



Maharshi Dayanand University, Rohtak, Haryana
(A State University established under Haryana Act No. XXV of 1975)
NAAC Accredited 'A' Grade

Ref: MDU/EDP/18/34

Dated: 30/08/2018

e-Tender Notice

e-Tendering Online Applications for **Outsourcing of Degree Printing Activities of Maharshi Dayanand University, Rohtak** on the basis of quality and technical expertise are invited from the Reputed Service Providers upto **20/09/18 till 04.30 PM**. The tenders will be received only through e-Tendering and offline tender documents received in university without filling the e-Tendering online application will be summarily rejected. Further, the sealed envelopes containing the e-Tendering documents and Eligibility documents must reach university upto **24/09/18 till 04.30 PM**. The e-Tenders will be opened in the EDP Cell on **25/09/18 at 11.00 AM**. Processing fee Rs **500/-** and **Earnest money deposit (EMD) of Rs 30,000.00 (Rs Thirty Thousand only)**, should be deposited through online mode/Net Banking. **Bidders shall have to pay the e-Service fees of Rs 1000/- to "Society for IT initiative fund for e-Governance"** through online mode/Net Banking. e-Tender online applications, which are incomplete in any respect or required fees (as mentioned above) is not submitted through online mode/Net Banking, will be summarily rejected. For more details and downloading of tender document, visit University website www.mdurohtak.ac.in (under Tenders → e-Tender section) or <https://mdurohtak.haryanaeprocurement.gov.in>.

Registrar

e-Tender Notice

Outsourcing of Degree Printing Activities of Maharshi Dayanand University, Rohtak

e-Tendering online applications for **Outsourcing of Degree Printing Activities of Maharshi Dayanand University, Rohtak** on the basis of quality and technical expertise are invited from the reputed Service Providers. The e-Tender applications will be received only through e-Tendering and offline tender applications received in university without filling the e-Tendering online application will be summarily rejected. Also, the e-Tender online applications, incomplete in any respect or required fees (as mentioned) is not submitted through online mode/ Net Banking, will be summarily rejected. The detailed e-Tender Performa containing terms and conditions is available on the university website <http://www.mdurohtak.ac.in> (under Tenders → e-Tender section) or <https://mdurohtak.haryanaeprocurement.gov.in>.

Last date of receipt of e-Tender Online Applications:	20/09/18 up to 04.30 PM
Last date of receipt of hard copy of e-Tender bid documents, eligibility documents etc.:	24/09/18 up to 04.30 PM
e-Tender bid documents, eligibility documents etc. hard copy complete in all respect be submitted to:	Controller of Examinations, M.D. University Rohtak- 124001.
Date of opening of e-Tenders (Technical & Financial bids):	25/09/18 at 11.00 AM

Maharshi Dayanand University, Rohtak

e-TENDER NOTICE

University is looking for outsourcing of Degree Printing activities for previous and onwards courses/examinations for which the results are processed in-house in the university. Sealed quotations/tenders are invited from service providers of national and international repute for Outsourcing of all services relating to Degree Printing activities of university, described in brief along with terms and conditions in following paragraphs:

1. **SCOPE OF WORK:**

Degree Printing & Management of Related Activities:

The scope of activities to be outsourced regarding degree printing and management of related activities, under direct supervision and control of result branches, is as follows:

- i. Mechanism to create Degree Template in multi-color, bi-lingual content with specified Variable Security features. Once shortlisted, the successful bidder must submit minimum three designs before committee highlighting the Variable security features.
- ii. Mechanism to use static and variable student degree Data provided by university (in Excel/Microsoft SQL server etc. format) for printing Degrees.
- iii. Mechanism for multi-color degree printing as per requirements, guidelines, workflow and format etc. provided by university.
- iv. Mechanism for Hindi translation & printing of key variables, such as Name, Father Name, Course Name, Institute Name etc., as a Degree shall contain bilingual data; English as well as Hindi content for said variables. Successful bidder shall be responsible for Hindi translation of variable English data provided by the university. There shall be no extra cost for Hindi translation and printing etc. and the errors/corrections degrees pertaining to the Hindi translation shall be re-printed without any extra cost.
- v. Mechanism for Proof Reading: University/concerned result branches may require printed A3 hard copy or soft copy of the students Hindi and/or English data or PDF version of degrees for verification, proof reading before actual printing of the degrees. The printed hard/soft copy or PDF version shall contain complete students

data, such as name, father name, college, division, course name, English and Hindi translation etc. Proof reading process may be carried by result branches for assisting better output only, but the responsibility of Hindi translation shall lie with the successful bidder only, as mentioned in above point.

