



# CCSHAU, Hisar

**Director (Store & Purchase)**

**CCSHAU, Hisar**

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## STANDARD BIDDING DOCUMENT

for the development, migration, security audit and implementation of official university website with cloud hosting and AMC services (for three years post Go-Live of the website)

## PART 1: COMPLETE BIDDING DOCUMENT

**NAME OF WORK:** - development, migration, security audit and implementation of official university website with cloud hosting and AMC services (for three years post Go-Live of the website)

**DNIT Amount: Rs.9.0 Lac (APPROX)**

*Amalendra*

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**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 Rs. (Lakh)	EMD Money to be deposited by Bidder	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.	Development, migration, security audit and implementation of official university website with cloud hosting and AMC services (for three years post Go-Live of the website)	<del>15</del> 9	Rs. 45000/-	1180/- e-Service Fee, Processing fee Rs.	19/5/26 (09:00 hours)	8/6/26 upto 17:00 hours	8/6/26 upto 17:00 hours	Tech. Bid at 9/6/26 19:00 A.M Financial Bid at 11/6/26 10:00 P.M.

- (i) Cost of Bid document (to be paid Online) is above mentioned (non refundable) 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.

*[Signature]*  
18/05/26  
**Director (Store & Purchase)**  
**CCSHAU, Hisar**

**Particulars of the work**

Sr. No.	Work to be completed
1	Development, migration, security audit and implementation of official university website with cloud hosting and AMC services (for three years post Go-Live of the website)



## TERMS AND CONDITIONS FOR DEVELOPMENT, MIGRATION AND IMPLEMENTATION OF OFFICIAL UNIVERSITY WEBSITE

1. **GENERAL REQUIREMENT:** The selected firm shall be responsible for the complete migration, conversion and upgradation of the existing CCS HAU official website to a new platform using the latest technologies, ensuring compliance with Government of India (GOI) guidelines, security standards, and accessibility norms.
2. **SCOPE OF WORK:** The broad scope of work includes-
  - (a) Design and development of a bilingual (Hindi & English) website as per GOI guidelines.
  - (b) Database-driven architecture on Windows-based cloud hosting.
  - (c) Responsive layout for mobile, tablet, desktop and projector view.
  - (d) URL rewriting capability with SEO-friendly structure.
  - (e) Migration of complete content from the existing website (<http://hau.ac.in>).
  - (f) Facility for creation of temporary event-based portals like youth festival, conferences, seminars, convocations, short term courses on time to time basis by admin panel.
  - (g) Provision for addition of new web pages dynamically.
  - (h) Writing, restructuring and standardization of content as required.
  - (i) Complete support for the security audit of the software/website included.

### **Success Criteria:**

- (i) Re-platforming of existing website within prescribed timelines.
- (ii) Minimum 90% successful data migration from previous website.
- (iii) 99% functionality compliance as per this document.
- (iv) Cross-browser compatibility and error-free operation.

### 3. **PROJECT REQUIREMENTS:**

- (a) Optimized loading time and high performance.
- (b) Professional UI/UX design.
- (c) Dynamic content management features.
- (d) User and role-based access control.
- (e) Website reflect our organization indent
- (f) SEO-friendly architecture with metadata support.
- (g) Compliance with accessibility standards.
- (h) Website should be sustainable i.e., clean, efficient, open, honest, regenerative and resilient
- (i) Modern features such as dark/light mode, drag and drop page elements, and header/footer manager, Zoom in and Zoom out functionality
- (j) Visitor counter and analytics.
- (k) Hiding of internal URLs except domain name.
- (l) Robust website security.
- (m) Provision of special accessibility tools for differently abled persons/users

### 4. **DEVELOPMENT GUIDELINES**

- (a) Approximately 90% of existing content shall be incorporated after suitable restructuring.

- (b) Department-wise login facility shall be provided for updation of their content in future at their own level.
- (c) Navigation shall be clean, intuitive and easy to use.
- (d) Website has provision of full-text search functionality for all pages and documents. Incorporates a translation plug-in such as Google Translator etc.
- (e) Social media platforms shall be integrated where applicable.
- (f) The Content Management System shall be designed for non-technical users.
- (g) URL mapping and redirection shall be ensured to retain SEO ranking.
- (h) The firm will provide onsite and recorded training to CCS HAU staff.

