 एच॰ई॰सी॰ ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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Tender Enquiry No. PUR/HMB/2021/322516/EL- 6228

Date: 24.02.2021

OPEN TENDER ENQUIRY

Sub: E-tendering with E-price bids for Supply of Diodes, Thyristor, IGBT, Heat sink paste, Potentiometers & Lead Solders etc.

Tenders are invited on line through website. Tenders are to be submitted strictly as per guidelines furnished in the website of <http://etenders.gov.in> here under:


INSTRUCTION TO BIDDERS (ITB)

1.0 Tender Summary :

Tender Ref No.	PUR/HMB/2021/322516/EL- 6228 Date: 24.02.2021	
Cost of Tender documents / Tender Fee	Rs. 200.00 in favor of "Heavy Engineering Corporation Limited "Payable at Ranchi. (To be submitted in form of DD" to the undersigned through courier/By Hand)	
Mode of Tender:	E tender with e price bid	
Type of tender	Two bid tender	
Last date and time for on-line submission of tender	17.03.2021	UPTO 13 Hrs (IST)
Due date and time for on line opening of tender :	18.03.2021	AT 15 Hrs (IST)
(Under unforeseen circumstances and if the due date falls on holiday, the tender will be opened on the next full working day at same time		

Bidders are requested to submit their most competitive offer through e- procurement mode only. Offer submitted through offline mode will not be considered. For more information please visit our website <https://etenders.gov.in/eprocure/app>.

Prospective Tenderers are advised to get registered themselves only on at NIC tender portal i.e. <https://etenders.gov.in/eprocure/app>, obtain 'User ID' & 'Password' and go through the 'Self Help files' available in the Home Page after log in to the portal <http://etenders.gov.in>. They should also obtain Class III Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. A detailed instruction for online bid submission is mentioned below. No registration fee would be charged from the bidders.

 एच०ई०सी० ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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Bidders are required to upload the bid along with all supporting documents including priced part (BoQ) only on the e-tendering website (<https://etenders.gov.in/eprocure/app>), on or before the due date and time for submission of bid.

NOTE:

1. HEC reserves the right to extend / change the schedule of any activity by intimating the bidders through a notification on the e-tender portal.

2. For detailed guidance for online bid submission, please refer annexure-D.

2.0 Contents of tender documents:

1	Technical specification & Commercial Terms and Conditions of NIT	Annexure "A", Annexure 'B' & Annexure 'C'
2	Template for Price format/BOQ for online submission by the bidder	BOQ.xls

Requirements for Vendors:


- A) P.C. connected with internet.
- B) Registration with Service provider portal <https://etenders.gov.in>
- C) The vendor should possess a Class-II or Class III Digital Signature certificate (Mandatory). (Bids will not be recorded without Digital Signature Certificate.)
- D) In case of any clarification please contact M/s NIC, before the schedule time of the submission of bid. Contact Person:- **Shri Kushal Kumar: 09852923855 / 7903884318**
- E) Registration / Enrollment of Bidder on e- tender Portal of HEC: In order to submit the bid, the bidders have to get themselves registered online on the e- tender portal of HEC Ltd with valid Digital Signature Certificate (DSC) issued from any agency authorized by CCA and which can be traced upto the chain of trust to the Root Certificate of CCA. The online Registration of the Bidders on the portal will be free of cost and one time activity only. The registration should be in the name of the bidder, whereas DSC holder may be either bidder himself or his duly authorized person.

3.0 For **registration**, Submission procedure and method of correspondence etc. Please visit our website: <https://www.hecltd.com> / <https://etenders.gov.in> and click on the relevant link for help.

4.0 Help for participating in e-tender:

The detailed method for participating in the e-procurement are available in the website <https://www.hecltd.com> or <https://etenders.gov.in> The bidders have to Log on to official website and then click on the specified links to start participating in the e-procurement process.

Bidders are also free to communicate with the contact person of the service provider to get all clarifications regarding the mode of the e-procurement process.

