A Contracts)

Signature of Tenderer

FORM 'C'
RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT
PERSONNEL & ADMINISTRATION CONTRACTS DEPARTMENT
VISAKHAPATNAM-530031
PHONE NO: 0891-2707224, TELEFAX NO: 0891-2707224

NAME OF THE WORK: Supply (on hire) of Seven Seater (6+1) Soft Top Diesel Jeeps (min. of 2400CC displacement and 55BHP) to RINL-VSP (in two packages).

TENDER NO: 1610

PERIOD OF CONTRACT : 48 Months
DEFECT LIABILITY PERIOD : NIL
ENGINEER : AGM(Admn)

ISSUED TO SRI/
M/s. _____

Note: Tenderer has to fill the data wherever and whatever required in the tender schedule without fail and sign all the pages

No of pages of BOQ alone :

Total No. of pages :

(FOR OFFICE USE ONLY)

1. E.M.D. PARTICULARS	:			
2. Sl.No.	:	OUT OF TENDERS		
3. COVERING LETTER	:	NO. OF PAGES:		
4. REBATE OFFERED	:			
5. RATE WRITTEN IN WORDS	:			
6. VALIDITY OF TENDER	:	4 MONTHS FROM THE DATE OF OPENING		
<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; vertical-align: bottom;"> SIGNATURE OF P&AC FINANCE DEPT. REPRESENTATIVE REPRESENTATIVE </td> <td style="width: 40%; vertical-align: bottom; text-align: right;"> SIGNATURE OF DEPARTMENT </td> </tr> </table>			SIGNATURE OF P&AC FINANCE DEPT. REPRESENTATIVE REPRESENTATIVE	SIGNATURE OF DEPARTMENT
SIGNATURE OF P&AC FINANCE DEPT. REPRESENTATIVE REPRESENTATIVE	SIGNATURE OF DEPARTMENT			

Signature of Tenderer

RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT
PERSONNEL & ADMINISTRATION (P&A) CONTRACTS DEPT.
Room No. 33, B-Block, Project office,
VISAKHAPATNAM -530031 (AP); TELEFAX: 0891-2707224

OPEN TENDER NOTICE NO: VSP/P&AC/Admn/1610/O/2016-17, Dt. 07/07/2016

1.0 Sealed item rate /piece rate tenders along with Earnest Money Deposit (EMD) are invited from experienced agencies for the following work:

Tender No: 1610: Name of the work: Supply (on hire) of Seven Seater (6+1) Soft Top Diesel Jeeps (min. of 2400cc displacement and 55BHP) to RINL-VSP (in two packages).

Note:

- 1.1 Agency should have experience in 'providing light motor passenger vehicles such as Cars/Jeeps/Mini vans/Ambulances on hire basis'
- 1.2 Agency must have ownership (in its name) of a minimum of 10(Ten) No.s of Light Motor Vehicles(LMVs) of any make, manufactured in 2015 or later and the proof of ownership duly issued by the concerned State Transport Authority is required to be submitted along with the tender.
- 1.3 The successful agency, on award of contract, shall have to supply requisite Jeeps manufactured in 2016 or later as indicated at Clause No.#6 of the enclosed terms & conditions.
- 1.4 Total work will be split into two(02) parts in the ratio of **60:40** and awarded to two successful tenderers in order of their rankings based on their quoted rate per month in the tender, subject to matching their rate(s) to the final offer rate(s) of L-1 tenderer.
- 1.5 Tenderers are required to furnish details at enclosed Form-A compulsorily (neat & legible) while submitting the tender schedule.
- 1.6 The successful tenderers(i.e., contractors) shall be required to also pay additional amount(s) towards SMA/ASMA to the contract workers deployed in the contract(s), as indicated at clauseNo.21 to 21.5 of enclosed Special Conditions of Contract.
- 1.7 (i) Tenderers are required to unconditionally accept the "Integrity Pact" enclosed to the tender document and shall submit the same duly signed along with their offer. Offer of the Tenderers received without Integrity Pact duly signed, shall not be considered.
(ii) The Independent External Monitors (IEM) are Sri Venugopal K. Nair, IPS (Retd.) and Sri Siva Prasad Rao. The bio-data of Sri Venugopal K Nair and Sri Siva Prasad Rao are placed in VSP website.
(iii) The Nodal Officer is Sri PK Mishra, GM(MM), VSP. He can be contacted on mobile No. 9989926882 and at e-mail: prasannamishra@vizagsteel.com

