INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1.   **Registration of bidders on e-Procurement Portal:**
All the bidders intending to participate in the tenders process online are required to get registered on the NIC e-Procurement Portal i.e. **https://etenders.hry.nic.in** Please visit the website for more details.

2.   **Obtaining a Digital Certificate:**
   (i) The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

   (ii) A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant"s PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital

certificate can be issued. For more details please visit the website – **https://etenders.hry.nic.in**

The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.

The bidder must ensure that he/she comply by the online available important guidelines at the portal **https://etenders.hry.nic.in** for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.

Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).

In case of online tendering, the firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to

represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

3. **Pre-requisites for online bidding:**

In order to operate on the electronic tender management system, a user"s machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from NIC or downloaded from the home page of the website - **https://etenders.hry.nic.in.** The link for

downloading required java applet & DC setup are also available on the Home page of the e- tendering Portal.

4. **Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at https://etenders.hry.nic.in

5. **Download of Tender Documents:**

The tender documents can be downloaded free of cost from the e-Procurement portal https://etenders.hry.nic.in

6. **Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

Online Payment of Tender Document Fee, Processing fee & EMD fees & Bid Preparation & Submission (Technical & Commercial/Price Bid):

Online Payment of Tender Document Fee + Processing fee: The online payment for Tender document fee, Processing Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and Processing Fee shall be made by bidders/Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC.

The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

PREPARATION & SUBMISSION OF online APPLICATIONS/BIDS:

(i) Detailed Tender documents may be downloaded from e-Procurement website **https://etenders.hry.nic.in** and tender mandatorily be submitted online following the instruction appearing on the screen.

(ii) Scan copy of Document to be submitted / uploaded for Technical bid under online Technical

Envelope. The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF/JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of Technical Envelope.

(iii) FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)

7.   ASSISTANCE TO THE BIDDERS

For queries on Tenders Haryana Portal, Kindly Contact Note: Bidders are requested to kindly mention the URL of the ortal and Tender ID in the subject shiel emailing any issue along with the contact detail. For any issue/clarification relating to the Tender (s) published kindly contact the repective tender Inviting Authority. Tel:-0120-4200462,0120-4001002 Mobile: {HYPERLINK "mailto:-support.etender@nic.in" \h} For any techincal related queries please call at 24x7 Help Desk number 0120-4001002,0120-4200462,0120-4001005,120-6277787
For support related to Haryana Tenders in addition to help desk you may also contact on email ID {HYPERLINK "mailto:eproc.nichry@yahoo.com" \h}, Tel:0172-2700275

Timing:

Technical support assistance will be available over telephone Monday to Friday (9:00 am to 5:30 pm) (Helpdesk Support in team shall not be contracted for online bidding on behalf of the contractors).

Note: Contact e-Procurement helpdesk on or before prior to 4 hours of the scheduled closing date and time of respecive e-tendering event. Also, for queries related to e-payment of EMD kinldy contact the helpdesk at least two days prior to closing date and time of the respective event.

Intended bidders mandatorily requried to register their quries if there is any pertaining to the online bidding and the single e-Procurment portal at email address:- https://etenders.hry.nic.in

NOTE:-

Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal **https://etenders.hry.nic.in**

(Online Payment Guidelines)

Guidelines for Online Payments at e-Procurement Portal of Government of Haryana.

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing) & Password. Bidder shall proceed to select the event/Tenders he is interested in. On the respective Department's page in the e-Procurement portal, the Bidder would have following options to make payment for tender document fee + Processing fee & EMD:

A. Debit Card
B. Net Banking
C. RTGS/NEFT or Over The Counter (OTC)

Operative Procedures for Bidder Payments

A) Debit Card

The procedure for paying through Debit Card will be as follows:

(i) Bidder selects Debit Card option in e-Procurement portal.

(ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.

(iii) Bidder clicks on "Continue" button.

(iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.

(v) Bidder enters card credentials and confirms payment

(vi) The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.

