CCS Haryana Agricultural University, Hisar
(Established by Parliament Act 16 of 1970)

Tender Notice

CCS Haryana Agricultural University, Hisar is inviting Tenders for the purchase of following item:-

1. Comprehensive Annual Maintenance Contract of CCTV Cameras and allied items at main campus, CCSHAU, Hisar

For detail information and e-tendering schedule, please visit the website http://etenders.hry.nic.in and University website **http://hau.ac.in**

Date of start of bid preparation and submission on 17.10.2025 (09:00 hours) and Closing on 06.11.2025 upto 17:00 hours. Opening of Technical Bid on 07.11.2025 at 11.00 A.M. Opening of Financial Bid on 11.11.2025 at 11.00 AM.

Note:

1. **All updates, amendments, Corrigenda etc. (if any) will be posted only on the CCS HAU Website/Tender website. There will not be any publication of the same through Newspapers or any other media.**
2. **Interested bidders are advised to deposit bid security/EMD on or before 48:00 hrs of expiring date and time of bid online so as to get the payment verified.**

15/10/25

Director (S&P)

CCSHAU, Hisar

Director (Store & Purchase)
CCSHAU, Hisar
Ph. No.01662-255419
Email: directorspo@gmail.com, spo@hau.ac.in

STANDARD BIDDING DOCUMENT PROCUREMENT OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR.

PART 1: COMPLETE BIDDING DOCUMENT

NAME OF WORK: - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR.

DNIT Amount: ₹ 28.5 Lakh (APPROX)

8/10/25
Officer Incharge,
Security Organisation,
CCS HAU, Hisar

TABLE OF CONTENTS

8/10/25

Officer Incharge,
Security Organisation,
CCS HAU, Hisar

Director (Store & Purchase)
Ch. Charan Singh Haryana Agricultural University, Hisar
(Established by Parliament Act No. 16 of 1970)

TENDER NOTICE

The Bids/tenders are invited from the eligible bidders through online bids in the website: http://haryanaeprocurement.gov.in for the work detailed in the table.

Sr. No.	Description of Job Work	Appr. Esti. cost ₹ (Lakh)	EMD Money to be deposited by Bidder (Lakh)	Tender Document Fee & e-Service Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Expiry Date & time of Earnest Money submission	Expiry date & Time of Bid Preparation & Submission	Time of opening T/Fin. bids
1.	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR.	28.50	1,42,500/-	e-Service Fee, Processing fee Rs. 1180/- + 2000/-	17/10/25 (09:00 hours)	6/11/25 upto 17:00 hours	6/11/25 upto 17:00 hours	Tech. Bid at 07/11/25 10:00 A.M Financial Bid at 11/11/25 10:00 A.M.

(i) **Cost of Bid document (to be paid Online) is above mentioned (nonrefundable) for bid to be deposited through Debit Cards & Internet Banking Accounts.**

(ii) **The further details and e-tendering schedule visit https://etenders.hry.nic.in&** University Website https//: hau.ac.in

(iii) **E-Service fee, Processing fee Rs. 1180/- required to be filled/provided at the time of online bid preparation stage.**

15/10/2025

Director (Store & Purchase)
CCSHAU, Hisar

8/10/25

Officer Incharge,
Security Organisation,
CCS HAU, Hisar

Particulars and detailed specifications

Sr. No.	Items to be purchased
1	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR.

DETAIL SPECIFICATIONS

CCS Haryana Agriculture University				
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR				
Sr. No.	**Product Description for which CAMC is required**		**Quantity**	**Compliance Yes/No**
	INSTALLATION YEAR: FEBRUARY 2019			
1.	CCTV BULLET CAMERA	:	127 Nos.	
2.	PTZ CAMERA	:	11 Nos.	
3.	NETWORK VIDEO RECORDER (NVR)	:	05 Nos.	
4.	LED DISPLAY 55"	:	09 Nos.	
5.	POE SWITCH/ POE INJECTOR 24 Port	:	34 Nos.	
6.	D LINK 6 CORE FIBRE ARMOURE	:	10500 Meters	
7.	CAT 6 CABLE	:	3000 Meters	
8.	UPS 2 KVA	:	32 Nos.	
9.	POLE 03 METER LENGTH	:	11 Nos.	
10.	ACTIVE FIBRE COMPONENT	:	70 Sets.	
11.	HARD DISC	:	65 Nos.	
12.	ALLIED ACCESSORIES OF CCTV CAMERAS			