Tender Number	Cost of Tender Document (Non-refundable)		Eligibility/ experience requirements		Earnest Money Deposit (Rs.)	Contract Period (Months)
	By hand / Download (Rs.)	By post (Rs)	Value of single similar work executed (Rs. In Lakhs)	Ave. Annual financial Turn Over (Rs.in Lakhs)		
1610	3000/-	5000/-	136.04	81.62	17,50,000/-	48

2.0 Cost of Tender document(s) shall be paid in the form of Demand Draft / Pay Order / Banker's Cheque, obtained from any Nationalized or Scheduled Bank in India, drawn in favour of RIN Ltd., payable at Visakhapatnam and shall be valid for a minimum period of one month from the date of opening of tender i.e., Envelope-1 (Pre-qualification documents). THE COST OF TENDER DOCUMENT(S) RECEIVED ALONGWITH TENDER DOCUMENT WILL NOT BE REFUNDED UNDER ANY CIRCUMSTANCES UPON RECEIPT OF TENDER.

Signature of Tenderer

3.0 The value of single similar work executed shall be during the **last 7(Seven) years** ending last day of month previous to tender notice date i.e., **30.06.2016** and turnover shall be the average Annual Finance Turnover during the last three years ending 31st March of the previous financial year i.e. **2015-16**. The tender document shall be accompanied with copies of (a) Work order, Bill of Quantities, Completion certificate* with details of value of work executed, (b) for Turnover –audited balance sheets certified by practicing Chartered Accountant in case the annual Turnover is more than Rs 40.00 Lakhs (or) in case of Turnover being less than Rs.40.00 Lakhs either Turnover certificate in the prescribed format of VSP duly signed by a practising Chartered Accountant / Cost Accountant or TDS certificate(s) comprising of the gross bill values issued by the deductor(s) for the work done.(c) copy of registration letter issued by VSP in case of registered agencies and in case of non-registered agencies, either a copy of Notarized sole Proprietorship OR a copy of Partnership deed OR a copy of Memorandum of Association & Articles of Association, along with certificate of registration –whichever is applicable. VSP reserves the right to reject the offer in case the above documents are not enclosed along with the offer. The authorized representative of the tenderer shall sign on all the copies of the documents submitted along with the tender document.

* Tenderers shall submit a **Work Completion Certificate** indicating the total value of the work done inclusive of all deviations and escalations against the subject work and including all taxes & duties, **but excluding Service Tax**. In case of work executed outside VSP, and where the total amount included Service Tax, tenderers shall make efforts to get the value of service tax indicated separately in the Works Completion Certificate.

4.0 The tenderers are requested to note that:

4.1 The offer shall be made in **02(two) envelopes**:

First envelope (to be super scribed as Envelope-1 with name of the work, tender no.) should contain the cost of the tender document in case the tender is down loaded from the web site (Tender can be purchased from the office of GM(P&AC) by paying tender cost in the form of DD/PO/BC as cited at para-2 above in which case tender cost need not be enclosed while submitting the tender), Earnest Money Deposit(EMD) separately in the form of DD/PO/BC etc (refer to instruction to tenderer), **PF, ESI, Service Tax etc.**, and pre-qualification documents [Criteria eligibility/experience and other documents etc.) as cited at para- 1.0 to 3.0 above, duly signed / attested by the authorized representative of the company. **Second envelope** (to be super scribed as Envelope-2 with name of the work, tender no.) should contain price bid in its prescribed format as per the tender document.

