

# Tamilnadu Co-operative Milk Producers' Federation Ltd.,



(E-Tender through e Procurement Portal at <https://tntenders.gov.in>)

e-Tender Document for

**SUPPLY OF MANPOWER FOR OPERATION  
AND MAINTENANCE OF AAVIN FUEL STATION  
FOR A PERIOD OF 2 YEARS (2025-2027)**

Tender Reference No: 4128/TT1/TPT/2024

THE DEPUTY GENERAL MANAGER (ENGG.),  
TAMILNADU COOPERATIVE MILK PRODUCERS' FEDERATION LIMITED  
TRANSPORT UNIT, MADHAVARAM MILK COLONY,  
CHENNAI-600 051.

Website for online bid submission  
<https://tntenders.gov.in>

## TENDER INFORMATION

1. Name and address of the Purchaser	The Deputy General Manager (Engg.), Tamilnadu Cooperative Milk Producers' Federation Ltd., Transport Unit, Madhavaram Milk Colony, Chennai-600 051 <a href="mailto:aavintpt@gmail.com">aavintpt@gmail.com</a>
2. Name and address of the User	The Deputy General Manager (Engg.), Tamilnadu Cooperative Milk Producers' Federation Ltd., Transport Unit, Madhavaram Milk Colony, Chennai-600051
3. Name of the Item / Work	Supply of Manpower for Operation and Maintenance of the Aavin Fuel Station for a Period of 2 Years (2025-2027)
4. Method of Tender	e-Tender System (Online Technical Bid and Commercial Bid) through e- Procurement Portal <a href="https://tntenders.gov.in">https://tntenders.gov.in</a>
5. Tender Reference Number	4128/TT1/TPT/2022
6. Tender Estimated Value	Rs.1,08,00,000/- (Rupees One Crore and Six Lakh Only)
7. Earnest Money Deposit (EMD)	Rs.1,00,000/-
8. URL for online bid submission for e-tender	<a href="https://tntenders.gov.in">https://tntenders.gov.in</a>
9. Cost of Tender Document	Tender documents can be downloaded at free of cost from the website <a href="https://tntenders.gov.in">https://tntenders.gov.in</a> and <a href="https://aavin.tn.gov.in">https://aavin.tn.gov.in</a>
10. Tender Document Availability on the Portal	From:04.02.2025 ,10.00 AM to 20.02.2025 ,3.00 PM
11. Date of Pre-Bid meeting	Date: 10.02.2025 Time: 3.00 PM
12. Date of Closing of e-Submission of Technical Bid and Commercial Bid.	Date: 21.02.2025 Time: 3.00 PM
13. Date and time of opening of Part I Technical Bid of e-Tender	Date: 24.02.2025 Time: 3.00 PM
14. Date and time of opening of Part II Commercial Bid	The date of opening of Commercial Bid will be informed to the eligible tenderers through Online Portal and registered e-mail.
15. Place of Pre- Bid meeting & Part I Technical Bid and Part II Commercial Bid opening	O/o The Deputy General Manager (Engg.), Tamilnadu Cooperative Milk Producers' Federation Ltd., Transport Unit, Madhavaram Milk Colony, Chennai-600 051
16. Special Instructions to the Tenderers/Tenderers for the e-submission of the bids online through this eProcurement Portal. The link for which is	<a href="https://tntenders.gov.in/nicgep/app?page=HelpForTenderers&amp;service=page">https://tntenders.gov.in/nicgep/app?page=HelpForTenderers&amp;service=page</a>
17. Tenderers Manual Kit. The link for which is	<a href="https://tntenders.gov.in/nicgep/app?page=TenderersManualKit&amp;service=page">https://tntenders.gov.in/nicgep/app?page=TenderersManualKit&amp;service=page</a>

## ACRONYMS USED IN THE TENDER DOCUMENT

TCMPFL	TAMILNADU COOPERATIVE MILK PRODUCERS' FEDERATION LIMITED
BIS	BUREAU OF INDIAN STANDARDS
DD	DEMAND DRAFT
EMD	EARNEST MONEY DEPOSIT
SD	SECURITY DEPOSIT
LD	LIQUIDATED DAMAGES
BG	BANK GUARANTEE
LOA	LETTER OF ACCEPTANCE
GST	GOODS AND SERVICE TAX
F.O.R.	FREIGHT ON ROAD
ESIC	EMPLOYEES STATE INSURANCE CORPORATION
EPF	EMPLOYEES PROVIDENT FUND
NH	NATIONAL HOLIDAYS
RO	RETAIL OUTLET

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## TECHNICAL BID

### **1.PREAMBLE OF E-TENDER:-**

The Dy. General Manager (Engg.), TCMPF Ltd, Transport Unit, Madhavaram invites Bids only by way of E-Submission from eligible tenderers for the Supply of manpower on contract basis to operate and maintain aavinfuel station for a period of two years (2025-2027).

#### 1.1 Applicability of Tamil Nadu Transparency in Tenders Act, 1998:-

This Tender will be governed by the Tamil Nadu Transparency in Tenders Act, 1998 and The Tamil Nadu Transparency in Tenders Rules, 2000 and subsequent amendments thereof are applicable to this Tender.

### **2.INSTRUCTION TO BIDDERS:-**

2.1 The tenders are in Two Part System (a) Technical Bid without Commercial Bid and (b) Commercial Bid. All the Tenderers are requested to examine the instructions, terms & conditions and scope of work laid down in the Tender. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bid.

**2.2 THE BIDDERS WHO DO NOT FULFIL THE "PRE-QUALIFICATION CRITERIA" AS PER CLAUSE 5.0 NEED NOT PARTICIPATE IN THE TENDER. OFFERS NOT SATISFYING THIS "PRE-QUALIFICATION CRITERIA" WILL NOT BE CONSIDERED AND WILL BE SUMMARILY REJECTED.**

### **3. MODE OF SUBMISSION:**

3.1 All the documents are to be uploaded in the Online Portal only. Website <https://tntenders.gov.in>.

### **4.LANGUAGE OF THE E-TENDER:-**

All information in the tender offer shall be in ENGLISH only. It shall not contain interlineations, erasures or over writings except as necessary to correct errors made by the tenderer.

