TENDER DOCUMENT

TENDER No.: DLI/C&E/WI-665/323R

FOR

Tender for Providing Security Services for the Project of “Augmentation of Raw Material Receipt and Handling Facilities for New OHP, Part-B (Package No.-061) at Bhilai Steel Plant, Chhattisgarh.

VOLUME – I

Notice Inviting Tender (NIT), Scope of work and Terms & Conditions.

ENGINEERING PROJECTS (INDIA) LIMITED
(A GOVT. OF INDIA ENTERPRISE)

Core-3, Scope Complex, 7, Institutional Area, Lodhi Road, New Delhi-110003
TEL NO. 011-24361666 FAX NO. 011-24363426 Email: core@engineeringprojects.com
ENGINEERING PROJECTS (INDIA) LTD.
(A. Govt. of India Enterprise)
NOTICE INVITING TENDER

DLI/C&E/WI-665/323R                     Date: 30.05.2018

Tender for Providing Security Services for the Project of “Augmentation of Raw Material Receipt and Handling Facilities for New OHP, Part-B (Package No.-061) at Bhilai Steel Plant, Chhattisgarh.

Engineering Projects (India) Ltd. invites the sealed offer for the above work for Bhilai Steel Plant at Chhattisgarh from eligible vendors for the following work.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description of work</th>
<th>Period of services</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Providing Security Guards alongwith security supervisor for round the clock security at Bhilai Steel Plant for the Project of “Augmentation of Raw Material Receipt and Handling Facilities for New OHP, Part-B (Package No.-061) at Bhilai Steel Plant, Chhattisgarh.</td>
<td>01 (One) Year.</td>
</tr>
</tbody>
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Time schedule of tender activities:

(i) Date & Time of downloading of Tender Documents : Upto 19.06.2018 (4.00 PM)

(ii) Last Date & Time of Online Submission : On or before 20.06.2018(upto 11.00 AM) of Tenders

(iii) Date & Time of Online Opening Envelope-1 : 20.06.2018 at 11.30 AM (Techno-Commercial Bid)

1. **Eligibility Criteria**

Bidders who fulfill the following criteria shall be eligible to apply. The joint ventures are not allowed.

- The agency should have experience for providing service of security to reputed organization in PSU’s / Central Government / State Govt. / PSB’s for at least two years. Attach list of clients as above along with satisfactory performance certificate or work order from 2 such clients. documentary evidence like copy of Work order, certified invoices/certificate from client shall be submitted for minimum value:
  
  (i) One job of Rs. 52.77 Lakhs - executed during last 5 years ending on 31.12.2017  
  or
  
  (ii) Two jobs each of Rs. 39.58 Lakhs - executed during last 5 years ending on 31.12.2017  
  or
  
  (iii) Three jobs each of Rs. 26.40 Lakhs - executed during last 5 years ending on 31.12.2017

- The agency should furnish attested copies of the following documents:
i) Copy of latest income–tax returns filed.

ii) Registration certificate under Contract Labour (R & A) Act, 1970, if applicable.

iii) Copy of the following documents to be submitted:
   a) PAN No. (Permanent Account Number)
   b) ESI
   c) EPF
   d) GST Registration.

iv) Details of manpower available with organizational setup.

v) Registration Certificate / Memorandum of Association / Partnership Deed / proprietor ship documents (if any).

vi) Bidders have to submit confirmation letter whether they are registered under MSME Act or not and if yes, then relevant copies of the registration letter (Registered under single point registration scheme of NSIC, Govt. of India, Ministry of MSME, New Delhi vide Gazette Notification dated 26.03.2012 along with the form of Memorandum-2 with the concerned DIC) to be enclosed in Technical Bid Envelope-1 and a request letter for exemption from submission of Tender fee and EMD.

vii) Indicate the names of Key Personnel of the company with designation and qualification.

viii) Should have average turnover of minimum Rs.33.00 Lakhs during last three financial years ending on 31.03.2017. Copies of audited balance sheets of FY 2014-2015, 2015-2016 & 2016-2017 to be submitted.

ix) Should have not incurred loss in more than 2 year in last five financial years ending on 31.03.2017. Necessary certificate from Chartered Accountant is to be enclosed for this purpose along with audited copies of statement of Profit & Loss and Balance sheet.

x) Should submit “Solvency Certificate” issued by a nationalized/scheduled bank for a minimum value of Rs. 26.50 Lakhs issued within 1 year from the date of submission of Tender.