4.2 The first cover shall be opened initially and only on satisfying the eligibility criteria, adequacy of cost of tender document (incase of downloaded tender) EMD etc., placed in it, the second envelope containing the price bid shall be opened. ***In case the price bid(s) is/are not opened immediately after opening of Envelope-1***, then the date and time of opening of the price bid along with names of successful tenderers in pre-qualification will be subsequently displayed in the notice board of P&A Contracts only and no individual communication to tenderers will be made.

4.3 Scope of work, Bill of Quantities (BOQ), Terms & Conditions given in the tender documents (placed in the website) is final. On verification, at any time, whether the tenderer is successful or not, if any of the documents submitted by the tenderer including the documents downloaded from our website / issued are found tampered/altered/ incomplete, they are liable for actions like rejection of the tender, cancellation & termination of the contract, debarring etc., as per the rules of the company.

4.4 It will be presumed that the tenderers have gone through the General Conditions, Special Conditions & Instructions to tenderer etc., of the contract available in the website which shall be binding on him/ them.

4.5 The tenderer shall download the “TENDER SCHEDULE” available on the website in totality and submit the same duly signed on each page. **Any time prior to the deadline for submission of bids, P&A Contracts department may, for any reason, modify the tender terms and conditions by way of an amendment, such amendment will be notified on RINL’s website at regular intervals.**

Signature of Tenderer

- 4.6 Tenders submitted against the NIT / Tender shall not be returned in case the tender opening date is extended/postponed. Tenderers desirous to modify their offer / terms may submit their revised / supplementary offer(s) within the extended TOD, by clearly stating the extent of updation done to their original offer and the order of prevalence of revised offer vis-à-vis original offer. The employer reserves the right to open the **original offer along with revised offer(s)**.
- 4.7 **Tenderers shall submit VAT Registration Certificate under APVAT Act if applicable, before signing the Work Order / Letter of Acceptance and submit a copy of the same.**
- 5.0 The tender documents and other details can be downloaded from our web site: www.vizagsteel.com and the same are to be submitted in the office of **P&A Contracts**, Visakhapatnam Steel Plant duly signed on each page by the tenderer **on or before 03.00 PM on 06.08.2016**.
- 6.0 Non-transferable tender document can also be obtained from the office of **P&A Contracts**, VSP on written request on bidder's letter head on payment of tender cost in the form of DD/PO/BC during working hours 10 AM to 4.30 PM **on or before 04.30PM on 04.08.2016**.
- 7.0 Tenders will be received in the office of **P&A Contracts**, **up to 03.00 PM on 06.08.2016** and **Envelope-1 will be opened immediately thereafter**.
- 8.0 **VSP after opening of tender/bid document may seek in writing, documents/clarifications which are necessary for evaluation of tender/bid document from the Tenderers/bidders or issuing authority for confirmation of eligibility/prequalification stipulated in the NIT.**
- 9.0 If it comes to the notice of VSP at any stage right from request for registration /tender document that any of the certificates /documents submitted by applicant for registration or **by bidders are found to be false /fake/doctored, the party will be debarred from participation in all VSP tenders for a period of 05(FIVE) years including termination of contract, if awarded. E.M.D/Security Deposit etc., if any will be forfeited. The contracting agency in such cases shall make good to VSP any loss or damage resulting from such termination. Contracts in operation any where in VSP will also be terminated with attendant fall outs like forfeiture of E.M.D./Security Deposit, if any, and recovery of risk and cost charges etc., Decision of V.S.P Management will be final and binding**
- 10.0 The date of opening of the pre-qualification cover (envelope-1) shall be the date of tender opening.
- 11.0 **Successful tenderer should be in a position to produce, after opening of the price bids, the Original Certificates in support of the attested copies of relevant documents submitted along with tender document. Failure to produce the original certificates at this stage in support of the attested copies of PF Regn./Electrical License/Experience/qualifications/any other documents etc. submitted earlier would result in disqualification and forfeiture of EMD and also liable for debarring from participation in VSP tenders for two years.**
- 12.0 Tender documents will be issued to tenderers based on their request and on payment of tender cost or same can be downloaded from our web site by submitting the cost of tender along with their offer. However, RINL will not be responsible for any delay/loss/any website related problems in downloading the tender documents etc., RINL reserve the right to (a) Issue or Refuse tender documents without assigning any reason. (b) Split and award the work to more than one agency, (c) reject any or all the tenders or to accept any tender wholly or in part or drop the proposal of receiving tenders at any time without assigning any reason there of and without being liable to refund the cost of tender documents thereupon.