## **5. PRE QUALIFICATION CRITERIA – TECHNICAL BID (PART-D):-**

The tenderers must meet the following Pre-Qualification Criteria for bidding this tender and the proof for the Eligibility should be provided in the Technical Bid.

<b>Pre-Qualification Criteria</b>	<b>Proof to be submitted for fulfilling the Pre-Qualification Criteria</b>
5.1 Payment of EMD	The tenderer shall furnish evidence for e-payment of EMD or Valid document for eligibility for EMD exemption (clause 7.7)
5.2 The tenderer should have minimum one year experience in supply of manpower on contract basis to any fuel station of IOCL/ BPCL/ HP.	1) The tenderer shall furnish Photostat copy of documentary evidence for supply of manpower on contract basis during the period of last 5 years to any fuel station of IOCL/ BPCL/ HP
5.3 <u>Financial Capacity</u> The tenderer should have “liquid assets” of Rs.30,00,000/- in the form of /bank deposits/postal schemes/ NSC/ Bonds/ Security deposit at Federation and Unions /Shares of listed companies in DEMAT form and mutual fund.	The tenderer shall furnish Photostat copy of documentary evidence to demonstrate his financial capacity.
5.4 The tenderer should submit the documents along with the technical bid.	Photostat copies of 1. E.P.F registration No. 2. E.S.I registration No. 3. Labour Department registration No. 4. GST registration No.

## **6. EARNEST MONEY DEPOSIT**

6.1 The tenderer should pay an EMD amount of Rs.1,00,000/- (Rupees One Lakh only). The above said EMD shall be remitted through online before the closure date and time as specified.

6.2 Online payment gateway has been enabled for Tamilnadu Cooperative Milk Producers' Federation Limited, Chennai in eProcurement Portal <https://tntenders.gov.in>. The EMD amount should be paid only through online payment mode in e-tender portal of <https://tntenders.gov.in>.

6.3 The EMD will not carry any interest.

6.4Tenderer has to select the payment option as “pay online” to pay the EMD amount. Only after payment of EMD, tenderer will be able to encrypt/upload their bids. In order to avoid any issues and last minute delay in processing of payment online, it is recommended to make payment and submit the bid as early as possible. TCMPF will not be responsible for any sort of difficulty faced/failure in submission of bids online by the tenderer

6.5 Any other mode of payment of EMD shall not be accepted

## **7. ONLINE PAYMENT MODE (EMD):**

7.1During online bid submission process, tenderer shall select SBI MOPS option and submit the page, to view the terms and conditions page. On further submission, tenderer will be re-directed to MOPS gateway, where two options namely SBI and Other Banks will be shown; here the tenderer may proceed as follows:

7.2SBI Account Holder: Shall click ‘SBI’ option to view the Net Banking Facility, wherethey can enter their internet banking credentials and transfer the EMD amount.

7.3Other Bank Account Holders: Shall click ‘Other Bank’ option to view the bank selection page and select their respective bank to proceed with Net banking Facility for payment of EMD.

**Note - Tenderers using “Other Bank” option under SBI MOPS payment Gateway are advised by SBI to make online payment 72 hours in advance before tender submission closing time.**

7.4)Any transaction charges levied while using any of the above modes of online payment has to be borne by the tenderer.

7.5 The tenderers will be evaluated only if payment status shows “Success” during bid opening. It is necessary to click on “Freeze bid” link/icon to complete the process of bid submission, otherwise the bid will not get submitted online and same shall not be available for viewing/opening during technical bid opening.

### **7.6 Refund of EMD of unsuccessful tenderers:**

The EMD paid by the tenderer will automatically be deposited in the “Pooling Account” of the State Govt. only and not in TCMPF’s account. Hence refund process will be initiated automatically, once the bid is rejected by TCMPF during technical / commercial evaluation and TCMPF is no way responsible for refund of EMD of the unsuccessful tenderers.

7.7 The tenders not accompanied with Online payment towards the prescribed EMD shall be summarily rejected.



## **8. TERMS & CONDITIONS**

### **8.1 TERMS & CONDITIONS RELATED TO TENDER**

#### **8.1.1 Submission of e-Tender**

Two-part (Technical and Commercial Bid) online tender shall be uploaded in eProcurement Portal (<https://tntenders.gov.in>)

#### **8.1.2 General Instructions for Two Part E-Tender:**

8.1.2.1 The tender proposes two stage tender system viz. (PART A) Technical Bid and (PART B) Commercial Bid. The first stage enables TCMPF to know whether the Tenderer is technically competent and capable of executing the order. Only those who qualify in the first stage would be eligible to take part in the second stage viz. Commercial Bid. The Commercial Bid of Tenderers who failed in the first stage will not be opened.

8.1.2.2 Both the Technical and Commercial Bids should be submitted only through Online Portal <https://tntenders.gov.in>.

8.1.2.3 In Technical Bid – below found documents shall be uploaded.

- 1) Details of E-Remittance towards EMD Amount.
- 2) Digitally signed tender documents.
- 3) Any other documents wherever insisted in the tender document.

8.1.2.4 In Commercial Bid – The firm rates alone are to be quoted in the Commercial Bid - BOQ (Excel Format) and to be uploaded online. All rates shall be quoted in the format provided and no other format is acceptable. The Commercial Bid has been given as a standard BOQ format with the tender document. Tenderers are required to download the BOQ file, open it and complete the unprotected (shaded in light blue colour) cells with their respective commercial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

8.1.2.5 This commercial bid will be opened only if the tenderer is qualified to execute the tender as per technical bid.

8.1.2.6. The rate quoted should include all the expenses like wages EPF, ESI, Taxes, service charges etc.

### **8.1.3 MODIFICATIONS/CLARIFICATIONS TO TENDER DOCUMENTS:**

- 8.1.3.1 At any time after the issue of the tender documents and before the opening of the tender, TCMPF may make any changes, modifications or amendments to the tender documents and the same will be intimated to the concerned vendors through corrigendum which can be downloaded from the vendor login.
- 8.1.3.2 In case any tenderer requires clarification to the tender documents, query may be sent to [aavintpt@gmail.com](mailto:aavintpt@gmail.com) before 48 hours of opening of tenders. The DGM (Engg.), TCMPF Ltd, Transport Unit, Madhavaram will clarify the same through a reply email.
- 8.1.3.3 The responses to the clarification will also be notified on <https://tntenders.gov.in> without indicating the source of query.
- 8.1.3.4 TCMPF at its discretion may or may not extend the due date and time for the submission of bids on account of amendments.
- 8.1.3.5 All the Tenderers must periodically browse website <https://tntenders.gov.in> till the closing date of this Tender for any amendments or corrigendum issued in connection with this Tender. TCMPF will not be responsible for any misinterpretation of the provisions of this tender document on account of the Tenderers failure to update the bid documents based on changes announced through the website.