All the above documents shall be submitted duly signed, stamped by the authorized signatory of bidder and attested by a class-1 gazetted officer / notary public.

2. Tender documents comprising of the following are available on the website of EPI: www.engineeringprojects.com, CPP Portal: www.eprocure.gov.in and as well as on TCIL portal: www.tcil-india-electronic tender.com

   i) Notice Inviting Tender (NIT) - Vol.-I
   ii) Scope of Work
   iii) Terms & conditions
   iv) Special Instructions to Bidder for e-Tendering
   v) Price Bid - Vol.-II
3. In order to participate, the bidder should have Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities.

4. Interested bidders have to necessarily register themselves on the portal www.tcil-india-electronictender.com through M/s Telecommunications Consultants India Limited, New Delhi to participate in the bidding under this invitation for bids. It shall be the sole responsibility of the interested bidders to get themselves registered at the aforesaid portal for which they are required to contact M/s Telecommunications Consultants India Limited, New Delhi at following address to complete the registration formalities:

M/s Telecommunications Consultants India Limited,
6th Floor, TCIL Bhawan, Greater Kailash – 1,
New Delhi – 110 048
Contact No.: 011-26241790
98683 93717/75/92
Email-ID: ets_support@tcil-india.com

They may obtain further information regarding this tender from ED (C&E) at the address given at Clause No. 14.0 below from 10:00 hours to 17:00 hours on all working days till the last date of online submission of Bidding Documents.

For proper uploading of the bids on the portal namely www.tcil-india-electronictender.com (hereinafter referred to as the ‘portal’), it shall be the sole responsibility of the bidders to apprise themselves adequately regarding all the relevant procedures and provisions as detailed at the portal as well as by contacting M/s Telecommunications Consultants India Limited, New Delhi directly, as and when required, for which contact details are mentioned above. M/s Engineering Projects (India) Ltd. in no case shall be responsible for any issues related to timely or properly uploading/submission of the bid in accordance with the relevant provisions of Section: Instruction to Bidders of the Bidding Documents.

5. Bidders can download the bid document from the portal without paying document fees in advance, any time from 18:00 Hrs on 30.05.2018; however interested bidders have to pay tender fees for participating in the tendering and submitting the bid. For this purpose the interested bidders shall be required to pay ₹5,000.00 (Rupees Five Thousand only) plus GST @ 18% amounting to ₹5900 (Rupees Five Thousand Nine Hundred only) as non-refundable document fees in the form of Demand Draft in favour of “Engineering Projects (India) Ltd.” payable at New Delhi. GSTIN of EPI for Delhi is 07AAACE0061C1ZF. The ETS Bidding fee to be paid to TCIL is separate. However tender submitted without sufficient tender fee shall be rejected.

6. E-Bids must be submitted/uploaded along with scanned copies of relevant documents pertaining to Clause no. 1.0 under Single Stage Two Envelope Bidding Procedure on the TCIL portal on or before last date & time of online bid submission. Late bids will not be accepted. Under the above procedure, only first envelope (Technical Part) shall be opened in the presence of the bidders’ representatives who choose to attend in person at the address given below on scheduled date & time of bid opening or may be viewed by the
bidders by logging in to the portal as per features available to them. Second envelope i.e. Price part shall be opened only of technically qualified bidders.

The bid must be accompanied by an **Earnest Money Deposit (EMD) of Rs. 1,32,000.00 (Rupees One Lakh Thirty Two Thousand only)**. This can be either in the form of Crossed Demand Draft or Pay Order of any Nationalized Bank/Scheduled Bank for the full amount of EMD payable favouring “Engineering Projects (India) Ltd.”, payable at New Delhi or in the form of Bank guarantee of any Nationalized Bank/Scheduled Banks, in accordance with the prescribed Performa, favoring “Engineering Projects (India) Ltd.”. The EMD shall be valid for minimum period of 150 days (one hundred fifty) from the last day of submission of tender. Tenders submitted without EMD or inadequate amount of EMD shall be rejected. The bid shall be valid for 90 days from date of opening of Price Bid. **EMD shall be forfeited in case the bidder withdraws his offer after submission of bid and also be forfeited in case the L1 bidder refuses to accept the LOI.**

Tender fee, EMD (in original), Relevant Documents, NSIC certificate as per Clause No. 1.(vi) if bidder is claiming EMD/Tender fee exemption, power of attorney and Pass Phrase (Both for technical and financial bid in separate envelope) to decrypt the bid must be submitted in physical form at the address given at Clause No. 14.0 below on or before Last date and time of online bid submission. If the above documents are not received in time then their offer shall not be considered and EPI shall not be responsible for any postal delay in respect of submission of hard copy part of the bids.