- vi. Mechanism for labelling, packaging and delivery of the printed degrees as per the requirements of concerned branches (such as session-wise, college-wise etc.).
- vii. Mechanism to transport and deliver the printed degrees to concerned result branches in M.D. University, Rohtak. There shall be no extra charges for freight/transport etc. The F.O.R. shall be M.D. University Rohtak.
- viii. Mechanism to maintain complete confidentiality of degree printing and secure audit record of the printed degrees course-wise, semester-wise, year-wise etc. Mechanism to submit the audited record to university for degrees printed.
- ix. Mechanism to printing course-wise, semester-wise degree strictly as per respective/applicable examination schemes, rules and ordinances of university.
- x. Mechanism to provide course-wise, semester-wise relevant reports in printed hard copy and digital form, regarding branch-wise as well as consolidated degree printing for university.
- xi. Mechanism to maintain a database of printed degrees and crosscheck/validate degree particulars in case a degree comes for re-print. It means, for example, if a degree is printed for Second Division for first time and then again a request comes from university to re-print (provide duplicate/correction) degree with First Division, then the system/software of the successful vendor must raise Error/Alert. Such errors shall be shared with university for proper resolution.
- xii. Mechanism to provide other administrative digital (Excel etc.) and printed hard copy reports for printed degree volume/log which are required by university or government in administrative matters.
- xiii. Mechanism to provide soft copy (PDF, JPG etc.) of degrees (complete in all respect) to the university so that the same may be used for the purpose of uploading on National Academic Depository (NAD) portal or on university website for verification.
- xiv. Use of any direct or indirect software, hardware, and stationary will be the responsibility of the successful bidder and university will not bear any additional financial and legal implications for the same.
- xv. Mechanism for timely printing of degrees as the examination system is strictly Time Bound. The successful bidder needs to adhere to the following time schedule for degree printing and delivery etc. activities:

S.N	Work	Timeline
1.	Providing printed Degrees for Main lot	Within 15 (fifteen) days of receiving student data/ information & approval in this regard by concerned result branch.
2.	Providing printed Degrees for corrections, resolutions, duplicate degree requests etc.	Within 05 (five) days of receiving student data/ information & approval in this regard by concerned result branch.

2. VOLUME OF WORK:

- i. Approximately 30,000 number of degrees to be printed (along with student data and dynamic & static security features) on annual basis, for the results which are processed in-house in university.
- ii. University reserves the rights to increase/decrease the degree printing volume depending upon future requirements.

Note: Any other work that has not been mentioned explicitly but required for successful execution of the project will form part of agreement.

3. VALIDITY OF WORK/CONTRACT:

The agreement with the successful bidder shall be valid for a period of three years.

4. BIDDER'S ELIGIBILITY CONDITIONS:

- i. The bidder should have an overall turnover of Three Crores in last three financial years, proof to be enclosed.
- ii. The bidder should have prior experience of degree printing for a minimum period of three years as on date with at least one State Government Affiliating university - Proof to be enclosed.
- iii. The bidder is required to produce a Work Satisfaction certificate from the State Government Affiliating University which has been mentioned by the bidder for eligibility as per point 4.ii.
- iv. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:-
 - a. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - b. A Partner of the firm, if it be partnership , in which case he must have authority to refer to arbitration disputes concerning the business

partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.

c. Authorized Signatory of Public Ltd. Co. or Pvt. Ltd. Co.