 एच॰ई॰सी॰	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
ISO 9001:2000	

NB:

- (I) Please note that there is no provision to take out the list of parties downloading the tender document from the above referred web site. As such, tenderers are requested to see the website once again before due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.
- (II) No separate intimation in respect of corrigendum to this NIT(if any) will be sent to tenderers who have down loaded the documents from website. Please see website i.e.,<http://www.hecltd.com> or <http://www.etenders.gov.in>
- 5.0** The offer should be submitted (uploaded) strictly as per the terms and conditions and Procedures laid down in the website <https://etenders.nic.in> tender document failing which the offer is liable for rejection.
Bidders should download the complete NIT including the Annexure and read carefully before filling the details and uploading the documents.
- 6.0** The offers with any deviations to the NIT Terms and conditions shall be liable for rejection.
- 7.0** The bidder must upload all the documents required as per the terms of NIT. (Any other document uploaded which is not required as per the terms of the NIT shall not be considered.)
- 8.0** It may please be noted that E-tendering or e-procurement fall under the purview of the Information Technology Act 2000 and Information Technology (Amendment) Act 2008 and other relevant acts and subsequent amendments if any).
- 9.0** There will be no physical sale of the tender documents.
- 10.0 PREPARATION OF TENDER DOCUMENTS :**

Tender is to be submitted in **two bid system** in the following manner and shall be submitted through electronic mode only as detailed below:

- a. Techno-commercial details (Part-1) – The offer is to be scanned and uploaded in our portal consisting technical details & commercial ‘terms & conditions’ as per annexure-A & C. The check list for commercial terms and conditions (as per annexure B) has to be duly filled by the bidder and to be uploaded while submitting the offer. **No price part is to be uploaded in this part.**
- b. Price-format/BOQ (Part-II): This part of the offer should contain price portion .The format of Price Bid/BOQ which in excel format shall be downloaded by the bidder and rate offered by the bidder shall be filled in the excel file and uploaded the same excel file of e tendering system while submitting the offer.
The price-format/BOQ which is incomplete and not submitted as per the instructions given will be liable for rejection.



एच॰ई॰सी॰

ISO 9001:2000

**HEAVY MACHINE BUILDING PLANT
HEAVY ENGINEERING CORPORATION LIMITED**

(A Govt. of India Enterprise)
Ranchi – 834 004 (INDIA)

Note :

Bidders are requested to upload all the attachments /documents in one single PDF File in Other Important Documents (OID) or as indicated in the online instructions. For Example if more than one document is to be uploaded in support of Eligibility criteria or proven-ness criteria or any other requirement then bidder must prepare one single PDF file of all the related documents and then upload in the system in OID


11.0 Please read carefully before you quote: -

Last date of Receipt of Tender Document: by 1:00 PM (IST) on 17/03/2021

Due date of tender opening (Part 1 only): at 3:00 PM (IST) on 18/03/2021

12.0 Disclaimer clause:-The Company (Heavy Engineering Corporation Ltd.) nor the service provider (www.etenders.gov.in) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof.

13.0 Instruction to bidder: "This procurement of goods/services under the reference tender is covered under Public Procurement Policy 2017 and PPC MSME 2012, revised 16.09.2020 and here in after any further revisions".

 एच॰ई॰सी॰ ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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Annexure A

1.0 SCOPE OF SUPPLY: -

SI.No.	Material Code	Description	Qty. in No.
For detailed specification please refer Annexure-C			As per Annexure-C


Note: Material shall be supplied strictly as per the Make indicated in the attached Technical specification (Annexure –C).

Commercial terms and conditions:


1. Offers to be submitted on FOR HMBP Stores basis. The rate quoted shall be inclusive of all packing & forwarding, freight and transit insurance charges. **If quoted on Ex Work's basis then Freight charge to be clearly notified otherwise offer may not be accepted**
2. The Price quoted by the tenderer should be exclusive of GST. The rate and nature of GST applicable should be shown separately GST will be paid to the seller at the rate at which it is liable to be assessed or has actually been assessed on the date of supply provided the transaction of sale is legally liable to GST and within the delivery period.
3. The rates quoted must be firm and the offers made must remain open for acceptance for minimum 90 days from the date of opening of the tender.
4. **Payment terms shall be as under: 100% payment along with 100% GST shall be made through RTGS within 60 days of the receipt and acceptance of supplies at the destination**, along with Guarantee certificate, Test certificate, inspection certificate /CRV (To be issued by HEC), original invoice .

Note:

- a. **For payment all the processing charges by the bank shall be on account of the firm.**
- b. **If you offer any other payment terms other than NIT payment terms then your offer can be loaded with bank interest rate (Presently 1% per month i.e 12% per annum (Maximum) as per the rules of the company for L1 consideration only**
5. Quotations erased or over written are likely to be rejected unless all corrections are authenticated with the tenderer's signature.
6. **Delivery** –Within 4 week from the date of PO Placement.
7. Full particulars i.e. specification, literature and / or drawing wherever applicable has to be submitted along with the quotation. The '**Brand**' and '**Make**' name must be indicated.
8. **Tender Cost of Rs.200.00:** Bids must be accompanied by a Tender cost (Bid Security) amounting to Rs.200/- in the form of demand draft in favour of "Heavy Engineering Corporation Limited" and payable at par at Ranchi alongwith techno-commercial bid. (Scan copy of DD to be uploaded along with techno-commercial bid & original DD to be sent through courier / submitted by hand to the office of undersigned.