## 5. ADMIN DASHBOARD REQUIREMENTS

- (a) Secure Login: The admin panel shall be protected by username and password with encryption and login attempt monitoring. After 5 consecutive wrong attempts the password should be reset and new password would be sent to administrator through email.
- (b) Role Management: Role-based access shall be provided for departments, sections and user categories.
- (c) Metadata & SEO: Facility to add metadata, titles and tags for all content.
- (d) Content Ownership: Each uploaded content shall include source and content owner details.
- (e) Hierarchical Structure: Main links, sub-links and multi-level links shall be supported.
- (f) Latest News: Section for adding/modifying official notices, corrigendum and cancellations.
- (g) Circulars & Photo Gallery: Provision to manage circulars and event photographs.
- (h) Downloads Section: Facility to add/delete/modify downloadable files.
- (i) Responsiveness: Admin dashboard accessible from all devices.
- (j) Performance: Page load speed optimized with caching and lazy loading ( upto 10 ms).

## 6. VISITOR SECTION REQUIREMENTS

- 6.1 Landing Page: Separate English and Hindi language interface.
- 6.2 Unicode Hindi Content: Mangal Unicode font with browser fallback guidance.
- 6.3 Media Centre: Press releases, photos, videos and events calendar with archival mechanism.
- 6.4 Tenders: Category-wise tender listings with corrigendum and automatic archival.
- 6.5 Related Links: Dedicated section for Government and institutional links.
- 6.6 Banners: Placement area for campaign banners and university programs.
- 6.7 Feedback System: Visitors may submit general or department-wise feedback.
- 6.8 Visualization: Charts and relevant infographics as per GOI norms.
- 6.9 Global Search: Provision of searching across all sections and documents.

## 7. TECHNOLOGY STACK

- 7.1 Frontend: React.js – Modular and scalable with responsive design and accessibility support
- 7.2 Backend: Laravel PHP/Python Framework – Robust, secure and developer friendly MVC architecture

- 7.3 Database: PostgreSQL/MySQL – Reliable and scalable with strong support for relational data
- 7.4 Security Layer: HTTPS, JWT, CAPTCHA and role-based authorization, CAPTCHA, content moderation
- 7.5 Hosting: Windows-based cloud platform

## **8. IMPLEMENTATION APPROACH**

- 8.1 The firm shall submit three design layouts for approval before development and the changes in the layout will be incorporated by the developer.
- 8.2 Content shall be standardized as per GOI accessibility and security guidelines.
- 8.3 Modular approach shall be adopted for future enhancements. . Introduce redesigned frontend components gradually, integrated with existing backend logic wherever required.
- 8.4 API and database performance shall be optimized.

## **9. PROGRESS MONITORING**

- 9.1 The firm will provide a weekly progress report to the Incharge, Computer Section, CCS HAU Hisar.
- 9.2 The development plan may be modified based on directions issued by the Incharge as required during execution.

## **10. TRAINING**

- 10.1 The development process will be carried out onsite at the Computer Section, CCS HAU Hisar.
- 10.2 The firm will provide hands-on training to the designated University staff during the development phase.
- 10.3 A final comprehensive training session will be conducted after completion of the project.

## **11. SOURCE CODE HANDOVER**

- 11.1 The complete source code, including database schema, configuration files and deployment scripts, will be submitted to CCS HAU Hisar after completion of the project or at the time of UAT sign-off.
- 11.2 All intellectual property of the developed solution shall rest with CCS HAU Hisar.

## **12. IMPLEMENTATION TIMELINE**

- 12.1 UI/UX Design: One Week
- 12.2 Core Development: One Month
- 12.3 Testing and Quality Assurance: One Week
- 12.4 Data Shifting & Go-Live: Two Weeks

## **13. ANNUAL MAINTENANCE CONTRACT**

- 13.1 The firm will provide AMC support for a period of two (02) years from the date of Go-Live.
- 13.2 AMC shall cover bug fixing, minor updates, and operational assistance.
- 13.3 Routine maintenance shall be carried out without any additional charges.