### **8.1.4 WITHDRAWAL OF BIDS**

No Tenderer shall be allowed to withdraw the tenders after submitting the tender on the portal. If do so their EMD will be forfeited.

The tenderer may submit a modified tender before the last date for receipt of tender provided that where more than one tender is submitted by the same tenderer, the lasted tender shall be considered for evaluation.

No alternate offer will be accepted after opening the Part-I Technical bid.

### **8.1.5 OPENING OF e-TENDER**

#### **8.1.5.1 Opening of Technical Bids without Price (Part-I):**

- 1 The Tender offers except Commercial Bid will be opened electronically on the date and time notified at the Office of the Deputy General Manager (Engg.), TCMPF Ltd., Transport Unit, Madhavaram, Chennai – 600051, through eProcurement Portal <https://tntenders.gov.in> in the presence of tenderer's authorized representative who may wish to be present on the date of opening
- 2 Technical Bid would be opened first on the due date and time. Pre-Qualification Criteria such as payment of EMD and compliance with pre-qualification conditions will be checked. The supporting documents would be cross checked wherever required.
- 3 Only the Technical Bid will be opened on the due date.
- 4 In the event of the specified date for tender opening day is declared as a holiday, bids will be opened on the next working day at the same time and venue.

#### **8.1.5.2 Opening of the Commercial Bid: (Part - II)**

The date and time of opening of Commercial Bid shall be later notified through the registered e-mail to the Tenderers who fulfil the Pre-Qualification criteria and whose bids are found to be technically acceptable.

### **8.1.6 e-TENDER EVALUATION CRITERIA**

The tenders will be evaluated strictly as per the Tamilnadu Transparency in Tenders Act 1998 and the Tamilnadu Transparency in Tenders Rules 2000 and amendments made thereon in the Act & Rules by the Government

#### **8.1.6.1 Technical Bid Evaluation:**

Tenderers will be eligible for further processing, only if they fulfil the following criteria:

- 1 Payment of EMD.
- 2 Furnishing the tender document, Annexure, Amendments if any and any other document wherever insisted in the tender document duly signed.
- 3 Compliance with the Pre-Qualification Criteria
- 4 Compliance with tender terms and conditions of tendered items / works

5 If any clarification is needed from the tenderer about the deficiency in his uploaded documents in technical bid he will be asked to provide it through Tamil Nadu Tender portal. The tenderer shall upload the requisite clarification/ documents within the time specified failing which tender will be liable for rejection

6 TCMPF will prepare a list of tenderers based on the compliance to the terms and conditions of tender document. The tenders, which do not conform to the Tender conditions or Tendered without adequate capabilities for the supply shall be rejected. The eligible tenderers alone will be considered for further evaluation.

#### **8.1.6.2 Commercial Bid Evaluation**

The evaluation of commercial bid shall be based on lowest offer received among the tenderers and as per TNTT Act.

#### **8.1.7 REJECTION OF TENDERS**

Tender will be SUMMARILY rejected if

1 The EMD requirements are not met as specified in tender clause 6.

2 Bid Pre-Qualification Criteria as specified in Tender Clause 5.0 are not complied with.

3 If the documents furnished with the offer is found to be bogus or the documents contains any false particulars.

#### **8.1.8 TENDER IS LIABLE TO BE REJECTED, IF IT IS**

1 Not in conformity with TCMPF's tender terms and conditions.

2 Not properly signed by the tenderer.

3 From any black listed Firm or Tenderer.

4 Received by Telex/Telegram / E-Mail /fax.

5 Not furnishing all required particulars as per Annexure I to III.

6 Offer submitted without GSTN is liable for rejection.

### **8.1.9 MISCELLANEOUS**

- 8.1.9.1 The Managing Director of the TCM PFL reserves the right to add, subtract and modify any terms and conditions of the agreement with the Contractor during the contract period.
- 8.1.9.2 The TCM PFL reserves right to accept or reject any or all tenders, withdraw/ retender or cancel the tender as per provisions of TNTT Act and Rules.
- 8.1.9.3 In the event of revision of daily wages by the District Collector during the period of the contract and revised order implemented in the Federation, the successful tenderer shall pay the revised rate and claim from the Federation. No change in the rate is allowed during the contract period, except the revision of Collector wages on implementation in the Federation and corresponding EPF, ESI and GST.
- 8.1.9.4 The successful bidder should continue the work/service, beyond the agreement/contract period up to the time permitted by the TNTT Rule 14 (9), at the same rate, same terms and conditions of agreement, if required / demanded by the TCM PFL on necessity.
- 8.1.9.5 Notwithstanding anything contained in the tender schedule, no obligation is rests on the TCM PFL to accept the lowest tender and the TCM PFL shall also have the right to accept or reject any or all the tenders without assigning any reasons.
- 8.1.9.6 For violation of any of the terms and conditions of the contract, the TCM PFL reserves the right to terminate the contract, with or without notice as applicable.
- 8.1.9.7 On termination of contract, the Security Deposit is liable to be forfeited and any of the resultant loss beyond Security Deposit and Sales Deposit will be recovered from the contractor by legal means apart from for feature of any amount due to the contractor.