5. **PRICING SCHEDULE:**

1. Pricing for degree printing of previous and onwards examinations:

Sr. No.	Job Description	Total Cost (Rs) -per Student basis, inclusive of	Total Cost In Words – per student basis, inclusive of all taxes
1.	Degree Printing (with stationary & Hindi translation) with respect to mentioned Scope of Work – (per student basis) Paper Specification – High Strength 200 Micron thickness Polyethylene Terephthalate Media, non-tearable, 100% water proof and Size A4 with defined security features and student variable & static data printing		
2.	Any other cost (One time or recurring)		
	Total Cost per Student basis		

Security Features:

- a. MDU Logo laser printed as color watermark in background.
- b. Alpha-numeric Barcode printing carrying variable data of student.
- c. Alpha-numeric Quick Read (QR) code printing carrying variable data of student.
- d. UV Variable data printing, readable by ultraviolet Beam.
- e. Micro-text printing carrying variable data of student, visible with 60x magnifying lens.
- f. Background variable data printing in interspaces of background script.
- g. Coded lenticular variable data printing, readable by a lenticular decoder.
- h. Eraser-proof laser printing of degree content.
- i. Time and date stamp as security feature in the back ground, which cannot be scanned as it is.
- j. Color photograph of the student to be printed, if required
- k. Variable data of student printed in non-scanable transparent ink.
- l. Holographic text in University Logo, visible in UV light

- m. Unique Serial number on each degree
- n. Invisible image of university logo, visible under UV light
- o. Anti copying feature; Void Pantograph (copy evident) - A pantograph screen that has the word PHOTOCOPY hidden in it

Note:

1. The lowest bidder shall be evaluated on L1 basis for per degree price quoted for initial 30,000 degree annual volume mentioned in Section 2 – Volume of work.
2. There should be no boundation/limitation for “Minimum number of degrees” for printing a batch of new degrees or correction or duplicate etc. degrees.
3. Prices should be clearly quoted as per above proforma, conditional pricing may be liable for rejection by the committee.
4. Taxes, if any, may be clearly indicated.

6. **TERMS AND CONDITIONS:**

1. e-Tendering Online Applications for **Outsourcing of Degree Printing Activities of Maharshi Dayanand University, Rohtak** on the basis of quality and technical expertise are invited from the Reputed Service Providers upto **20/09/18 till 04.30 PM**. The tenders will be received only through e-Tendering and offline tender documents received in university without filling the e-Tendering online application will be summarily rejected. Also, the e-Tender online applications, incomplete in any respect or required fees (as mentioned) is not submitted through online mode/ Net Banking, will be summarily rejected. Further, the sealed envelopes containing the e-Tendering documents, eligibility documents etc. must reach the **Controller of Examinations** office upto **24/09/18 till 04.30 PM**. The e-Tenders (technical & financial bids) will be opened in the **EDP Cell on 25/09/18 at 11.00 AM**.
2. The bidders or their authorized representatives shall be allowed to attend the meeting of the Tender Opening Committee at their own (quotee's) costs.
3. The quotation/tender received after due date and time or incomplete may be rejected without assigning any reason.
4. The bidders shall submit hard copy of the sealed technical/eligibility etc. documents to university. Following must be superscripted on the sealed envelope:
TECHNICAL/ELIGIBILITY CONDITIONS DOCUMENTS for “OUTSOURCING DEGREE PRINTING ACTIVITIES OF MAHARSHI DAYANAND UNIVERSITY, ROHTAK”. TO BE OPENED ONLY BY THE AUTHORIZED PERSON/COMMITTEE.

Note: The quotation/tender without superscription on envelope may not be entertained.

5. Sealed envelope as mentioned above containing tender Technical/Eligibility conditions documents complete in all respects, may be sent at the following address upto **24/09/18 upto 04.30 PM:**

**The Controller of Examinations,
M.D. University, Rohtak – 124001 (Haryana)**

6. The university tender committee reserves the right to visit the degree printing facility of the bidders for satisfaction regarding the infrastructure, capability and confidentiality etc. provisions of the bidder(s) to accomplish the degree printing task. Further, the university tender committee may reject the tender bid of a firm in case committee is not satisfied with the infrastructure, capability and confidentiality etc. provisions of the firm.
7. The ownership of student data (digital and physical) and other information/data of entire contract shall be vested with M.D. University. The successful bidder is not allowed to use or sell this data to any person or agency.
8. The infrastructure, hardware, software etc. required to carry out the contract shall be maintained by the successful bidder for the duration of the contract and it shall be responsible for maintenance and management of degree printing database till the satisfactory hand-over of the entire data to university after expiry of the contract. The university shall not provide any Infrastructure, hardware and software etc. for the purpose.
9. During the tenure of contract, the successful bidder shall be responsible for implementing any policy/administrative changes in degree printing activities which may affect degree printing conditions/scenarios, without any extra cost/charges.
10. During the tenure of contract, the successful bidder shall be responsible for implementing any Paper Specification/Quality/Security Feature changes in degree printing activities as per requirement of the university. Additional cost and terms & conditions for undertaking/executing such change, shall be mutually agreed upon by the parties.
11. The firm selected for the purpose shall maintain complete confidentiality of all the operations relating to degree printing activities.
12. The firm selected for the purpose shall place its infrastructure (computer hardware, software and manpower) in position for degree printing activities within 15 days from the date of award of contract.