8/10/25

Officer Incharge,
Security Organisation,
CCS HAU, Hisar

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	Description of work / Items	EMD tobedeposited byBidder	Tender Document Fee &eService Fee (Rs.)	Start Date & Time of Bid Preparation& Submission	Expiry Date & Time of Bid of EMD Submission	Expiry Date & Time of Bid Preparation& Submission
1.	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERAS AND ALLIED ITEMS AT MAIN CAMPUS, CCS HAU, HISAR	1,42,500/-	e-Service Fee, Processing fee Rs. 1180/- + 2000/-	17/10/25 (09:00 hours)	6/11/25 upto 17:00 hours	6/11/25 upto 17:00 hours

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.

1. **The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
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. **She/he will be required to make online payment 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 i.e. **on or before** 6/11/25 **and make payment via RTGS /NEFT to the**

Officer Incharge, 8/10/25
Security Organisation,
CCS HAU, Hisar

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://etenders.hry.nic.in.

The interested bidders shall have to pay mandatorily e-Service fee, processing fee (under document fee – Nonrefundable) of Rs.1180/- (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.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

Key Dates

Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Preparation/Submission	17/10/25 (09:00 hours)	6/11/25 upto 17:00 hours
2	Technical Bid Opening		7/11/25	at 11.00 AM
3	Financial Bid Opening		11/11/25	at 11.00 AM

Important Note:

1) The Applicants/biddershavetocomplete 'Application / Bid Preparation& Submission' stage on scheduled time as mentioned above. IfanyApplicant / bidderfailedtocompletehis / her aforesaid stage in thestipulated online time schedule for this stage, his / her Application/bid status will beconsideredas 'Applications / bids not submitted'.
2) Applicant/Biddermustconfirm& check his/her Application/bid status after completion of his/her all activities for e-bidding.
3) Applicant/Biddercanrework on his/her bidseven after completion of 'Application/Bid Preparation&submission stage' (Application/Bidder Stage), subjecttotheconditionthatthereworkmusttakeplaceduringthestipulated time frame of theApplicant/Bidder Stage.
4) In thefirstinstance, the online paymentdetails of tenderdocumentfee + e-Service and EMD &

Officer Incharge,
Security Organization,
CCS HAU, Hisar
8/10/25

PQQ/Technical Envelope shallbeopened. Henceforthfinancial bid quotedagainsteach of the item bytheshortlistedbidder/ Agency whereverrequiredshallbeopened online in thepresence of such bidders/ Agency whoeitherthemselvesorthroughtheirrepresentativeschoosetobepresent. The biddercansubmit online theirbidsas per thedates mentioned in theschedule/Key Dates above.

The bidsshallbesubmitted online in two separate envelopes:

Envelope 1: Technical Bid

The biddersshalluploadtherequiredeligibility&technicaldocuments online in the Technical Bid.

Envelope 2: Commercial Bid

The biddersshallquotetheprices in price bid format under Commercial Bid.