- 8.1.9.8 If the tender defaulted in any of the previous executed agreement or to pay Security Deposit either in part or full will not be eligible from participating in this tender.
- 8.1.9.9 If the successful tenderer defaulted to execute agreement to pay Security Deposit either in part or full shall be debarred from participating in this subsequent tender for a period of 3 years.

## **8.2 TERMS & CONDITIONS RELATED TO MAN POWER SUPPLY**

- 8.2.1 The employees so engaged by the successful tenderer under no circumstances could be considered for appointment in the Federation on the ground that they have worked as a contract labourer.
- 8.2.2 The employees of the successful tenderer cannot claim any benefits or amenities extended to Federation employees.
- 8.2.3 All sums found due to the Federation under or by virtue of these payments shall be recoverable from the successful tenderer under the provisions of Tamilnadu Co-op. Societies Act 1983 or in any other legal manner as the Federation may deem fit, if the same could not be recovered by adjusting from the security deposit or the bills of the tenderer, due to any reason.
- 8.2.4 The TCM PFL shall have no control over the employees of the contractor. It is for the contractor to engage the employees of his choice and the TCM PFL is concerned only with the quality of the work. Based on the quality of work the monthly bill will be settled.
- 8.2.5 The successful tenderer should not engage persons below 21 years and above 50 years of age to do this work. (Submit Aadhar proof for all employees).
- 8.2.6 The successful tenderer shall be responsible to the TCM PF for any loss or damage arising out of theft, burglary, pilferage, mischief, looting etc., due to the involvement or negligence of his workers and the successful tenderer shall make good any such losses or damages as ascertained by the Federation and such losses are liable for deduction from his bills/deposits etc.

- 8.2.7 The Successful tenderer should furnish medical fitness certificates from Govt. Medical Officer within 30 days from the date of taking over the job in respect of all his workers that they are not affected with any communicable diseases and it should be communicated to TCMPF Ltd. Similarly the medical fitness certificate for the new incumbent, if any, during the tender period shall be furnished within the 7 days. Failing which the Federation will arrange for the medical checkup and certificates and the cost of expenditure incurred in such medical checkup will be recovered from the successful tenderer.
- 8.2.8 The Successful tenderer should execute the work as per requirement in the tender documents. If the successful tenderer fails to execute the work in part or in full or any lapse is noticed for more than 3 occasions, the Federation reserves the right to terminate the contract and the Federation would be at liberty to call for new tender. This is in addition to forfeiting the Security Deposit and recovering damages for the losses caused to the Federation by such lapses.
- 8.2.9 If the contract is prematurely terminated for lapses on the part of the tenderer to fulfill the terms and conditions or prematurely withdrawn by the successful tenderer, the Security Deposit is liable to be forfeited and if the amount of such loss is more than the security deposit, the same will be recovered from the successful tenderer by legal means, apart from forfeiture of any amount due to the successful tenderer.
- 8.2.10 The successful tenderer should pay not less than the daily wages prescribed by the District Collector to his workers.
- 8.2.11 The successful tenderer should compulsorily maintain a wage register in Form No XVII showing that the minimum wages are paid to his workers as per the "Minimum wages fixed by the Chennai collectorate. The wage register should be produced as and when demanded for verification.
- 8.2.12 The successful tenderer shall be responsible for the discipline of the persons engaged by him for the execution of the work in this mentioned Units.
- 8.2.13 The successful tenderer should provide uniform (or) IOCL over coat with cap (with the name or emblem of IOCL/aavin) and safety shoe to his employees failing which it will be supplied by the TCMPFL and the cost will be recovered from the successful tenderer.

- 8.2.14 All the workers should be provided with the Identity card with color photo; Name, date of birth, local and Permanent address of his workers and the supervisor. Failing which, it will be supplied by the Federation and the cost will be recovered from the successful tenderer.
- 8.2.15 The successful tenderer should remit EPF and ESI amount payable to the concerned Department as per rules in force in respect of his workers and submit remittance copies on every wages claim bill.
- 8.2.16 The successful tenderer alone shall be responsible for discharge of all the legal obligation & under various labour legislation statutory dues in force for the persons engaged by him. In case, by chance the Federation has to shoulder any liability arising out of any statutory provisions, legal obligations the successful tenderer shall make good the loss in that regard to the Federation.
- 8.2.17 The successful tenderer shall indemnify and keep harmless the TCMPL Ltd., from any claim by employee/workers employed/engaged by him for the purpose raised under workman's compensation Act, or other enactments of such nature in force.
- 8.2.18 It shall be incumbent upon the successful tenderer to register himself with the appropriate authorities under the contract labour (Regulation & Abolition) Act 1970.
- 8.2.19 In respect of the successful tenderer liability under the Labour laws or any other laws, if the TCMPL incurs any loss, or expenditure the same will be recovered/ deducted from the successful tenderer.
- 8.2.20 The successful tenderer alone is the sole employer and it is his responsibility for the discipline of his persons and to extract work from his employees conforming to the stipulations in this tender document. For any commission and omission on the part of his employees, the successful tenderer alone is liable and the later shall pay damages to the Federation for any damage loss caused to the TCMPL by his employees.



8.2.21 No labourer of the Contractor shall be supplied any eatables from Ambattur Dairy canteen at subsidized rates applicable to workers of TCMPF Ltd.

8.2.22 The contractor has to educate and ensure the following behaviors of manpower he engage.

1. Wearing full uniform
2. Wrinkle free and clean uniform
3. Clean shaven, hair / nails cuts, no bad odor (particularly alcoholic breath) and shoes polished.
4. To show clear and appropriate approach directions to the customers.
5. Attends the customer promptly and enthusiastically.
6. No chewing of tobacco/ beetle leaf /paan/beeda
7. Greet the customer , position the vehicle at available fueling position.
8. Loud and clear expression
9. Maintain eye contact with the customer.
10. Finds out about preference of fuel.
11. To confirm the order.
12. To show zero before filling
13. To show final reading
14. To give automated bill to the customer and send auto sms.
15. Advises the customer about best suited oil and coolant as per car/truck
16. Inform the customer about free water/Air/ oil check facility and other services.
17. To give appropriate change to the customer.
18. to use loyalty cards/credit card/ debit card/ other digital payment modes without delay.
19. To greet the customer and say thank you at send off,
20. Request the customer to come back.