13. In case, the firm fails to accomplish the jobs within the specified period, the firm shall be liable to pay the University the compensation amount equivalent to 2% (two percent) of the total amount of the contract per month. Penalty shall be recovered from the invoice of the firm or their property or the firm shall deposit the penalty in cash if no other means is possible. Appeal against these orders shall, however, lie with the Vice-Chancellor, M.D. University, Rohtak whose decision shall be final.
14. In case, the firm selected for the purpose fails to execute the order on the rates, terms and conditions to be contained in the order, culminating into termination of contract, the firm shall be liable to such action as blacklisting, debarring from having any business with this University, forfeiture of earnest money/security, recovery of loss (minimum 10% (ten per cent) of the cost of the contract) that might be caused to the University.
15. There will be no advance payment. The release of payments will be linked to clearly specified milestones (course-wise semester-wise deliverables – as mentioned at point 1 “Scope of Work” and further agreement) of degree printing activities duly verified by the concerned result branches and relevant administrative approvals.
16. In case there are misprint, print/document quality, alignment etc. issues highlighted by the concerned result branches in the degrees provided by the successful bidder, then the successful bidder shall be required to provide the corrected degrees for all such cases without any extra cost.
17. The University shall not be liable for making any payment of claims made by the employees of the firm selected for the purpose.
18. The firm selected for the purpose shall not use any pirated software. The University shall not be responsible for any liability arising out of use of pirated software. The University shall not be responsible for any suit for demands on account of infringement of copyright or any other laws by the firm selected for the purpose.
19. The University shall not provide any residential accommodation on the Campus to the staff of the firm selected for the purpose.
20. The following terms and conditions must be spelt out in the offer clearly:

- i. Rates.
 - ii. Taxes. Please note that the University does not issue Form 'C' or 'D'
 - iii. Payment terms.
 - iv. Delivery period.
 - v. Guarantee/Warranty period.
 - vi. Post-processing service.
 - vii. Installation charges, if any.
 - viii. Validity period of the quotation.
 - ix. Bank if any are to be borne by the firm
 - x. Misc. charges such as Packing & Forwarding charges, Insurance charges, etc., if any.
21. The packing, forwarding, freight, insurance charges etc., if any may be quantified in terms of amount in the Pricing Schedule. These charges shall not be payable against such vague statement as “packing, forwarding, freight and insurance charges etc. extra”.
 22. Charges not mentioned in the quotation/tender shall not be paid.
 23. F.O.R shall be M.D. University, Rohtak.
 24. The offer and quoted rates must be valid for a period of at least three months from the date of opening of quotation/tender.
 25. The firm selected for the purpose shall enter into a binding agreement with the University for Execution of work.
 26. The security/EMD equivalent to Rs 30,000.00 (Rs Thirty Thousand only) to be submitted through online mode/ Net Banking, failing which the quotation/tender will not be considered. Earnest Money shall stand forfeited if the quotee backs out.
 27. As a general policy, the University tries to make payment within the period agreed with the firm from the date of completion of the job and satisfaction of the Inspection Committee/concerned officials. No advance payment or payment against documents negotiated through Bank shall be made.
 28. The acceptance of the quotation/tender shall rest with university committee and the committee does not bind itself to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason therefore. The Committee also reserves the right to accept quotation/tender in part i.e. any item or any quantity and to reject it for the rest.
 29. Scope of work and qualifying criteria of the bidders may be amended by university, if required.
 30. It is the University's policy to make all purchases from the manufacturers or exclusive distributors or authorized dealers/agents/service providers. If you are

manufacturer/exclusive distributors/authorized dealer/agents/service provider, proof thereof may be supplied along with the quotation/tender failing which the same shall be liable to be rejected without assigning any reason.