## **14. PAYMENT TERMS**

- 14.1 Payment will be released only after successful migration and Go-Live of the new website.



14.2 The firm will submit the original bill/invoice for release of payment.

## **15. PENALTY CLAUSE**

In case of delay in completion or Go-Live beyond the approved timeline, a penalty at the rate of 0.25% per week will be imposed, subject to a maximum of 5% of the total contract value.

## **16. PERFORMANCE SECURITY**

The firm shall deposit 5% of the total project cost as Performance Security, valid until the completion of the AMC period. The EMD will be released with the work order.

## **17. GENERAL TERMS & CONDITIONS**

17.1 Confidentiality: The Service Provider shall maintain strict confidentiality of all data, credentials, design documents, codebase, communication and any other proprietary information of the University during and after the completion of the contract.

17.2 Data Ownership: All data generated, processed, stored or migrated under this project shall remain the exclusive property of the University.

17.3 Jurisdiction: Any dispute arising out of this contract shall fall under the jurisdiction of Hisar courts only.

17.4 Force Majeure: Neither party shall be held liable for non-performance resulting from causes beyond their reasonable control including natural calamities, war, strikes, or government restrictions.

17.5 Intellectual Property: All intellectual property developed under this project, including source code, UI/UX designs, documentation, APIs, shall be treated as "Work Made for Hire" and shall belong to the University.

## **18. DETAILED SCOPE OF WORK**

18.1 Requirement Gathering and System Study.

18.2 Wireframing and UI/UX Design Development.

18.3 Development of Dynamic Modules as per departmental requirements.

18.4 Content migration from legacy website to new website.

18.5 Performance optimisation and mobile responsiveness.

18.6 SEO, accessibility compliance and security hardening.

18.7 Hosting deployment, backup configuration (automatic weekly backup facility application as well as database) and technical documentation.

18.8 Final handover including source code, credentials and technical manual.

## **19. TECHNICAL SPECIFICATIONS / TECHNOLOGY STACK**

19.1 Frontend: HTML5, CSS3, JavaScript, responsive UI framework.

19.2 Backend: Secure and modular framework.

19.3 Database: Relational database structure with backup support.

19.4 Server: Linux-based hosting or equivalent.

19.5 Browser Compatibility: Latest versions of Chrome, Firefox, Edge, Safari.

19.6 Monitoring and Logs: Audit logs, access logs, security incident logs.

## **20. DEFINITIONS & ABBREVIATIONS**

20.1 "UAT" means User Acceptance Testing.



- 20.2 "AMC" means Annual Maintenance Contract.
- 20.3 "SLA" means Service Level Agreement.
- 20.4 "Go-Live" means final deployment for public access.
- 20.5 "Deliverables" means tangible outputs as per contract.

## 21. UAT & GO-LIVE CONDITIONS

- 21.1 Go-Live shall be approved only after successful UAT by the University.
- 21.2 Any bugs, defects or UI/UX issues reported during UAT shall be rectified before final launch.
- 21.3 The Service Provider shall maintain a rollback/backup copy before Go-Live.
- 21.4 Post Go-Live support during stabilization period is mandatory.
- 21.5 Final sign-off shall be issued after satisfying all acceptance criteria.



## 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 to be deposited by Bidder	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.	Development, migration, security audit and implementation of official university website with cloud hosting and AMC services (for three years post Go-Live of the website)	45,000/-	e-Service Fee, Processing fee Rs. 1180/-	19/5/26 (09:00 hours)	8/6/26 upto 17:00 hours	8/6/26 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.

- 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.**
- 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 8/6/26 and make payment via RTGS /NEFT 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://etenders.hry.nic.in>.**

The interested bidders shall have to pay mandatorily e-Service fee, processing fee (under document fee – Non refundable) 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	19/5/26 (09:00 hours)	8/6/26 upto 17:00 hours
2	Technical Bid Opening		9/6/26	at 11.00 hrs
3	Financial Bid Opening		11/6/26	at 11.00 Am

**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 online payment details of tender document fee + 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 bids shall be submitted online in two separate envelopes:

**Envelope 1: 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.

## Terms & conditions

1. The quotations received after due date/or time will be summarily rejected.
2. The security/earnest money equivalent to **five per cent** of the cost of work i.e. an amount of 5% of the total cost of the offered work rounded off to nearest Rs.10/- in the name of Director (Stores & Purchases), CCS HAU, Hisar
3. The work shall be completed by the supplier 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 work is not completed within the time period, the supplier shall be liable to pay us compensation amount as mentioned in the terms & conditions of the supply order/tender document. 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 validity period of the quotation/tender and Guarantee/Warranty period of the work, if any, should be mentioned specifically. The offer must be valid for a period of atleast three months from the date of opening of quotation/tender.
6. 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.
7. The quantity can be increased/decreased by the University.
8. 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.
9. 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.
10. The acceptance of the work is subject to approval of our Inspection Committee/Technical Committee or Experts.
11. 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.
12. It is our policy to make all purchases from the manufacturers or through 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/stockist/distributor or agent etc.
13. 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 upto 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.

14. 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.
15. For any enquiry, the undersigned can be contacted at Phone No.01662-284317 & or 01662-255419 on working days (Monday to Saturday except 2<sup>nd</sup> and 4<sup>th</sup> 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).
16. 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.
17. 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.

#### **Terms and conditions for the work to be completed**

1. Country of origin should be mentioned.
2. Services mentioned in the tender should conform to the standards mentioned in the technical specifications or as latest standards issued by the concerned institution.
3. **Performance security:** The responsive bidder shall be required to deposit Performance security equivalent to **five per cent** of the cost of ordered valid for guarantee/warranty period plus 75 days.
4. **Warranty/Guarantee:** as per the terms and conditions of the tender document.
5. **Payment:** as per the terms and conditions of the tender document
6. **Payment of local currency portion including Agency commission, if any, including AMC shall be made in Indian currency within 30 days of presentation of claim supported by a Certificate from the purchaser declaring that the work have been completed and all other contract services have been performed.**
7. **Conversion Rates:** The conversion rates of foreign currency shall be taken into consideration as applicable on the date of opening of the tenders.
8. **Bid Security:** Bid security should be valid for 45 days beyond the validity of the bids.
9. **Validity:** The tender should be valid at least 45 days from the date of opening of tenders.
10. **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.

11. **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 the bids at any time prior of placing the supply order without assigning any reasons therefore without any obligations to inform the affected bidders.
12. **Taxes & Duties:** It will be the responsibility of the supplier for the payment of all taxes and duties to their respective Govt.
13. **Custom Duty:** Chaudhary Charan Singh Haryana Agricultural University, Hisar is exempted from payment of Custom Duty as per notification issued by the Govt. of India. Hence no custom duty shall be paid except to the extent payable. However necessary documents, certificate in this regard shall be supplied by the Purchaser well in time only on receipt of information /documents regarding completion of work.
14. **Liquidated damages:** as per the terms and conditions of the tender document.
15. **Right to cancel the execution of supply order/contract:** When the required work is not completed by the supplier within the delivery period as per contract/supply order and the liquid damages cross the limit of 10% the purchaser reserves the right to cancel the execution of supply order/contract and reserves the right to recover the Liquid damages out of the EMD/or Performance security besides other action as deemed proper.



### 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 can be issued. For more details please visit the website – <https://etenders.hry.nic.in>.

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

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

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

2.6 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

2.7 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of

the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

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

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

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

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

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

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

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



## Guideline for Online Payments in e-tendering

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

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT

Operative Procedures for Bidder Payments

### **A) Debit Card**

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

- i. Bidder selects Debit Card option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- iii. Bidder clicks on "Continue" button
- iv. The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- v. Bidder enters card credentials and confirms payment
- vi. The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- vii. The page is automatically routed back to e-Procurement portal
- viii. The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.
- ix. The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

### **B) Net Banking**

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

- i. Bidder selects Net Banking option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount to be paid by bidder.
- iii. Bidder clicks on "Continue" button
- iv. The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- v. Bidder chooses his / her Bank
- vi. The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- vii. Bidder enters his account credentials and confirms payment
- viii. The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- ix. The page is automatically routed back to e-Procurement portal
- x. The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.



### C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

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

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

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

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

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

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

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



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

*Amalendu*  
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