8.2.23 Frequent change of manpower is not preferable. However, the manpower may be changed based on behavior towards the customer and conduct.

8.2.24 The contractor is responsible for any injuries / accidents that may take place in the work place. Any expenditure arising out of such incidents shall be borne by the contractor. TCM PFL is noway connected in those incidents. If any financial burden arises out of such incidents, the contractor has to make good the loss to TCM PFL.

8.2.25 The contractor has to ensure the supply of manpower on all the day of year. Weekly off/ leave /work on national holidays has to be taken care by the contractor. Welfare and monetary benefits to the man power engaged shall be borne by the contractor in compliance with the statutory/legal obligations.

8.2.26 Minimum qualification of labour should be 10<sup>th</sup> pass (Examination conducted by a recognized board / school).

8.2.27 Finance Availability of liquid assets of minimum Rs.30 Lakhs in the form of funds in Savings account, Deposits with any bank / Registered Companies / Postal Schemes, National Savings Certificates, Bonds, Mutual Funds, Shares in demat form.

### **8.3 TERMS & CONDITIONS RELATED TO SCOPE OF WORK**

The aim of the tender is to provide manpower for the operation & maintenance of aavin fuel station 24x7. The essence of the work scope is the smooth and flaw less systematic running of fuel station with care towards the customer.

8.3.1 The contractor has to supply the following manpower on all days for three shifts.

Sl. No.	Name of the category	No. of persons (Shift I) (A)	No. of persons (Shift II) (B)	No. of persons (Shift III) (C)	Total no. of persons (3 Shifts) E=(A+B+C)
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1	Customer Attendants	6	6	2	14
2	Cashier/ Accountant	1	0	0	1
3	Marshall	1	1	0	2
4	Air boy	1	1	0	2
5	Supervisor	0	1	1	2
6	House keeper	1			1
	<b>Total</b>	<b>10</b>	<b>9</b>	<b>3</b>	<b>22</b>

- 8.3.2 The contractor has to maintain manpower attendance register as per the Factory Act.
- 8.3.3 Providing customized manpower solutions to Aavin fuel station, Ambattur Industrial Area, Ambattur, Chennai Aavin fuel station is in the heart of the city catering thousands of people in day- to-day basis with all latest technology on Retail sector and ensuring customer satisfaction at 100 % without any single complaints from the Public and other Govt. Officials including the aavin officials. If any complaints noticed, the federation would take action against the contractor as in system in vogue.
- 8.3.4 To maintain a complaint register and record all complaints daily and post it in Fuel Station Whatsapp group then and there.
- 8.3.5 To maintain a customer feedback report register and record all feedback report daily and post it in Fuel station whatsapp group then and there.
- 8.3.6 Providing 22 trained manpower as per M/s. IOCL guidelines/TCMPF Ltd and as per clause 8.3.1 for retail outlet operation and ensuring growth in sales, customer satisfaction.
- 8.3.7 During the duty hours all the contract staffs should wear the full uniform with ID cards compulsory. Staffs are not permitted to present at fuel station without duty. The weekly duty chart shall be prepared and submitted to the concerned officer. TCMPFL has the right to alter the duty chart as per requirement.
- 8.3.8 Contract employees should be trained in handling of Fire extinguisher equipment by the contractor once in three months, and the training session photos/records shall be submitted to TCMPF as per the alum design and kept in Fuel station.
- 8.3.9 Employees be trained to promote sales activities and be motivated to increase sales.
- 8.3.10 The contract employees should cater the needs of customers on polite and soft manner also be a role model to handle the customers while comparing with other brand fuel station.

- 8.3.11 To ensure Quality and Quantity and fully satisfy the customers on every day basis as per M/s IOCL standard.
- 8.3.12 Prepare one single sheet statutory calendar for all statutory certificate renewal dates and inform the renewal date before one month of due date so as to complete the renewals well in advance.
- 8.3.13 Assisting in each shift for tank lorry unloading/ decanting, checking of water dip, opening stock of all products including Petrol, Diesel Branded fuels, grade wise lubricant etc. Any abnormal loss damage to the property arising out of improper supervision / non compliance of instructions will be the sole responsibility of the contractor.
- 8.3.14 The qualification of the Cashier / Accountant should be B.com.

#### **8.4 TERMS & CONDITIONS RELATED TO SALES**

- 8.4.1 Sales improvement of 10 % every month comparing to the previous month and daily record the MS, HSD and Oil sales quantity and the values should be recorded in register and create in the form of graph also.
- 8.4.2 Once in 30 days to discuss with our aavin Fuel station committee members and preplan the bunk O & M status and further extension/ improvement of fuel station and how to improve the sales and how to avoid the public and customer complaints etc,
- 8.4.3 The tenderer has the entire responsibility on cash storage by their customer attendants / cashier/ supervisor. The contractor has to ensure depositing daily sales proceeds in designated bank account of TCM PFL and provide proof to the representative TCM PFL and if the subsequent day is a holiday, the cash should be handed over to representative of TCM PF Ltd and it should be recorded and signed by both contractor and representative of TCM PF Ltd. Further, if the contractor fails to remit the daily sales amount action will be taken against the contractor. The cash in transit insurance for Rs.10 Lakhs per day to be taken by the contractor in favour of Aavin fuel station, Ambattur, Chennai-98, and the policy document should be handed over to TCM PF Ltd.
- 8.4.4 The daily sales accounts are to be tallied and update all the bunk related accounts as per M/s IOCL and aavin accounts section, procedure from time to time.
- 8.4.5 Every day the contractor should tally the stock of available quantity of fuels
- 8.4.6 Daily prepare the reports and post through whatsapp group on or before 7 am

without any delay for all 24 x 7 days. No compromise for this message sending.

8.4.7 Maintain one General Diary in Retail Outlet and record all the activities from time to time between 6am to 6.00 p.m. in the form of time rating.

## **8.5 TERMS & CONDITIONS RELATED TO ACCOUNTS**

8.5.1 Daily entry / tally the sales quantity / amount for all type of fuels and lubricants etc as per prescribed format and post the details in fuel station whatsapp group before 12.00 noon without fail. Daily fill the fuel rate in the prescribed register and submit once in a month to DGM(E) and obtain the signature.