31. The university is registered with the Department of Scientific and Industrial Research, Ministry of Science and Technology, New Delhi in terms of Govt. Notification No. 10/97-Central Excise dated 1 March 1997 and notification no. 51/96-Customs dated 23.07.1996. Thus the University is exempted from the payment of Custom Duty and Excise Duty. If required, the consignee shall issue necessary certificates duly countersigned by the Registrar, M.D. University, Rohtak to avail exemption.
32. The bidder shall append a certificate with the quotation/tender that the firm has not been debarred/blacklisted for any reason/period by DGS&D, DS&D (Haryana) or any other Central/State Govt. Dept./University/PSU etc. If so, particulars of the same may be furnished. University committee reserves the right to reject the bid of such debarred/blacklisted firm. Concealment of facts shall not only lead to cancellation of the supply order, but may also warrant legal action.
33. TDS shall be deducted at source in accordance with the Income Tax Act/Rules in force from time to time.
34. In Case, any family member of the bidder is serving in the University, then the bidder must record a certificate to that effect on the offer, failing which the quotation/tender may be rejected out rightly.
35. In Case, any other information/clarification is required, Controller of Examinations may be contacted at Telephone No. 01262-393577 or coe@mdurohtak.ac.in on any working day (Monday to Friday) during office hours (9.00 a.m. to 5.00 p.m.)
36. The dispute, if any, shall be subject to the jurisdiction of Courts at Rohtak, Haryana. Any other jurisdiction mentioned in the quotation/tender or invoices shall be invalid and shall have no legal sanctity.
37. Terms and conditions printed on Quotation/Invoice of the firm, if any, shall not be binding on the university , except those mentioned specifically on the supply order, and acceptance of the order shall be construed as the firm's agreement to all the terms and conditions contained in the order.
38. Any dispute arising with regard to any aspect of this tender notice and subsequent MoU shall be settled through mutual consultation and agreement by the parties to the MoU. In case, settlement is not arrived at, the disputes(s) will come under the purview of Arbitration and Condition Act, 1996 of India and the area of jurisdiction will be at Rohtak. The appointment of Arbitration shall be decided by Joint Committee unanimously.

39. Corrigendum(s), if any, regarding extension of date, modification of eligibility or amendments in other terms & conditions etc. shall be displayed/uploaded only on university website (<http://www.mdurohtak.ac.in/>). Corrigendum(s), if any, may not be published in news papers, so interested parties/ bidders may regularly visit the university website for updates.

7. INSTRUCTIONS TO BIDDERS 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 e-Tender process online are required to get registered on the centralized e - Procurement Portal i.e.

<https://haryanaeprocurement.gov.in>. Please visit the website for more details.

2. Obtaining a Digital Certificate:

2.1 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.

2.2 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://haryanaeprocurement.gov.in>.

2.3 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.

2.4 The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.

2.5 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).

2.6 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian 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.

2.7 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

2.8 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

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 Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website - <https://haryanaeprocurement.gov.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 eProcurement system on the Home Page at <https://haryanaeprocurement.gov.in>.

5 Download of Tender Documents:

The tender documents can be downloaded free of cost from the eProcurement portal <https://haryanaeprocurement.gov.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.

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

i) **Online Payment of Tender Document Fee + e-Service fee:**

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService 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 **NET BANKING/RTGS / NEFT & OTC**. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

ii) **PREPARATION & SUBMISSION Of online APPLICATIONS/BIDS:**

Detailed Tender documents may be downloaded from e-procurement website (<https://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ/ 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 PQQ or Technical Envelope.

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

8. **ASSISTANCE TO THE BIDDERS:-**

In case of any query regarding process of etenders and for undertaking training purpose, the

intended bidder can also avail the following and can contact service provider as per below:

Office Timings of Help-desk support for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am. to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11:30 am upto 3:00 pm) of each month.

