



जनस्वास्थ्य अभियांत्रिकी विभाग, हरियाणा  
PUBLIC HEALTH ENGINEERING DEPARTMENT, HARYANA

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**URGENT/DATE BOUND**

From

The Engineer-in-Chief, Haryana,  
Public Health Engineering Department,  
Panchkula.

To

All Superintending Engineers,  
&  
All Executive Engineers,  
Public Health Engineering Department  
In Haryana State.

Memo No. 41097-41168 -PHE/CD-2A Dated: 15-4-2019

Subject:- Revised instructions regarding e-Tendering.  
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In continuation of instructions issued by this office vide letter No. 5355-5426-PHE/CD-2A dated 11.01.2019 regarding subject cited above.


**Following instructions are to be implemented while preparing bid documents and processing of e-Tenders:-**

- 1- Next working day (upto 05:00 PM), after expiry date & time of bid submission, are to be given to bidders for deposition of Bank Draft of Tender Document Fee, same may be incorporated in DNIT document to be uploaded online.
- 2- Concerned Executive Engineer will add the item (named as Demand Draft for Tender Document Fee) in "Technical Checklist" (i.e. in Excel File) available under Technical Envelope in Step-3 (while preparing the Tender) so as to upload scanned copy Demand Draft (of Tender Document Fee) by the bidder.
- 3- The bidder will upload the scanned copy of such Bank Draft in "Technical Document Template" while uploading other documents like Pan Card, Enlistment Certificate etc. as demanded. In case, bidder fails to submit the said Bank Draft with in prescribed time limit mentioned in DNIT, bidder may be debarred for bidding in future.

Accordingly, please find enclosed herewith a modified copy of "Detailed Notice Inviting Tender" & "Instructions to Bidders on Electronics Tendering System" for making changes in the documents. The above instructions be followed meticulously both in letter & spirit.

Please treat it as MOST URGENT.

DA/ As above.

  
15/4/19  
Executive Engineer (Coord.)  
For Engineer-in-Chief, PHED

## DETAIL NOTICE INVITING TENDER

**e-Tender** is invited for purchase of below mentioned items in single stage two cover system i.e. Request for Pre-Qualification/Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope):-

Sr. No	Particular	Remarks
1	<b>Description of work / Items</b>	
2	e-service fee	Rs. 1000/- (Non Refundable)
3	<b>EMD to be deposited by Bidder (Rs.)</b>	Rs. _____/- for Contractor Rs _____/- for Society
(a)	<b>Option I</b>	<b>Before last date/time of bid submission</b>
	<b>Through Net Banking and Debit Card</b>	
	(i) e-service fee	
	(ii) EMD	
(b)	<b>Option II</b>	<b>On or before two working days</b>
	<b>Through RTGS/NEFT/OTC</b>	
	(i) EMD	
4	<b>Start Date &amp; Time of Bid Preparation &amp; Submission</b>	
5	<b>Expiry Date &amp; Time of Bid Preparation &amp; Submission</b>	
6	<b>Manual Submission of Tender Document Fee in the form of Bank Draft (after expiry date of bid submission)</b>	Rs. _____/- (Non Refundable)  (Time for submitting the Bank Draft- Next working day after expiry date of bid submission, upto 05:00 PM )  dd.mm.yyyy (17:00 hrs.)
7	<b>Technical Opening</b>	
8	<b>Financial Opening</b>	

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

- The payment for Tender Document Fee shall be made by eligible bidders offline in shape of Bank Draft only, after the closing date of bid submission of tender. However, bidder must upload the scanned copy of Bank Draft in Technical Document Template while uploading other documents like Pan Card, Enlistment Certificate etc. as demanded. In case of non submission of Bank Draft manually by the bidder, with in prescribed time limit, bidder may be debarred for bidding in future.**

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

- 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 as mentioned above towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allowed to submit his / her bids for the respective event / Tenders.**
- The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. **on or before dd.mm.yyyy : Hrs (please fill in the date & time 2-3 working days prior to last submission Date & time); and make payment via 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>.**

OR

The interested bidders may also remit the funds before the expiry date/time through Internet Banking Accounts and **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>.**

The interested bidders shall have to pay mandatorily e-Service fee (Non refundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

### **Important Note:**

- 1) 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'.
- 2) Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
- 3) 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.
- 4) In the first instance, the payment details of e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above. The bidder shall deposit "Tender Document Fee" in the form of Demand Draft to concerned Division office, after expiry date of bid submission. **However, bidder must upload the scanned copy of Bank Draft in Technical Document Template while uploading other documents like Pan Card, Enlistment Certificate etc. as demanded.** The bidder shall make Demand Draft of Tender Document Fee in favour of EE, Public Health Engineering Division No. \_\_\_\_\_ (by whom tender is floated).

The bids shall be submitted online in two separate envelopes:

#### **Envelope 1: PQQ or Technical Bid**

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

#### **Envelope 2: Commercial Bid**

The bidders shall quote the prices in price bid format under Commercial Bid.

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

### **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 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 **Important Instructions & Help manual 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 link "**System Requirement Manual**" at 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. Kindly visit at the Single eProcurement Portal for necessary information & help manual for online bidding available at "**How to..?**" tab.

#### 4. **ASSISTANCE TO THE BIDDERS:-**

In case of any query regarding process of e-tenders 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 eProcurement 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](mailto: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:**

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

**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 e-Service fee & 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 ≤ ₹ 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. Bidders 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 Nextenders portal before submitting the tender

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

		<p><b>Don't's</b></p> <ul style="list-style-type: none"> <li>• Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:             <ol style="list-style-type: none"> <li>1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account</li> <li>2) Incorrect Beneficiary account number mentioned(&lt;client code&gt; + &lt;random number&gt;):-                 <ol style="list-style-type: none"> <li>a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.</li> </ol> </li> <li>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.</li> </ol> </li> <li>• 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.</li> <li>• 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.</li> <li>• 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</li> </ul>
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2	<p><b>In the event of making Payment through OTC</b></p>	<p><b>Do's</b></p> <ul style="list-style-type: none"> <li>• 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: &lt;client code&gt; + &lt;random number&gt;              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</li> <li>• Bidder must do the payment before tender validity gets expired</li> <li>• Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender</li> </ul>
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		<p><b>Don't's</b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• 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, favoring 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</li><li>• 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</li></ul>
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