8.5.2 Maintain a separate register / record for fuel filled to TCMPL vehicles and Prepare monthly report and submit to DGM(E), Transport unit,MMC

8.5.3 Daily maintain chitta, bank balance , IOCL fuel station account and IOCL fleet card account details etc,

8.5.4 To maintain fuel purchase original Invoice copies, once in a month to handover the binding invoice to Transport unit and collect proper acknowledgments.

## **8.6 TERMS & CONDITIONS RELATED TO HOUSE KEEPING**

8.6.1 Retail Outlet toilets should be properly maintained with neat and clean. The record for the cleaning activities once in hour in the cleaning record sheet round the clock., ie 24 x 7 time chart should be maintained.

8.6.2 Clean in and around the PUMP area once in a hour.

8.6.3 Mopping in and around the PUMP areas once in four (4) hour.

8.6.4 Clean in and around the Retail Outlet once in four (4) hours.

8.6.5 Once in eight hours (8) to clean the bell mouth in and out areas.

8.6.6 Once in 15 days crop the unwanted in and around of the side plant and front lane.

8.6.7 Once in a week to clean all the junctions of inner portion.

8.6.8 Once in a month to coat paint for all junction plates.

8.6.9 Minor civil works will be done by aavin.

8.6.10 Monthly once to take audit of all electrical equipment's and controls in weekend (Sundays) and report defects.

### **8.7 TERMS & CONDITIONS RELATED TO PRODUCT LOSS**

On account of evaporation and handling losses upto 0.59% in Petrol (MS) and 0.15% in Diesel(HSD) of total actual sales made at the retail outlet will be absorbed by the TCM PFL. Any losses beyond the ceiling as mentioned above will be borne by the contractor and the same would be adjusted / recovered by the TCM PFL on a monthly basis. The losses in month to month basis will be calculated based on the actual sales volume and the prevailing retail selling price of the outlet.

### **8.8 PENALTY**

Penalty will be imposed to the contractor against the deficiency in service such as short supply of manpower, improper maintenance of accounts, if the premises is not maintained clean, rude behaviour of employees etc., a minimum Rs.1000/- to Maximum Rs.5000/- per person per default it may vary depends up on case to case as decided by the TCM PF and it will be recovered from the subsequent bills.

## **9 SECURITY DEPOSIT**

9.1 The successful bidders would be required to sign an agreement with TCM PF Ltd individually and furnish a Security Deposit of 5% of the order value, drawn by means of Demand Draft from any Indian Nationalized Bank or Scheduled Bank drawn in favour of "The Joint Managing Director, TCM PF Ltd., Chennai-98" payable at Chennai within 15 days from the date of acceptance of the work order.

9.2 The EMD already paid along with tender shall be adjusted in the SD to be paid by the successful tenderer.

- 9.3 No exemption will be given from payment of security deposit under any circumstances as per TNTT Act and the same should be remitted by above means. Any other form of remittance will not be accepted.
- 9.4 The security deposit will be refunded only after the expiry of 6 months from the date of satisfactory completion of the contract.
- 9.5 No interest will be paid for the Security Deposit.

## **10 SALES DEPOSIT**

- 10.1 The successful tenderer would be required to furnish a Sales Deposit of Rs. 24,00,000/- (Rupees Twenty Four Lakh only), drawn by means of Bank Draft or irrecoverable bank guarantee from any Indian Nationalised Bank or Scheduled Bank drawn in favour of “ The Joint Managing Director, TCMPF Limited” payable at Chennai within 15 days of notifying them.
- 10.2 The sales deposit will be refunded only after the expiry of 6 months from the date of satisfactory completion of the contract.No interest will be paid for the Security Deposit.

## **11 AGREEMENT**

- 11.1 The successful tenderer has to execute an agreement on Rs.100/- non judicial stamp paper incorporating the terms and conditions of the contract within 15 days from the date of intimation of the acceptance of the tender.
- 11.2 In case of default of either of the conditions (i.e) remitting the security and sales deposit or execution of the agreement within the time allowed, the EMD paid is likely to be forfeited by the Federation.
- 11.3 If the contractor fails to execute the contract satisfactorily at the tendered rate, the security deposit will be forfeited by the Federation.
- 11.4 If the Federation incurs any loss / additional expenditure due to the negligence of the contractor in connection with the work during the period of contract, the same shall be recovered together with all charges and expenses from the contractor.
- 11.5 The breakages or damages, if any, caused by the contractor to the property of the Federation, the cost will be recovered from the contractor.

- 11.6 No revision of any tax will be entertained at any cost during the contract period and on extension period except the revision of Collector wages on implementation in the Federation and corresponding EPF, ESI and GST.

## **12 PAYMENT TERMS:**

- 12.1 Performance of the work done by the successful tenderer will be evaluated daily. Based on the fulfillment of the contractual obligations for general duty monthly bill will be settled.
- 12.2 The successful tenderer shall submit necessary monthly bill in duplicate along with advance stamped receipt, performance report, copies of the EPF & ESI Challans of the previous month, attendance certified copy and monthly GST tax remittance for making payments.
- 12.3 The quality of the work as certified by the official concerned only will be considered as work of the day for payment of the bill. The payment shall be made within 30 days from the date of receipt of the correct bills based on satisfactory performance of the work.
- 12.4 It is the liability of the successful tenderer to pay GST Tax as per the rules in force.

## **13 FORCE MAJEURE:**

Failure or delay in the part of tenderer for supply of manpower due to force majeure causes enumerated here under shall be considered, provided the supplier produces documentary evidence.

- a) Any cause which is beyond the reasonable control of the tenderer.
- b) Natural phenomena, such as floods, drought, earthquakes and epidemics.
- c) Act of any Govt. Authority, domestic or foreign, such as wars declared or undeclared quarantines, embargoes licensing control on production or distribution restrictions.
- d) Strikes, slow down and lockouts.