7. The Terms & Conditions contained in this NIT and tender documents shall be applicable for the works.

8. All safety measures as applicable with in plant premises need to be strictly complied with requirement of BSP.

9. Intended bidders are requested to visit the site to acquaint themselves fully with the site conditions before submitting their bids. Nothing extra shall be paid on account of site condition.

10. EPI reserves the right to accept any tender or reject any or all tenders or annul this tendering process without assigning any reason and liability whatsoever and to re-invite tender at its sole discretion.

11. **EPI shall have right to verify any or all documents and credentials submitted by the bidder from the issuing authority for its correctness. If found false/ forged the offer will be summarily rejected and entire amount of EMD will be forfeited and the bidder shall be blacklisted for further participation in future tenders.**

12. The corrigendum or addendum, extension, cancellation of this NIT, if any, shall be hosted on the EPI’s website/CPP portal as well as on TCIL portal www.tcil-india-electronic.tender.com. The bidders are required to check these websites regularly for this purpose, to take into account before submission of tender. All Corrigendum and addendum are to be submitted duly signed & stamped with tender documents as bid Annexure.

13. The price bid of those bidders whose bid has been technically accepted on the basis of documents submitted shall only be opened with prior intimation to them. However, it is made clear that the offer of the L-1 bidders shall be
accepted subject to the confirmation of authentically of the PQ documents/BG from the concerned department/bank.

14. All correspondence with regard to the above shall be to the following address (By Post/In Person):

**Executive Director (Consultancy & Engineering)**
**ENGINEERING PROJECTS (INDIA) LTD.**  
3rd Floor, Core-3, Scope Complex,  
7 Institutional Area, Lodhi Road,  
New Delhi – 110003  
Tel No.: 011-24361666 Ext. 2328, 2340  
Fax No.: 011-24363426  
E-mail – core@engineeringprojects.com

15. **For site related Queries/Visit:**

**Shri Ratnesh Jain, GM Project Incharge / A.Gowthaman, AGM Site Incharge**  
**ENGINEERING PROJECTS (INDIA) LTD.**  
B- 32, Phase –II, Surya Vihar,  
Bhilai, Chhattisgarh – 490020  
Mobile No.: +919425551817, +919425554502, +919425296140  
epibhilai@gmail.com

For more information on EPI, visit our website at: [www.epi.gov.in](http://www.epi.gov.in) for more information on the e-tender, visit website of M/s Telecommunications Consultants India Limited, New Delhi at: [www.tcil-india-electrontictender.com](http://www.tcil-india-electrontictender.com)
Scope of Work

Description of Works:

1. To provide the Security Services at the work site at "Augmentation of Raw Material Receipt and Handling Facilities for New OHP, Part-B (Package No.-061) for Bhilai Steel Plant at Chhattisgarh".

2. The agency shall be responsible for all security measures and arrangements to safeguard the movable and immovable property and prevention of theft within the premises.

3. Prevention of unauthorized entry of personnel including all types of outside vender in the premises of site.

4. Any other work of similar nature assigned to the agency by the Employer from time to time.

5. The agency shall not engage any sub-contractor or transfer the contract to any other person.

6. The agency staff shall work under the control of the Employer’s Site Incharge or any other officer authorized by him. The agency shall provide round the clock security on shift basis as specified and deployment done in consultation with the Employer’s officer shall be final. The supervisor shall submit the attendance of the personnel by 9:30 a.m. daily to the Employer’s officer for verification.

7. The agency will provide uniform to all security personnel and torch light for staff on night duty.

8. Opening the locks of premises at commencement of office, electrical buildings / utility buildings at site & applying the locks when the office closes.