8/10/25

Officer Incharge,
Security Organisation,
CCS HAU, Hisar

Terms & conditions

1. The quotations received after due date/or time will be summarily rejected.
2. The security/earnest money equivalent to **five percent** of the cost of material i.e. an amount of 5% of the total cost of the offered CAMC\material rounded off to nearest ₹10/- in the name of Director (Stores & Purchases), CCS HAU, Hisar
3. The CAMC\ material shall be executed\ supplied by the supplier\agency within the time limit specified in the supply order. The delivery period can be extended by the Central Purchase Committee/or Store Purchase Officer only in exceptional cases on written request of the supplier explaining reasons/circumstances due to which the delivery period could not be adhered to. In case the material is not supplied within the delivery period, the supplier shall be liable to pay us compensation amount equivalent to one percent each day or such amount as the CPC/ Store Purchase Officer may decide that the quantity remains incomplete including installation, provided that entire amount of compensation shall not exceed 10% of the total amount of the cost of the material supplied. An appeal against these orders shall, however, lie with the Vice-Chancellor, CCS HAU, Hisar whose decision shall be final.
4. In case the supplier/contractor fails to execute the supply order/contract on the rates, terms & conditions as contained in the supply order within the stipulated period, the security/earnest money shall be forfeited besides any other action as may be considered necessary by the CPC
5. The rates should be quoted on price list less discount, FOR University Campus or offices situated at outstations as the case may be. The rates quoted Ex-Godown may be rejected. All charges payable by the University such as Sales Tax, Packing & Forwarding and other levies like Excise duty, Custom Duty, Octroi, etc. should be mentioned in the quotation/tender. The charges not mentioned in the quotation/tender shall not be paid by the University. The University does not issue Form 'C' or 'D'.
6. The supplies should be offered from ready stock. All supplies will have to be executed within 15 days of the issue of supply order failing which the order is likely to be withdrawn.
7. The validity period of the quotation/tender and Guarantee/Warranty period of the material, if any, should be mentioned specifically. The offer must be valid for a period of at least three months from the date of opening of quotation/tender.
8. The University/its Offices at Hisar and outstations do not make payment in advance or against documents through Bank. However, as a matter of general policy we try to make the payment within 30 days of the delivery subject to proper installation, wherever applicable and satisfaction of the Inspection Committee.
9. The CAMC can be increased/decreased by the University.
10. The current price list duly authenticated by the manufacturer with date, signature and seal along with literature/pamphlets may also be supplied along with the offer.
11. If you or your principals are on rate contract with DGS&D, DS&D, Haryana, Controller of Stores, this may be mentioned specifically in your offer and the same duly attested may also be attached.
12. The University is situated outside the municipal limits and as such no octroi is payable by us if the material is sent by rail/full truck load. In case the material is received through goods Transport Company by road, the transport companies charged delivery charges, labour charges and octroi charges. It may be mentioned specifically as to whether the material will be sent by rail or by road through goods Transport Company.

8/10/25

Officer Incharge,
Sec... Organization,
CC... Hisar

13. The make and complete specifications of the CAMC\ material should be clearly mentioned and catalogue, all datasheets and catalogues should be original and available on the website to prove the technical specifications, all technical specification should be matched if any deviation technically rejected

14. The acceptance of the CAMC\ material is subject to approval of our Inspection Committee/Technical Committee or Experts.

15. The acceptance of the quotation/tender will rest with the CPC which does not bind himself to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason therefore. The CPC reserves the right to accept quotation/tender in part i.e., any item or any quantity and to reject it for the rest.

16. It is our policy to make all purchases from the manufacturers or though their authorized dealers. If you are manufacturer/authorized dealer, proof thereof may kindly be given alongwith the quotation/tender failing which the same is likely to be rejected without assigning any reason. A copy of the letter from the manufacturers may kindly be attached being authorized dealer/stockiest/distributor or agent etc.

17. The University is registered with the Department of Science and Industrial Research, Ministry of Science and Technology, New Delhi in terms of Govt. Notification No. Notification No.10/97-Central Excise dated 1 March, 1997 and Notification No.51/96-Custom dated 23 July, 1996 vide Registration No. TU/V/RG-CDE (74)/2015 dated 5.11.2015 up to 31.08.2020. Thus, the University is exempted from payment of Custom duty and Excise duty. The consignee will issue necessary certificate duly countersigned by the Registrar, CCS HAU, Hisar.

18. It may be certified that you have not been debarred/black listed for any reason by DGS&D, DS&D Haryana or any State Govt./University/PSU etc. If so particulars of the same be furnished. Concealing of facts will not only lead to cancellation of the supply order but may also warrant legal action.

19. For any enquiry, the undersigned can be contacted at Phone No.01662-284317 & or 01662-255419 on working days (Monday to Saturday except 2nd and 4th Saturday) during office hours (9.00 A.M. to 5.00 P.M. during August to April and 7.00 A.M. to 2.00 P. M. during May to July).

20. The family members of the university employees are not allowed to send their quotations/tenders. Such quotations/tenders, if received, will out rightly be rejected.

21. The disputes, if any, shall be subject to jurisdiction of Hisar Courts. Any other jurisdiction mentioned in the quotations or invoices of the manufacturers/dealers etc. shall be invalid and shall have no legal sanctity.