 एच॰ई॰सी॰	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
ISO 9001:2000	

9. The Corporation does not pledge itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of tender or portion of the quantity offered and you shall supply the same at the rate quoted.
10. Supplies will be subject to Inspection by our Inspection wing / or inspection Agencies prescribed by us.
11. Order placed as a result of this tender will be subject to the Corporation's General Terms and Conditions of contract which can be down loaded from our website (www.hecltd.com).
12. Corporation reserves the right to call for and examine at any time the books of accounts and other documents and papers of the firm for the purpose of ascertaining whether any excess payments has been made or the firm likely to be received / received undue benefit out of execution of the particular contract.
13. The final quantity may vary at the time of finalization of tender; however the proper clarification / confirmation shall be taken from the firms.
14. Delivery: The time for and the date of delivery of the Stores stipulated in the acceptance of tender shall be deemed to be the essence of the contract and delivery must be completed not later than the dates specified therein. Otherwise:
LD Clause - The purchaser to recover from the contractor a sum of 0.5 % per week (completed week) of the price of the stores(upto maximum 10 %) as liquidated damages, which the contractor has failed to deliver as aforesaid or,
The purchaser may procure the undelivered stores / similar items from elsewhere, without notice to the contractor at the risk of the contractor without canceling the contract in respect of the consignment not yet due for delivery or,
To cancel the contract or a portion thereof.
15. Tenderers registered with National Small Industries Corporation/ Small Scale Industries/ Micro, Small scale Industry (MSE) for the tendered item will be exempted from submission of EMD. The tenderer should enclose an authenticated copy / notarized copy of their valid registration certificate with NSIC, for grant of exemption.
In case Bidder is covered under MSME criteria, it is mandatory to quote UAM/UDYAM no in Bid Documents.
HEC is registered on TReDS governed by RBI Guidelines and our registration no is HE0000320. All MSME firms are advised to be get registered on RXIL (Receivable exchange of India-Mumbai)
16. **Guarantee** – The materials supplied shall be guaranteed for a period of 12 months from Installation/commissioning/use or 18 months from date of supply whichever is earlier.
17. **Performance Bank Guarantee** - PBG amounting 10% of the Contract value in the form of Bank Guarantee valid till guarantee period.
18. **Security Deposit**- 5% of the P.O. value to be deposited by the successful bidder within 21 days after placement of order by HEC which shall remain with HEC till the completion of order by the firm. This clause is mandatory and has to be accepted by all bidders. . **If Security deposit clause is not accepted then the offer of the bidder shall not be considered.**
19. **Liquidated Damages (LD) Clause:** For late delivery, LD shall be levied @0.5 % per week (completed week) of the price of the stores (upto maximum 10 %) as liquidated damages.
20. **Risk Purchase Clause:** The time for and the date of delivery of the Stores stipulated in the acceptance of tender shall be deemed to be the essence of the contract and delivery must be completed no later than the dates specified therein. Otherwise, The purchaser may procure the undelivered stores / similar items from elsewhere, without notice to the contractor at the risk of the contractor without canceling the

 एच॰ई॰सी॰	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
ISO 9001:2000	

contract in respect of the consignment not yet due for delivery, or May cancel the contract or a portion thereof, and if so desired, to purchase or authorize the purchase of stores not so delivered or others of as similar description at the risk and cost of the contractor.