General Manager (P&AC)

Ref. Tender No. 1610

Name of the Work: Supply (on hire) of Seven Seater(6+1) Soft Top Diesel Jeeps (min. of 2400CC displacement and 55BHP) to RINL-VSP (in two packages).

To
 General Manager (P&AC)
 P&A Contracts Department
 Visakhapatnam Steel Plant
 Visakhapatnam-530 031.

Sirs,

With reference to the Notice Inviting Tender, I/We have gone through the tender documents issued to us. I/We hereby confirm that I/We shall abide by Terms and Conditions of General Conditions of the Contract including Form of Tender, Invitation to Tender, Articles of Agreement etc. I/We hereby declare that, I/We have visited, inspected and examined the site and its surroundings and satisfied ourselves before submitting this tender; obtained information about the nature of work, facilities that may be required and obtained necessary information about Working Conditions, risk contingencies etc., which may influence this tender. We hereby offer to execute & maintain the work during the defect liability period in conformity with the tender conditions at the respective rates quoted by us.

I/We have deposited the EMD, which amount is not to bear any interest and I/We do hereby agree that this sum shall be forfeited by me/us if I/We revoke/withdraw/cancel my/our tender or if I/We vary any terms in our tender during the validity period of the tender without your written consent and/or if in the event of Visakhapatnam Steel Plant accepting my/our tender and I/We fail to deposit the required security money, execute the Agreement and/start the work within reasonable time (to be determined by the Engineer) after written acceptance of my/our Tender.

- Status of the firm (mark)

Proprietary /Partnership/
 (Specify) _____

* Authority to Sign:

- a) Proprietor
- b) Managing Partner
- c) Power of attorney holder

Name of Partners:

- 1)
- 2)
- 3)

Following Details are to be furnished by the tenderer compulsorily (neat&legible) while submitting the tender schedule		others
Income Tax PAN No.		
Status/Reason for not having PAN No.		
OFFICIAL ADDRESS		
Phone No:		
Cell No :		
Fax No.:		
e-mail address:		
Party Code:		

Yours faithfully,

(Signature of Contractor)
 Name:.....