The cause of force majeure condition will be taken into consideration only if the supplier notifies within 30 days from the occurrence of such eventualities. The purchaser shall verify the facts and grant such extension as the facts justify. For extension due to force majeure conditions, the supplier shall submit his representation with documentary evidence for scrutiny by the purchaser and decision of the purchaser shall be binding on the time.



## **14 TERMINATION OF CONTRACT**

14.1 TCMFPL may, without prejudice to any other remedy for breach of contract by the Contractor, terminate the contract in whole or part, by 7 days written notice of breach of contract to the Contractor.

14.2 If the Supplier fails to perform any of the obligation(s) under the Contract;

14.3 If the Supplier is found to have involved in fraudulent, corrupt and unfair practices in competing for or in executing the Contract.

14.4 In the event of unsatisfactory performance in executing the order as per the terms and conditions laid out in this tender, the order is liable for termination.

14.5 On termination of contract, the Security Deposit is liable to be forfeited and any of the resultant loss beyond Security Deposit will be recovered from the contractor by legal means apart from forfeiture of any amount due to the contractor.

## **15 DISPUTES AND ARBITRATION:**

In case of disputes arising out of this tender, an arbitrator as mutually acceptable to the tenderer and Federation will be appointed by The Managing Director, TCMF Limited. The arbitrator's decision shall be final, conclusive and binding on both the parties.

## **16 LEGAL JURISDICTION**

In case if either party to the tender is aggrieved by the award of the arbitrator so appointed or otherwise, they can appeal to Court of Deputy Registrar (Dairying), Thiruvallur. The legal jurisdiction will be only Deputy Registrar (Dairying), Thiruvallur Court.

## **17 VALIDITY:**

1. The tender offer shall be kept for acceptance for a period of 180 days from the date of opening of bid. The offers with lower validity period are liable for rejection.
2. Further the tenderer shall agree to extend the validity of the bids without altering the substance and prices of their bid for further period, if any required by Federation.

## **18 DEVIATION:**

1. The offers of the tenderers with deviations in Technical / Commercial terms of the tender document are liable for rejection.
2. No alternate offer will be accepted after opening of Part-I Technical Bids.
3. Conditional offer will be rejected.

**ANNEXURE-I**

**DECLARATION FORM**

(To be printed on letter head, signed with company seal and uploaded in the Technical Bid)

To

The Deputy General Manager (Engg.),  
Tamilnadu Cooperative Milk Producers' Federation Ltd.,  
Transport Unit, Madhavaram Milk Colony,  
Chennai-600 051

Sir,

Sub: Acceptance of Terms & Conditions of Tender.

[Tender Ref. No.:4128/TT1/TPT/2024](#)

[Name of Tender / Work / Item:](#)

\*\*\*\*\*

We, the undersigned, declare that:

- 1) I / We hereby certify that I / we have read the entire terms and conditions of the tender documents including all documents like detailed Scope of Work, annexure(s), etc ,
- 2) I/we agree to abide by all the detailed scope of works, terms and conditions stipulated by the TCMPF which I/we have read and understood.
- 3) I/we certify that I/we have fully read and understood the instruction to tenderers for online bid submission given by TCMPF, and any lapse to properly submit the bids result in rejection of the bid submitted.
- 4) I/we certify that the tender is offered without any alteration / addition / omission.
- 5) The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this declaration form
- 6) I/ we certify that all the conditions of the tender are accepted.

- 7) I/we agree that the TCMPPF is not responsible for any data corruption that might arise during the transmission / uploading of data in the website or due to disruption in communication error in my / our tender.
- 8) I/we agree that the TCMPPF, has right to change schedule of opening or any technical corrective action to resolve any error that might arise during the opening of the e-tender by TCMPPF.
- 9) I/we certify that I/we are responsible for the uploading of correct copies of scanned documents as per the e-tender procedure of TCMPPFL.

Signature of the Tenderer with office seal

- 10) I /we understand that any error in doing so my /our tender may be summarily rejected by TCMPPFL.
- 11) I/We hereby agree to hold the tender offer valid for acceptance for a period of 180 days from the date of opening of Part – I – Technical bid
- 12) In the event of failure on my / our part to comply with all the requirements mentioned in this tender document I / we unconditionally agree that the department is at its liberty to reject my/our tender including the forfeiture of the full said earnest money deposit absolutely.
- 13) We confirm that neither we nor any of our Parent Company/ Affiliate/ Ultimate Parent Company has submitted Bid other than this Bid directly or indirectly in response to the aforesaid tender.

Signature of the Tenderer with office seal

Place:

Date:

**ANNEXURE – II**

**CERTIFICATE OF CONFORMITY**

Certified that the offer is in total conformity with tender terms and specification without any deviation, whatsoever.

SIGNATURE OF THE BIDDER:

FULL NAME:

DESIGNATION:

SEAL OF COMPANY:

**Annexure – III**

**INFORMATION REGARDING CURRENT LITIGATION / DEBARRING /  
EXPELLING OF APPLICANT OR ABANDONMENT OF WORK BY THE  
APPLICANT**

<b>1. (a) Is the Applicant currently involved in any Arbitration / litigation relating to any contract works</b>	<b>Yes/No</b>
<b>(b) If Yes, Details thereon</b>	
<b>2. (a) Has the Applicant or any of its constituent partners been Debarred/Expelled by any agency during the last Three years</b>	<b>Yes/No</b>
<b>(b) If yes, Details thereon</b>	
<b>3. (a) Has the Applicant or any of its constituent Partners failed to complete, any contract work during the past Three years</b>	<b>Yes/No</b>
<b>(b) If yes, give details thereon</b>	

**Dated Signature of Applicant with seal**

**Note:** If any information in this Annexure is found to be incorrect or concealed, the Qualification Application will be summarily rejected & price tender will not be opened.

**THE TAMILNADU CO-OPERATIVE MILK PRODUCERS FEDERATION LIMITED**

**TRANSPORT UNIT: MADHAVARAM: CHENNAI 600 051**

**PART-II COMMERCIAL BID**

I/We have gone through and understood all the terms and conditions of the tender and will abide by all the conditions laid down for the supply of tendered items/ works as per the detailed scope of works, terms and conditions laid down in the tender document.