21. Based on HEC's requirement and in order to ensure security of supply from more than one sources, the total tendered quantity of any item may be split amongst more than one successful bidder at L1 Landed price. Hence Purchase Order may be placed on more than one firms and the repeat order for 100% quantity may be placed on successful bidder.
22. There is no obligation on our part to accept delayed / late tenders. Tenders received after the due date of opening are liable to be summarily rejected.
23. **RESOLUTION OF DISPUTE(s) by ARBITRATION:** The parties to the contract at the first instance shall endeavor to settle by mutual discussion all the questions of disputes all differences arising out of , or relating thereto, all in connection with this contract In the event of failure of settlement , the aggrieved party with prior written permission of other party , shall refer the unresolved dispute(s) or differences(s) to the chairman-cum-managing director of the company(HEC) for adjudication by a sole arbitrator to be appointed with mutual consent by him (CMD of the company) who(sole arbitrator) shall adjudicate the matter in accordance with the arbitration and conciliation act ,1996(For short "ACT") and publish the award. The party shall have no objection if the sole arbitrator so appointed is an Ex- Employee of HEC, superannuated almost three years ago from the date of reference .If the sole arbitrator for any reason , whatsoever , becomes unable to proceed with the arbitration , the chairman-CUM-Managing Director of the company , with mutual consent of both the parties, shall appoint his successor arbitrator who may proceed with the reference from the stage it was left by the predecessor or subject to the provisions of the Act . The venue of the arbitration proceeding shall be at Ranchi in the State of Jharkhand alone.

The other provisions of arbitration & Conciliation act , 1996 , (As amended from time to time) especially as per the provisions of schedule V and schedule VII and sections 6 , 11(2), 12(5) should be considered during the appointment of sole arbitrator.


24. **General conditions of the contract** :Unless otherwise specified in the Terms & Conditions above, this order shall be governed by General conditions of contract of purchase of HEC Ltd, which is available in the web site of HEC. (www.hecltd.com).
25. **Law Governing contract-** (1)This contract shall be governed by the laws of India for the being in force. (2)Irrespective of the place of delivery, the place of payment under the contract, the contract shall be deemed to have been made at the place from which the acceptance of tender has been issued. (3)Jurisdiction of Courts: For any or all types of disputes arising out of the contract, the exclusive jurisdiction of the court (s) shall be Ranchi in the State of Jharkhand alone. (4)Marking of Stores: The marking of the stores must comply with the requirements of the laws relating to Merchandise Marks for the time being in force in India.

Special Note:

While submitting tender pl. mention your Registration No. with HEC as a registered vendor with valid paper.

If not pl. get registered your firm with HEC Limited immediately.

Please indicate whether your firm covered under MSES/MSES owned SC/ST or covered under SSI separately in Techno-commercial bid.

 एच०ई०सी० ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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Please submit the form of Terms & Conditions duly filled in and signed by the tenderer along with your offer in technical (part-1) bid.

Annexure B

(To be filled by bidder and scan copy of the same to be uploaded along with Techno-commercial bid)

SI No.	Terms & Conditions	Desired BY HEC	Bidders Comment (Accepted / Not accepted)	Remarks
1	All Items of NIT to be quoted by bidder	To be accepted		
2	Price Term (Ex-Works / FOR HMBP)	FOR HMBP Stores		
3	Packing and Fwd. (Included/Not Applicable)	To be included in quoted price. If not included then clearly indicate amount.		
4	GST Registration certificate	To be furnished		
5	TAXES (GST)	% of Applicable Taxes to be indicated Extra		
6	Payment Terms	To be confirm in line with NIT Clause No.4 of NIT's annexure-A		
7	Validity of Offer	Minimum 90 days from the date of opening of tender		
8	Price Variation Clause	Prices will be firm till the execution of order. (To be confirmed).		
9	Delivery Schedule	Within 4 week from the date of PO placement.		
10	Inspection	By OCA/HMBP		
11	Tender Cost of Rs.200.00 (Mandatory)	DD from any nationalized bank in favor of HEAVY ENGINEERING CORPORATION LIMITED, payable at Ranchi		
12	PBG @ 10% of the Contract value	To be deposited in the form of Bank Guarantee valid till guarantee period.		
13	Freight Charges if Ex-Works	To be quoted separately		
14	Security Deposit for 5% of PO value	To be deposited by successful bidder within 21 days after placement of order by HEC. This clause is mandatory and has to be accepted by the bidder. . If Security deposit clause is not accepted then the offer of the bidder shall not be considered.		