(vii) The page is automatically routed back to e-Procurement portal

(viii) The status of the payment is displayed as "successful" in e-Procurement portal.

(ix) In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-tendering portal shall store the unique transaction number in its database along with the date and timestamp.

(x) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

The procedure for paying through Net Banking will be as follows:

(i) Bidder selects Net Banking option in e-Procurement portal.

(ii) The e-Procurement portal displays the amount to be paid by bidder.

(iii) Bidder clicks on "Continue" button

(iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks

(v) Bidder chooses his / her Bank

(vi)   The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank

(vii)   Bidder enters his account credentials and confirms payment

(viii)   The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.

(ix)   The page is automatically routed back to e-Procurement portal

(x)   The status of the payment is displayed as "successful" in e-Procurement portal.

(xi)   In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-Procurement portal shall store the unique transaction number in its database alongwith the date and timestamp.

(xii)   The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C)   RTGS/ NEFT

This solution shall also allow the bidder to make the EMD payment via RTGS/NEFT this shall add to the convenience of those bidders who are not conversant to use net banking option to make the transaction.

Using this module, bidder would be able to pay from their existing bank account through RTGS/NEFT. This would offer a wide reach for more than thousands bank branches and would enable the bidder to make the payment from almost any bank branch across India.

1.   To choose the payment of EMD, the bidder clicks on RTGS/NEFT payment option.

2.   Upon doing so, the e-Procurement portal will redirect the bidder to a page where it will generate a Challan.

3.   This Challan shall include the beneficiary (virtual) account number and other details like beneficiary IFSC code each.

RTGS / NEFT Payment Procedure

The bidder shall be required to take a print of the challan and make the RTGS/ NEFT on the basis of the virtual account number period on the challan. This provision will ensure that number confidential details regarding the bidder or tender are disclosed to the bank while remitting the RTGS/NEFT.

The bidder would remit the fund at least one day in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mention in the challan. SBI Bank shall receive this amount and credit the payment gateway service provider intermediary Department/ PSUs Escrow Security Deposit account post validating the first part of the beneficiary account number, i.e., the client code only, In case of validation of client code is not successful, the bank shall return the fund and not credit the Techprocess intermediary Department/PSUs Escrow Security Deposit A/c.

D)   Over the Counter (OTC)

This solution shall allow the bidder having account with SBI bank, to make the payment from any CMS enables Branch of SBI Bank in India. Bidders can make the payment via cash (if amount is <=[]49,999), Demand Draft or SBI Bank Cheque.

The procedure for paying through OTC mode is as follows:

(i)   Bidder selects over the counter remittance option in e-Procurement portal.

(ii)   The e-Procurement portal displays the amount to be paid. The bidder chooses the bank account number for refund of the amount.

(iii)   Bidder clicks on "Continue" Button.

(iv)   The e-Procurement portal displays the details of payment. The Bidders click on "Print_Challan" and print the OTC Challan.

(v)   Bidder submits the OTC Challan at the counter of any designated bank of SBI Bank with Cash/Demand Draft/SBI Bank Cheque (Payment in Cash is allowed upto Rs. 49,999/-).

(vi)   SBI bank verifies the URL (format to be discussed and decided) and amount with e-Procurement portal prior to accepting the payment.

(vii)   On successful verification from e-Procurement portal, SBI bank accepts the payment. In case of failure, SBI bank shall return back the OTC challan and payment to the bidder.

(viii)   SBI bank commits the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction number (I-Sure Reference Number) online against the URN and Amount.

(ix)   SBI bank will generate receipt for the payment transaction and issues the same to the bidder.

(x)   The e-Procurement system update the bank transaction number against the URN and Amount based on the details sent by SBI bank online prior to generation of the receipt.

(xi)   The status of the payment will be displayed as "verification successful" in e-Procurement Portal, when the bidder clicks on the verification option in the portal.

(xii)   Bidder would be required to upload the scan copy of receipt as received from SBI Bank as part of proof in next tender portal before submitting the tender.