Signature of Tenderer

I. INSTRUCTIONS TO TENDERERS

- 1.a) Tenders shall be submitted in the office of **P&A Contracts**, Visakhapatnam Steel Plant, Visakhapatnam – 530 031.
- b) Tenders shall be submitted in the prescribed form issued by VSP. The Tender documents issued are not transferable. Tender documents issued/downloaded shall be submitted wholly without detaching any part.
- c) The Tenderer shall agree to VSP’s terms and conditions, specifications/scope of work, etc., and quote their **“Item Rate(s) only”** accordingly.
- d) Tender shall be for the entire scope of work mentioned in the tender documents.
- e) Tenderer **“Shall quote only the Item Rate(s) in figures and in words”**. Over writing is not permitted and corrections are to be essentially initialed. Amount quoted in words shall govern in case of variance between figures and words.
- f) The **“Item Rate(s) quoted in figures and words shall be tallied”** before submission of the tender and all mistakes corrected and initialed. Quotation shall preferably be type written or written in neat and legible handwriting. All the pages of tender documents shall be signed by the tenderer.
- g) **Respective Tenderers participating in the tenders due for opening on the scheduled day, can witness the opening of tenders/price bid on production of valid identity card / gate pass, or alternately, shall give a duly signed authorization to their designated representatives who are nominated if they wish to witness the tender / price bid opening. However, if the tenderer/designated representative participates for other than his tender his gate pass will be cancelled for a period of 01 (ONE) year.**
- h) If by any reason the tender opening is postponed to any other date, the details will be displayed in the notice board of P&A Contracts Department. Tenderers shall see the notice board regularly and keep themselves informed in this matter.
- i) Before quoting, the tenderer shall necessarily contact the “Engineer” and fully understand the job, scope of work, unit of measurement, mode of measurement, scope of supply of materials by VSP if any, working conditions, shutdown arrangements, Labour deployment requirements, risk contingencies and such other factors which may affect their tender.
- j) ~~General Conditions of Contract of VSP for P&A Contracts are available in the Office of P&A Contracts and also in VSP’s web site for reference. The tenderers shall study and understand all the relevant provisions before quoting.~~
- k) Tenders shall be kept open for acceptance for a period 4 (Four) MONTHS from the date of opening of tender i.e., Envelope-1.
- l) After opening of tender, the tenderers may be called for negotiations and the details like date, time etc. will be displayed on the notice board of P&A Contracts Department. The tenderers shall see the notice board regularly and keep themselves informed in this matter and promptly attend negotiations without fail.
- m) Purchase Preference will be given to PSU’s where applicable as per DPE guidelines.
- n) The local Small Scale Industries as approved by VSP and registered with **Works Contracts Department** of Visakhapatnam Steel Plant in the category of Industrial Paint Manufactures for supply and application of industrial Paints to various structurals, equipment pipelines etc., are eligible for purchase preference as per the policy of VSP in force from time to time. The local small-scale industries, those who are technically and commercially acceptable shall be considered for extension of Purchase Preference, if the offer is within 15% above L-1 price and upon their matching with L-1 price.

Signature of Tenderer

- 2 Micro and Small Enterprises (MSEs) are exempted from submission of Cost of Tender Documents / Tender Processing Fee (CTD), Earnest Money Deposit (EMD), and Security Deposit (SD), irrespective of whether the service is to be carried out within or outside their premises, subject to submission of Proof of enlistment/registration with any of the following agencies,-
- i. District Industries Centre (Acknowledgement of Entrepreneur Memorandum i.e. EM part II)
 - ii. Khadi and Village Industries Commission
 - iii. Khadi and Village Industries Board
 - iv. Coir Board
 - v. National Small Industries Corporation (NSIC)
 - vi. Directorate of Handicrafts Handloom
 - vii. Any other body specified by Ministry of MSME

Note:

- α) Tender documents are uploaded in the websites (www.vizagsteel.com, www.pubtenders.gov.in, <http://eprocure.gov.in>) and are to be down loaded from there only.
 - β) The Micro and Small Enterprises registered for the particular trade/item for which the tender is relevant, would only be eligible for exemption.
 - γ) As regards Security Deposit (SD) exemption, the MSEs shall be required to submit a “Performance Guarantee Bond” of requisite value in the prescribed pro-forma in lieu of Security Deposit. It may be noted that waiver of SD is permitted only up to the monetary limit as specified in the proof of enlistment for which the unit is registered.
- 3) Preference to MSEs shall be considered under the following conditions:
- i) When the work is to be awarded to more than one tenderer, as stated in NIT.
 - ii) In such cases the package size / value is pre-decided and indicated in the NIT.
 - iii) MSEs shall have valid enlistment/registration with specified agencies (as above), in the relevant category. The successful tenderer should ensure that the same is valid till the end of the contract period.
 - iv) The offer / bid of MSE shall be within the price band of L1+15% and upon their matching with the final negotiated price of L1 (L1 being other than MSE).

On fulfilling the above conditions, the eligible MSEs shall be considered for award of the rest of the package(s) (after negotiating the final L1 price) of aggregate value not less than 20% of the total tendered value, in the order of their ranking in the bid. In case there are more than one eligible MSEs with one or more owned by scheduled caste and scheduled tribe entrepreneurs, package(s) not less than 4% of the tendered value shall be considered for awarding to MSEs owned by SC and ST entrepreneurs. The preferential award of work shall cease once the limit of 20% of tendered value is attained. Further allotment / award would be based on “inter- se” ranking of the rest of the tenderers other than who are already considered for allotment / award of package, subject to their matching with the final L1 negotiated price.