एच॰ई॰सी॰


ISO 9001:2000

**HEAVY MACHINE BUILDING PLANT
HEAVY ENGINEERING CORPORATION LIMITED**

(A Govt. of India Enterprise)

Ranchi – 834 004 (INDIA)

15	Guarantee/Warranty Certificate	To be provided (12 months from the date of commissioning or 18 months from the date of supply & acceptance of materials at consignee's end whichever is earlier)		
16	L/D Clause Acceptable (Yes/No)	To be Accepted (As per NIT's annexure-A)		

 एच०ई०सी० ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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SI No.	Terms & Conditions	Desired BY HEC	Bidders Comment (Accepted / Not accepted)	Remarks
17	Special terms (If Any)			
18	Acceptance of Risk Purchase Clause (Yes/No)	To be Accepted as per NIT's annexure-A		
29	GCC of HEC (available in tender section at HEC website : www.hecltd.com)	To be accepted as per NIT's annexure-A		
20	Confirmation of Supplying the materials as per Enquiry Schedule	YES/ NO		
21	All NIT conditions are acceptable	Yes/No, if no then state the clause wise deviation		
22	If firm is owned by SC/ST Entrepreneurs	To be indicated		
23	UAM (Udyog Aadhar No) if registered under MSME/UDYAM NO	To be mentioned by bidder if applicable		
24	Materials shall be manufactured & supplied in line with in adherence of QMS/EMS/OHSAS	To be confirmed		

NOTE:

1. Please indicate whether your firm is covered under MSEs/MSMEs owned by SC/ST or covered under SSI separately in Tech. Bid.
2. Terms & Conditions duly filled, signed & stamped in and to be submitted along with offer otherwise your offer may not be evaluated.

(P S PASWAN)
MGR/PUR/HMBP
Heavy Machine Building Plant
Heavy Engineering Corporation Limited
Dhurwa, Ranchi – 834004
Jharkhand (India),




एच॰ई॰सी॰

ISO 9001:2000

**HEAVY MACHINE BUILDING PLANT
HEAVY ENGINEERING CORPORATION LIMITED**(A Govt. of India Enterprise)
Ranchi – 834 004 (INDIA)**Detailed Technical Specifications****Annexure-C**

Sl NO	Material code	Item description	Qty
1	5536200010	Diode 41HM100,Make,Ruttonsha	100 Nos
2	5536200021	Diode 41HMR100,Make,Ruttonsha	100 Nos
3	5536200000	Diode 26HM100,Make,Ruttonsha	30 Nos
4	5536200010	Diode 26HMR100,Make,Ruttonsha	30 Nos
5	5793321220	Diode 200UM160,Make,Ruttonsha	40 Nos
6	5793321230	Diode 200UF160,Make,Ruttonsha	30 Nos
7	5793321240	Diode 250UF160,Make,Ruttonsha	60 Nos
8	5313700730	Thyristor PWB130A40,Make,SANREX	30 Nos
9	5313700740	Thyristor PWB200AA40,Make,SANREX	10 Nos
10	6191640200	IGBT F4-100R12KS4,Make,Infineon	20 Nos
11	5372103500	Heat Sink Paste (100 gm pack),	2 Nos
12	5313700730	Potentiometer,10K,3W,Single turn, Panel Mounting Type, Make:Bourns, Vishay, Pankaj	50 Nos
13	5313700720	Potentiometer,5K,3W,Single turn, Panel Mounting Type, Make: Bourns, Vishay, Pankaj	10 Nos
14	5238000720	60/40 Tin/Lead Solder, 0.7mm dia (In kg),	0.5 Kg
15	5238000640	60/40 Tin/Lead Solder, 14SWG (In kg),	8 Kg
16	5238000660	60/40 Tin/Lead Solder, 16SWG (In kg),	10 Kg
17	5238000700	60/40 Tin/Lead Solder, 20SWG(In kg),	5 Kg

Note: Material shall be supplied strictly as per the Make indicated in the above Technical specification (Annexure –C).

 एच॰ई॰सी॰	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
ISO 9001:2000	

Annexure D

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.


*More information useful for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>.*

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- (v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- (vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

 एच॰ई॰सी॰	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
ISO 9001:2000	


PREPARATION OF BIDS

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of *each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.*
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as "offline" to pay the tender fee as applicable and enter details of the instrument.
- iv) Bidder should prepare the tender fee as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by as specified in the tender documents. The details of the DD / any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the

 एच०ई०सी० ISO 9001:2000	HEAVY MACHINE BUILDING PLANT HEAVY ENGINEERING CORPORATION LIMITED (A Govt. of India Enterprise) Ranchi – 834 004 (INDIA)
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bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- vi) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- x) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 **CPP Portal** Helpdesk.

Note: For any query related to registration and processing on the Portal please visit FAQ available at <https://etenders.gov.in/eprocure/app?page=FAQFrontEnd&service=page>

You may call the Helpdesk. The 24 x 7 Help Desk Numbers are

0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787

E-Mail: support-eproc@nic.in

Or

You may call to our service provider, Mr. Kushal (7903884318)

E-Mail: kushalniccl@gmail.com