9. The agency will be fully responsible for the performance and fitness of their personnel (Guards & Supervisors).
TERMS AND CONDITIONS

1. The Agency shall arrange for round the clock watch and ward for the work site of Employer located at OHP Project, Bhilai site. The Agency shall arrange for posting of well experienced and trained security guards (including reliever) round the clock throughout all the seven days a week.

2. Place for deployment –“Augmentation of Raw Material Receipt and Handling Facilities for New OHP, Part-B (Package No.-061) for Bhilai Steel Plant at Chhattisgarh”.

3. The Agency shall deploy well experienced & trained one no. Security Supervisor in each shift. He will be responsible for allotment of duties of Security Guards, control their work and ensure effective security measures. The Supervisor should ensure that all moveable articles are intact. During this period he will oversee the work of all cleaning and conservancy staff from security angle, so that no pilferage or loss takes place. Further he will see on all working days, that the guards on duty are alert, smartly dressed and no article of significance is taken out without a written permission from Site Incharge or the official authorized by him. Every item received and taken out should be recorded in a register and the number of the Gate Pass, date, time etc. items.

4. The agency shall be entirely responsible for the safety and security of office furniture, fixture, electronic equipment, fittings, materials and equipment in site store, material and equipment outside the store at open area of the working front and surrounding area of the store, working front and office. Agency shall be held responsible for any loss, damages or theft of any of the above items or other miscellaneous items.

5. The security personnel deployed by the Agency shall perform duty honestly and diligently. Your organization shall take action for removing from duty any of your staff if they are found to be lethargic, ineffective, and unsuitable or in the event of any complaint against them. 24 hrs notices will be sufficed for such replacement.

6. Security staff the Agency will act according to law to protect the right of private defense of persons and properties to the best of their abilities and before the arrival of police in case of necessity.

7. The Agency shall abide by and follow all statutory requirements, such as PF/ESI deduction, labour laws, Shops & Establishment Act, Bonus Act, ESI Act, Minimum Wages Act (Central Govt.) etc. in so far as they are applicable to your personnel deployed for our work. The successful bidder will maintain all registers related to Contract Labour Rules and Abolition Act as applicable at work site. The Agency will deduct PF / ESI from salary of the deployed staff and deposit the same with relevant authorities. Proof of the same will be submitted with bills of next month. Entire responsibility of the same will be with the Agency. Any penalty / legal action whatsoever will be to the Agency.

8. The Agency shall be responsible to provide full security uniform and other instruments like lathis, torches, whistle etc. required performing duty effectively by the security guards and the guards shall be on duty with neat and clean uniform.

9. The Agency shall ensure that security guards deployed, are having standard physical fitness and free from any contagious or infectious disease in terms of clause 6 of the
Private Security Agencies Central Model Rules, 2006. If it is found by the Employer that any of the security personnel provided by you is unsuitable on good and reasonable grounds you shall take action for his replacement as early as possible.

10. Agency security staff shall ensure that no unauthorized person enters into premises or loiter at the entrance or make any nuisance. The doors and windows of all the floors of our office premises have to be closed and electric lights fittings and other electrical connections have to be switched off by the security guards deployed by you after closing of the work site. It shall also be the duty of your security staff to lock the main entrance doors of work sites.

11. The security guards deployed by the Agency shall be trained and well experienced in the use of fire fighting equipment and shall be able to handle such equipment in the event of occurrence of fire in the around our premises.

12. The Agency shall ensure that under no circumstances our work site premises be left unguarded wholly or partially due to the sudden absence from duty of any of your security staff.

13. Agency’s security staff shall immediately intimate Site Incharge in case of occurrence of any untoward incidents arousing suspicion or apprehension of theft or burglary or outbreak of fire or of movement of unauthorized persons in the around the work site premises.

14. The Agency shall arrange for daily checking of guards deployed on duty at night and frequently at day time and arrange for intelligence services at time of apprehending trouble and render free liaison services between Employer and police.

15. The Agency shall be responsible for any loss or damage caused to our property by the negligence and/or misconduct of your personnel. Such loss or damage will be borne by the Agency. You will also take follow up action on our behalf with the Police, Insurance Company in case of theft or accident like fire and shall render necessary assistance. If more than two times theft cases occurred in deployed area, the cost of theft items / materials will be recovered from the agency from bills and / or Bank Guarantee.