22. The Manufacturer Authorization Form (M.A.F.) is a mandatory document for PA and CCTV that must be issued by the Original Equipment Manufacturer (OEM) to the designated specialized agency. The form must explicitly state the project name and reference the corresponding tender ID/number.

    Note: Original documentation from the specialized agency may be requested for verification during the technical evaluation phase or at any subsequent stage, if deemed necessary. Submissions containing incomplete, inaccurate, or falsified certifications will be subject to immediate disqualification.

23. **Bid Security**: Bid security should be valid for 90 days beyond the validity of the bids.

8/10/25

Officer Incharge,
Security Organization,
CCS HAU, Hisar

24. **Validity:** The tender should be valid at least 30 days from the date of opening of tenders.

25. **Clarifications on tenders:** During evaluation of the tenders, the purchaser may, at its discretion, ask the bidder for clarification of bids. The request for clarification and the response shall be in writing, and no change in prices or substance of the tender will be sought, offered or permitted.

26. **Purchaser's right to accept/or reject any or all the tenders**: The purchaser reserves the right to accept/or reject any or all the bids and to annul the bidding process and reject all he bids at any time prior of placing the supply order without assigning any reasons therefore without any obligations to inform the affected bidders.

Eligibility of Bidders-Pre-Qualification

(i) Firm that is providing similar kind of services/SITC of CCTV to any of the Private Company/Govt. Departments/Autonomous Institution/Universities/PSUs of Govt. of India.

(ii) The bidder should not have been black listed at any time in the past by any of the Govt. Departments/Autonomous Institution/Universities/PSUs of Govt. of India.

(iii) Manufacturer Authorization Firm (MAF) should be require of CCTV Original Equipment Manufacturer (OEM).

(iv) In addition to above bidder should also fulfill any one of the following conditions during last seven financial years to become eligible to offer their bids.

a) Three completed SITC of CCTV/Comprehensive Annual Maintenance Contract costing not less than ₹ 8.50 lakhs. Or

b) Two completed SITC of CCTV/Comprehensive Annual Maintenance Contract costing not less than ₹ 9.50 lakhs. or

c) One completed SITC of CCTV/Comprehensive Annual Maintenance Contract costing not less than ₹ 10.00 lakhs

Terms & Conditions: -

1. The successful bidder should submit a Bank Draft as Security Money @ 2% of the award value of the CAMC at the time of acceptance of offer. CCS HAU shall forfeits security money in the event of breach of contract by the successful service provider.
2. Immediately after award of the contract (within 15 days) following activities be carried out:
   a) Checking of running condition of all CCTVs NVRs including Hard disks.
   b) Checking function of Network.
   c) Checking of Power Switches
   d) Cleaning of lenses.
3. Routine maintenance service at least once in 45 days includes: -
   a) Checking of proper running condition of all CCTV & NVRs including hard disks
   b) Cleaning of lenses
   c) Checking the proper fixing of wiring of cables
   d) Checking of working condition of all equipments
4. The replacement/repair work shall carry a warranty of 1 year from the date of repair/replacement.
5. It may be ensured that only genuine spare parts of authorized brands should be used during CAMC.
6. **Payment: Will be made on completion of 06 months (half year) basis (after submission of satisfactory performance report duly endorsed by the Monitoring Office).** Proper record of servicing and repair etc. of the breakdown/maintenance should be kept by the firm.