All queries would require to be registered at our official email- chandigarh@nextenders.com for on- time support (Only those queries which are sent

through email along with appropriate screenshots or error description will be considered as registered with the Help-desk)

Important Note:-

- (a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/ Tender event.
- (b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.
- (c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

Schedule for Training:

<p><i>Training workshop will be held on 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11: 30 am upto 3:00 pm) of each month at following addresses:</i></p>		
<p>Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, Near B.K.Chowk, Opp. B.K.Hospital, NIT, Faridabad Contact no. 8743042801 / 9310335475</p>	<p>Nextenders (India) Pvt.Ltd. Public Health Division No. 2 Hisar, Model Town Opp. N.D Gupta Hospital, Hisar Contact: 9034357793</p>	<p>Nextenders (India) Pvt. Ltd., Nirman Sadan (PWD B&R), Plot No.- 01, Basement, Dakshin Marg, Sec- 33 A, Chandigarh -160020 For Support- 1800-180-2097, 0172-2582008-2009</p>

For Support Call – 1800-180-2097

Haryana eProcurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays

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://haryanaeprocurement.gov.in>.

For help manual please refer to the ‘Home Page’ of the e-Procurement website at <https://haryanaeprocurement.gov.in>, and click on the available link ‘How to...?’ to download the file.

Guideline for Online Payments in e-Tendering

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

A. Debit Card

B. Net Banking

C. RTGS/NEFT

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. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- (ix) 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.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. 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 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

i. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.

ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.

iii. Each challan shall therefore include the following details that will be pre-populated:

- Beneficiary account no: (unique alphanumeric code for e-tendering)
- Beneficiary IFSC Code:
- Amount:
- Beneficiary bank branch:
- Beneficiary name:

iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.

v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.

vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

D) Over-the-Counter (OTC)

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash(if amount is \leq ₹ 49,999), Demand Draft or ICICI 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. Bidder chooses the bank account no. for refund of the amount.
- (iii) Bidder clicks on “Continue” button
- (iv) The e-Procurement portal displays the details of payment. Bidder clicks on “print _challan” and prints the OTC challan.
- (v) Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with Cash / Demand Draft / ICICI Bank Cheque (Payment in cash is allowed upto Rs. 49,999/-)
- (vi) ICICI Bank verifies the URN (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, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.
- (viii) ICICI Bank will commit 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) ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.
- (x) The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.
- (xi) The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal

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

Sr no.	Scenario	Do's / Don't's
1	<p style="text-align: center;">In the event of making Payment through NET BANKING/NEFT/RTGS</p>	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that NET BANKING/RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: <ol style="list-style-type: none"> 1) Beneficiary account no: <client code> + <random number> 2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders) 3) Amount: As mentioned on the challan. It is specific for every tender/transaction 4) Beneficiary bank branch: ICICI Bank Ltd, CMS 5) Beneficiary name: As per the challan • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD • It is advised that all the bidders make payment via NET BANKING/RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parites are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender • Bidder has to make only single payment against a challan as per the amount mentioned on the challan. • Bidder must do the payment before tender validity gets expired

Don't's

- Bidder should not enter erroneous details while filling the NET BANKING/NEFT/RTGS form at their bank. The following possibilities may arise:

- 1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account

- 2) Incorrect Beneficiary account number mentioned (<client code> + <random number>):-

- a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.

- 3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account.

In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate.

- Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination.

- Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder.

- Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder

2	In the event of making Payment through OTC	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: <client code> + <random number> Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan • Bidder must do the payment before tender validity gets expired • Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender <hr/> <p>Don't's</p> <ul style="list-style-type: none"> • If the bidding amount is greater than Rs49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque • It is bidders's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD
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The online Financial Bid shall be opened for only those bidders whose Technical/Eligibility bids are found responsive to eligibility and qualifications requirements as per Tender document. Other points to consider:

1. **The payment for Tender Document Fee and e-Service Fee shall be made by bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through NET BANKING/RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt.**

of Haryana).

2. Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender. **He/She will be required to make online payment of Rs 30,000.00 (Rs Thirty Thousand only) towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit his / her bids for the respective event / Tenders.**

3. The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance) **and make payment via NET BANKING/RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://haryanaeprocurement.gov.in>.**

4. The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.

5. Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

6. Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.

7. In the first instance, the online payment details of tender document fee + e-Service and EMD & Technical/Eligibility Documents Envelope shall be opened. Henceforth, the online financial bid for only eligible bidders shall be opened in the presence of such bidders/ agency who either themselves or through their representatives choose to be present.

8. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.