16. The Agency shall arrange to take fidelity guarantee policy in respect of personnel deployed in this premises for a sum of **Rs. 1.00 Lakh** each.

17. The PARTY shall take the labour license at their own cost and comply with all the requirements as per labour laws / acts. All the records in this regard shall be maintained by PARTY as per statutory requirements and rules and shall be produced by the PARTY on demand if required.

18. **Payment terms:**

   i) 95% payment shall be released within 10 working days after submission of bill.
   ii) 5% payment shall be deducted from each monthly bill as retention money and this will be released after 60 days from the date of contract completion.

19. **Taxes & Duties**

   Price quoted by the bidder shall be inclusive of all the taxes & duties as per the price schedule of NIT document, except GST, which shall be paid extra as applicable. All the
columns of taxes & duties shall be duly filled without blank space. The Invoice shall be raised on EPI as per GST Complaint Invoices. Failure to provide Tax Invoices in desired format or non-payment of taxes or non-filling of GST returns/ mismatch of Invoices would lead to non-availing of Input Tax Credit to BSP/EPI. Thereby is to be borne by bidder and EPI shall deduct such amount along with Interest/penalty/late fees, etc., if any paid by EPI on account of disallowance of ITC, from the next payment/dues due to supplier. Bidder while quoting the rates in the tender must also consider the ITC credit applicable for the works, if any.

20. The wages will have to be revised as and when minimum wages are revised.

21. The agency shall arrange office premises for supervisory and keeping records purpose at own cost. Office area shall be provided by EPI after getting approval from client.

22. The Agency shall arrange police verification of the personnel deployed in this premises and certificate of police verification (Original) of each personnel deployed be submitted to Employer. Copy of the same shall be submitted with each bill.

23. The Agency shall arrange for alternate arrangement during leave entitlement / sickness / weekly off of the guards without any extra cost of the Employer. Agency shall also arrange for effective and adequate supervision of the guards to ensure good service by moving inspection of the agency on Saturdays and holidays. The officer will visit our EPI site offices periodically to check the duties / performance of the guard and co-ordinate with the management.

24. Deployment of guards shall be as per the instructions of the Employer. Agency will provide hand-picked personnel and as far as possible having military bearing and good / strong physique and experienced in establishment security.

25. The agency shall also arrange training for guards at site and a certificate to be submitted duly signed by your training officer and EPI representative.

26. The Agency shall replace the security guards including Security Supervisor as and when instructed. Redeployment of replaced security guard / supervisor may be made with the permission of the Employer.

27. The payment of total charges for services tendered during a month taking into account any deductions as is necessary, shall be made by the Employer within 10 days of the receipt of bill. The bill shall be raised by you at the first working day of next month for which you have rendered the services alongwith deposit receipt of EPF, ESI and other statutory fee. To be deposited in respect of personnel deployed for the previous month.

28. The contact shall initially be for a period of 01 year and if found satisfactory can be extended for further period of 06 months.

29. Employer shall have right to cancel the contract without assigning any reasons by giving one month’s notice to the Agency. However, if the agency desires to terminate the contract before expiry of contract period will give three month notice to EPI for cancellation of the contract.
30. In case of any violation of agreed terms and conditions or imposition or threat of imposition of any new terms and conditions not contained in this work order by one party and not agreed to in writing by other party, the latter may terminate the work by giving one month’s notice or charge the other party and penalty of one month wages / fee if any due to lack of notice.

31. The Agency will submit Bank Guarantee having value of ₹1,32,000.00 (Rupees One Lakh Thirty Two Thousand only) in favour of Engineering Projects (India) Ltd. Bhilai and same will be returned after 90 days from completion of the contract.

32. The above terms & conditions must be known to the security guards when you / your organization shall provide the security guard at Employer’s work site premises for duty.

33. The Agency shall be responsible to lodge police / fire complaint to proper authority (any occurrence / incident / fire / theft etc.) at Employer’s work site premises and the same to be intimated to the Employer for further course of action.

34. Insurance shall be covered by your Agency in individual security guards and supervisor.

35. Each Guard / Supervisor will be provided with a mobile phone.

36. EPI reserves its’ right to divide the work to multiple agencies at the lowest quoted rates. The L1 bidder shall be bound to execute the part quantity.