- 4 ~~The tenderer shall quote total amount in figures and in words (capital letters) in the “Quote Sheet” provided in the tender document. In case of percentage tender, the quoted amount of the tenderer shall be converted into percentage (with 4 decimal places without rounding off) above/below/at par with respect to estimated value of the work. The percentage so derived shall be applicable on the value of the work executed as per the estimated rates mentioned in Bill of Quantities.~~

Signature of Tenderer

Note:

The Successful tenderers (i.e., Contractors) shall be required to also pay additional amount(s) towards Special Miscellaneous Allowance (SMA) & Additional SMA to the contract workers deployed in the contract(s), as indicated at clause No. 21 of Special Conditions of Contract.

II) EARNEST MONEY DEPOSIT (EMD) & COST OF TENDER DOCUMENT (CTD)

- a) **In case of Earnest Money Deposit being less than or equal to Rs.5 Lakhs**, Earnest Money Deposit shall be in the form of Demand Draft / Pay Order / Banker's Cheque obtained from any Nationalized or scheduled commercial bank in India, drawn in favour of Rashtriya Ispat Nigam Ltd., Visakhapatnam Steel Plant, payable at Visakhapatnam and shall be valid for a minimum period of one month from the Envelope-1 (Pre-qualification documents) opening date. **No other mode of payment will be accepted. However, in case EMD exceeds Rs.5 Lakhs, tenderers have the option to submit the same in the form of Bank Guarantee (In the format as enclosed to the GCC) from any Scheduled Commercial Bank, encashable at Visakhapatnam. Bank Guarantees shall be valid for a minimum period of 04(Four) months from the date of opening of Envelope-1 (Pre-qualification documents). The above shall supercede the instructions regarding "form of EMD" elsewhere in the tender document.**
- b) Public Sector Enterprises of State / Central Government Undertakings are exempted from submission of Earnest Money Deposit (EMD) provided they submit a letter requesting for exemption from submission of EMD along with their offer.
- c) Micro and Small Enterprises (MSEs) are exempted from submission of Cost of Tender Documents / Tender Processing Fee (CTD), Earnest Money Deposit (EMD), and Security Deposit (SD), irrespective of whether the service is to be carried out within or outside their premises, subject to submission of Proof of enlistment/registration.
- d) EMDs of unsuccessful tenderers will be refunded after reasonable time without interest.
- e) **Corrections / amendments / replacement to / of the deficient documents / financial instruments for EMD and CTD shall not be sought from the tenderers in the following cases where:**
- i) **There is evidence of Tampering / Unauthorized correction.**
 - ii) **The value of financial instrument (s) / document (s) is falling short of the value stipulated in the NIT.**
 - iii) **The validity of the BG (s) as on initial TOD is falling short of the minimum validity period stipulated in the tender.**
 - iv) **Discrepancy exists in the name of Payee / Beneficiary.**
 - v) **The bidder fails to submit CTD and / or EMD or in case of submission of a single instrument / document towards both CTD and EMD**
- and such tenders shall be rejected.**
- f) **The instrument (s) / BG (s) against CTD and EMD should withstand the verification for genuineness.**

III) MODE OF SUBMISSION OF TENDER

- a) Tender shall be submitted in two separate sealed covers. In case of single bid tender, the first cover shall contain the D.D. / Pay Order / Banker's Cheque for Earnest Money Deposit / Cost of Tender Document / EMD exemption documents for PSUs & SSI units, tender documents, other pre-qualification documents etc. and the second cover shall contain the Price Bid.
- b) In case of two bid system, the first cover shall contain the techno-commercial bid part of tender, along with the other bank instruments / documents indicated in para 3(a) above, and the second cover shall contain only the price bid part of tender.
- c) The two covers shall be placed in an outer cover superscribed with the Name of the work, Tender Notice No., Due date, Time of submission and Tender Opening date.

Signature of Tenderer