8/10/25

Officer Incharge,
Security Organization,
CCS HAU, Hisar

7. Contract: Will be comprehensive (including spare parts replacement of all connectors, power supply, hard disk, lenses, etc.)
8. The bidder should have enough infrastructures to maintain the above equipment of different makes/models/capacities.
9. Full time **One Resident Engineers and two Technicians (supporting staff) on site from 9.30 am to 5.30 p.m./working hours of University to be deputed. Also as and when needed after office hours and on holidays.**
10. Resolution time:
    a) 8 hours maximum in normal condition
    (If not done within time period, the penalty of ₹500/- per day shall be imposed)
    b) 7 days maximum in case of change of parts etc.
    (If not done within time period, the penalty of ₹1000/- per day shall be imposed)
11. If the monitoring office of CCS HAU feel that services of the company are poor or company has calloused attitude towards maintenance of CCTV/NVRs etc., then deduction will be made from the company's bill of even the company will be blacklisted which will be decided by a Committee.
12. Parts replacement as & when needed, free of cost.
13. Attendance: Engineer/Technician must report to the Security Office on every working day. In case of urgent complaint, Engineer should visit the site directly and then report to Chief Security Officer immediately after attending the complaint/solving the problem(s).
14. Engineer/Technician should have enough experience in the respective fields.
15. Frequent change of Engineer/Technician shall not be allowed. Profile of Engineer/Technician should be submitted in Security Office. Every Engineer/Technician should have valid ID Card for identification.
16. Issuance of tender documents should not automatically be construed that the bidder is considered qualified.
17. In the evaluation and comparison of bids; CCS HAU reserves the exclusive right to reject any or all tenders.
18. CCS HAU, at its absolute discretion, reserves the right to award the contract to any party irrespective of the financial bids and also award the contract to more than one party.
19. Tender documents sent by post will not be entertained.
20. Bills should be produced in the prescribed format serially printed incorporating GST.
21. Over-writing, if any, should be supported by signatures.
22. **The Authorized Representative of the bidder can visit the University premises and see the installation of cameras and NVRs on any working day during office hours only.**
23. The tender will be for a period of one year which can be extended subject to the satisfactory performance. However, if the performance is found unsatisfactory at any time during the contract, the Competent Authority can cancel the contract with immediate effect.
24. **Payment will be made on half yearly basis on satisfactory report of Security Organization department.**
25. Technical and financial bids are to be uploaded separately.
26. Competent Authority of University shall be the final authority for settlement of any dispute.

Renewal of Comprehensive Annual Maintenance Contract (CAMC)

The CAMC is for a period of one year and if the services provided by the Contractor are found to be satisfactory, the Comprehensive Annual Maintenance Contract (CAMC) can be further extended with mutual consent and as per the terms and conditions of the Tender.

8/10/25

Officer Incharge,
Security Organization,
CCS HAU, Hisar

TECHNICAL BID (to be uploaded)

Bidders should upload the following documents in technical bid:

a) Copies of IT return for the last three financial years.
b) GST Registration number and certificate.
c) **Duly signed Affidavit that the bidder has not been black listed anytime in the past by any Govt. Department/Autonomous Institutions/Universities/PSUs of Govt. of India**.

Note:

1. The work orders/award letters will not be considered as completion certificate
2. Technical Bids and Financial bids are to be uploaded separately.
3. Each document shall be duly signed and stamped by the vendor.
4. All future corrigendum/amendments, if any, will be published on https://etenders/hry.nic.in/website: all the prospective bidders are therefore requested to visit the websites regularly for any such change/update.

Arif 8/10/25

Officer Incharge,
Security Organization,
CCS HAU, Hisar

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. 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

2.3

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

2.5 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.

2.6 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.

2.7 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).

2.8 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.

2.9 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

8/10/25

Officer Incharge,
Security Organization
CCS HAU, Hisar

procedure for application of a digital certificate however will remain the same for the new user.

2.10 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. The link for downloading required java applet & DC setup is also available on the Home page of the e-tendering Portal.

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

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page.

5 **Download of Tender Documents:**

The tender documents can be downloaded free of cost from the e-Procurement portal.

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 RTGS / NEFT. 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 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)

NOTE:-Biddersparticipating in online tendersshall check thevalidityofhis/her Digital SignatureCertificatebeforeparticipating in the online Tenders at theportalhttps://etenders.hry.nic.in. Forhelpmanualpleaserefertothe 'Home Page' ofthee-Procurementwebsite at https://etenders.hry.nic.in, and click on theavailable link 'Howto...?'todownloadthefile.

8/10/25

Officer Incharge,
Security Organization,
CCS HAU, Hisar

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.

8/10/25

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C) **<u>RTGS/ NEFT</u>**

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.

8/10/25

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Sr. No.	Scenario	Do's / Don't's
1	**In the event of making Payment through NEFT/RTGS**	Do's • 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: 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 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 • 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 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-refundeddirectly 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.

8/10/25

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