37. **Penalty Clause:**

   A penalty of sum equal to damage to EPI per instance shall be imposed and deducted from the contractor’s / Agency’s bill, if:

   i) The Security Guard is not found in proper uniform and displaying photo identity card.

   ii) The Security Guard is found indulging in smoking/drinking at the time of duty hours and such security guard shall not be allowed to enter in the office premises in future.

   iii) The Security Guard is found sleeping during duty hours.

   iv) The Security Guard is found missing from the place of duty, for any reason.

   v) The behavior of Security Guard is found harsh / rude and non – cooperative towards the staff.

   vi) The Security Guard is found performing the duty by submitting fake name & address.

   vii) The Security Guard does not perform his assigned duty properly.

38. Employer may increase / decrease the number of Guards as per requirement site.

39. **In case of non-approval of PARTY’s association with EPI for this work by the Owner / Client due to any reason, the tender submitted by them shall be rejected and the PARTY shall have no claim / liability on EPI.**
**Special Instructions to Bidders for e-Tendering**

**General**

The Special Instructions (for e-Tendering) supplement ‘Instruction to Bidders’, as given in these Tender Documents. **Submission of Online Bids is mandatory for this Tender.**

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, Engineering Projects (India) Ltd. has decided to use the portal [www.tcil-india-electronic.tender.com](http://www.tcil-india-electronic.tender.com) through TCIL, a Government of India Undertaking. This portal is based on the world’s most ‘secure’ and ‘user friendly’ software from Electronic Tender®. A portal built using Electronic Tender’s software is also referred to as Electronic Tender System® (ETS).

Benefits to Suppliers are outlined on the Home-page of the portal.

**Instructions**

**Tender Bidding Methodology:**

Sealed Bid System

- Single Stage Two Envelope

**Broad Outline of Activities from Bidder’s Perspective:**

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
4. View Notice Inviting Tender (NIT) on ETS
5. For this tender -- Assign Tender Search Code (TSC) to an MA
6. Download Official Copy of Tender Documents from ETS. Note: Official copy of Tender Documents is distinct from downloading ‘Free Copy of Tender Documents’. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
7. Clarification to Tender Documents on ETS
   - Query to Engineering Projects (India) Ltd. (Optional)
8. View response to queries posted by Engineering Projects (India) Ltd.
9. Bid-Submission on ETS
10. Attend Public Online Tender Opening Event (TOE) on ETS
    - Opening of relevant Bid-Part (PQ Application)
11. Post-TOE Clarification on ETS (Optional)
    - Respond to Engineering Projects (India) Ltd. Post-TOE queries
12. Attend Public Online Tender Opening Event (TOE) on ETS
    - Opening of relevant part (Financial-Part)
    (Only for PQ Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.
Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer http://www.cca.gov.in].

Registration

To use the Electronic Tender® portal www.tcil-india-electronic tender.com, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the ‘Supplier Organization’ link under ‘Registration’ (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

Any Instructions for Online/ Offline Payment of Registration Fee??

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated.

Important Note: To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under ‘ETS User-Guidance Center’ located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to ‘Essential Computer Security Settings for Use of ETS’ and ‘Important Functionality Checks’ should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

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<tr>
<th>TCIL/ ETS Helpdesk</th>
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<tbody>
<tr>
<td><strong>Telephone/ Mobile</strong></td>
</tr>
<tr>
<td><em>Customer Support:</em> 011-26241790 (multiple lines)*</td>
</tr>
<tr>
<td><em>Emergency Mobile Numbers:</em> +91-9868393775, 9868393717, 9868393792</td>
</tr>
<tr>
<td><strong>E-mail ID</strong></td>
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<tr>
<td><a href="mailto:ets_support@tcil-india.com">ets_support@tcil-india.com</a></td>
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<tr>
<td>[Please mark CC: support@electronic tender.com]</td>
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<th>Contact</th>
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<tr>
<td><strong>Engineering Projects (India) Ltd.</strong></td>
</tr>
<tr>
<td><strong>Contact Person</strong></td>
</tr>
<tr>
<td><em>Executive Director (Consultancy &amp; Engineering)</em></td>
</tr>
<tr>
<td>Engineering Projects (India) Ltd.</td>
</tr>
<tr>
<td>Core 3, Scope Complex, Lodhi Road,</td>
</tr>
<tr>
<td>New Delhi – 110003</td>
</tr>
<tr>
<td><strong>Telephone/ Mobile</strong></td>
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<tr>
<td>Telephone/ Mobile 011-24361666 Extn: 2328, 2340</td>
</tr>
<tr>
<td>[between 9:30 hrs to 17:00 hrs on working days]</td>
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<tr>
<td><strong>E-mail ID</strong></td>
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<tr>
<td>E-mail Id : <a href="mailto:core@engineeringprojects.com">core@engineeringprojects.com</a></td>
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Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on ETS (unless specified for Offline Submissions). Broad outline of submissions are as follows:

- Submission of Bid-Parts/Envelopes
  - Technical-Part
  - Financial-Part

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

1. Original copy of the Tender Fee of ₹5,000/- (Rupees Five Thousand only) plus GST @ 18% amounting to ₹5,900/- (Rupees Five Thousand Nine Hundred only in form of DD).
2. Original copy of the EMD of ₹1,32,000/- (Rupees One Lac Thirty Two Thousand Only) in the form of a Bank Guarantee/DD.
3. Original copy of power-of-attorney to sign the tender documents.
4. Documentary evidence with regard to registration with NSIC/MSME as mentioned in Clause No. 1(vi) of NIT for tender fees & EMD waiver.
5. Pass-phrase (Both for technical and financial bid in separate envelope) to decrypt the Bid.

Contact Persons Name:
Executive Director (Consultancy & Engineering)
Address: Engineering Projects (India) Ltd.
Core 3, Scope Complex, 7 Lodhi Road,
New Delhi – 110003

The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission in addition to PQ documents listed in NIT Clause No. 1 to 5.

**Note:** Bidders are required to pay applicable ETS bidding fees online at the time of bid submission.

Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the ‘Electronic Forms’ and the ‘Main-Bid’ are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember,
and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All bidders must fill Electronic Forms™ for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the Electronic Forms™ and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the Electronic Forms™ is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the Electronic Forms™, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the Electronic Forms™ and the ‘Main-Bid’, the contents of the Electronic Forms™ shall prevail. Alternatively, the Buyer organization reserves the right to consider the higher of the two pieces of information (e.g. the higher price) for the purpose of short-listing, and the lower of the two pieces of information (e.g. the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

Typically, ‘Pass-Phrase’ of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted to Engineering Projects (India) Ltd. in a sealed envelope before the start date and time of the Tender Opening Event (TOE).

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

Public Online Tender Opening Event (TOE)

ETS offers a unique facility for ‘Public Online Tender Opening Event (TOE)’. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to Engineering Projects (India) Ltd. office for the Public Online TOE.

Every legal requirement for a transparent and secure ‘Public Online Tender Opening Event (TOE)’, including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders’ representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding ‘Pass-Phrase’ as submitted offline by the bidder himself (during the TOE itself), salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual ‘Tender Opening Event’ is therefore replaced with this superior and convenient form of ‘Public Online Tender Opening Event (TOE)’. 
ETS has a unique facility of ‘Online Comparison Chart’ which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled ‘Minutes of Online Tender Opening Event (TOE)’ covering all important activities of ‘Online Tender Opening Event (TOE)’. This is available to all participating bidders for ‘Viewing/Downloading’.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

**SEVEN CRITICAL DO’S AND DON’TS FOR BIDDERS**

Specifically for Supplier organizations, the following 'SEVEN KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS

2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz ‘Date and Time of Closure of Procurement of Tender Documents’ and ‘Last Date and Time of Receipt of Bids’. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of --Marketing Authority (MA) [ie a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.

3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS

4. For responding to any particular tender, the tender (ie its Tender Search Code or TSC) has to be assigned to an MA. Further, an ‘Official Copy of Tender Documents’ should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. **Note:** Official copy of Tender Documents is distinct from downloading ‘Free Copy of Tender Documents’. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.

5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)

6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to ‘Annul Previous Submission’ from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) ‘ONLY IF’ your ‘Status pertaining Overall Bid-Submission’ is ‘Complete’. For your record, you can generate and save a copy of ‘Final Submission Receipt’. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission’ is ‘Complete’.

NOTE:
While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.