S.No	Description	No of persons required as per tender	Rate per person/ per day wages (Rs.)	EPF 13% (Rs.) (including EDLI 0.5% + Admin Charges 0.5%)	ESI 3.25% (Rs.)	Total per person per day (Col.4+5+6)	Service Charges (Minimum 3.85%) Per day (Col 7 X ...%) (Rs.)	GST 18% (Rs.)	Total rate Per person/ per day (Rs.) (Col.8+9)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
1	Unskilled worker	21 Nos.	465	60.45	15.11	540.56			
2	Cashier/ Accountant (Skilled)	1 No.	667	86.71	21.68	777.39			
			<b>Rate should be quoted in price bid in online</b>						
								<b>Total</b>	
<b>Total in words ..... for Unskilled worker in per person/ 8 hours and ..... Accountant (Skilled) worker per person / 8 hours</b>									
<b>NOTE:</b> A. The successful tenderer should pay not less than the Chennai Collector wages prescribed by the District Collector to his workers and take care of other statutory dues. B. The rate should be quoted for the above work both in figures and in words without correction. If any corrections are made, the same should be attested by the tenderer or his authorized signatory. C. If any discrepancy is found between the prices quoted in words and in figures, the lower of the two shall be considered. D. The rate quoted is taking into consideration of the Minimum wages and Statutory dues E. After quoting the rate, if the tenderer goes back, the Earnest Money Deposit remitted by the Tenderer shall be forfeited fully. F. All inclusive aggregate end value for the tender quantity shall be considered for evaluation of lowest offer. G. The tender with service charges less than 3.87 will be summarily rejected. H. All the rates should be only in terms of Indian Rupees.									

SIGNATURE OF THE TENDERER

## CHECK LIST

### BIDDER TO FILL IN THE CHECK LIST AND UPLOAD IN THE ONLINE PORTAL WHILE SUBMITTING THE TENDER

(State YES / NO for each item)

Kindly ensure compliance of the under-mentioned requirements, as per Tender Terms and Conditions.

S. No.	Description	Tenderer Response
I.	TECHNICAL BID	
1.	Whether details of E-Remittance towards EMD Amount is uploaded.	Yes/No
2.	If the tenderer is claiming EMD exemption, a copy of valid document proof of EMD exemption to be uploaded	Yes/No
3.	Whether the tender documents are Digitally signed and uploaded	Yes/No
4.	Whether the following Supporting Documents, including the Amendments/corrigendum are uploaded duly signed and sealed in each and every page, failing which their offer will be rejected	Yes/No
5.	Declaration Form as per Annexure-I	Yes/No
6.	Certificate of Conformity as per Annexure-II	Yes/No
7.	Declaration Form as per Annexure-III	Yes/No
8.	Any other documents wherever insisted in the tender document.	Yes/No
II.	COMMERCIAL BID	
9.	Whether the Commercial Bid - BOQ (Excel Format) is filled and uploaded	Yes/No

Note: Please ensure that all the relevant boxes are marked YES / NO against each column

**Important Note:** Tenderers must ensure to upload all the required documents indicated in the Tender document without fail in the Online Portal. Bids uploaded without supporting documents (See Clause No 5 Pre-Qualification Criteria) in respect of the various requirements mentioned in the tender document are liable to be rejected at the initial stage itself.

## **INSTRUCTION TO BIDDERS FOR SUBMISSION OF ONLINE BIDS IN E-TENDER**

The tenderers are required to submit scanned copies of their bids electronically on the <https://tntenders.gov.in>, using valid Digital Signature Certificates. The instructions given below are meant to assist the tenderers in registering on the portal, prepare their bids in accordance with the requirements and submitting their bids online.

More information useful for submitting online bids on the portal may be obtained at <https://tntenders.gov.in>.

### **REGISTRATION:-**

- 1) Tenderers are requested to enrol on the e-procurement module of the Tamil Nadu Tenders procurement portal <https://tntenders.gov.in> by clicking on the link “on line tenderer Enrolment” which is free of charge.
- 2) As part of the enrolment process, the tenderers will be required to choose a unique username and assign a password for their accounts.
- 3) Tenderers 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 portal.
- 4) Upon enrolment, the tenderers will be required to register their valid (DSC) 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 / n Code / e Mudhraetc), with their profile.
- 5) Only one valid DSC should be registered by a tenderer. Please note that the tenderers are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Tenderer may then log 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**

- 1) There are various search operations built in the <https://tntenders.gov.in> to facilitate tenderers to search active tenders by several parameters. These parameters could include Tender ID, Organisation Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the tenderers may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other key words etc to search for a tender published on the CPP portal.



2) Once the tenderers 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 to intimate the tenderers through SMS/e-mail in case there is any corrigendum issued to the tender documents.

3) The tenderer 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

#### **PREPARATION OF BIDS:**

1) Tenderer should take in to account any corrigendum published on the tender document before submitting their bids.

2) 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 bids 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.

3) Tenderer, in advance, should keep ready the bid documents to be submitted as indicated in the tender document /schedule and generally they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as 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 tenderers .Tenderers can use "MySpace" 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.

#### **SUBMISSION OF BIDS:**

1) Tenderer should log in to 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. Tenderer will be solely responsible for any delay due to other issues.

2) The Tenderer has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- 3) Tenderer has to select the payment option as “online” to pay the tender fee/EMD as applicable and enter details of the instrument.
- 4) Tenderer should prepare the EMD as per the instructions specified in the tender document.
- 5) Tenderer is requested to note that they should necessarily submit their commercial bids in the format provided and no other format is acceptable. If the Commercial Bid is a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the tenderers.

Tenderers are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective commercial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

- 6) The server time (which is displayed on the tenderer’s dashboard) will be considered as a standard time for referencing the deadline for submission of the bids by the tenderers, opening of bids etc. The tenderer should follow this during bid submission.
- 7) All the documents being submitted by the tenderers 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 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.
- 8) 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.
- 9) The bid summary has to be printed and kept as an acknowledgement for the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **ASSISTANCE TO BIDDERS**

- 1) 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.
- 2) Any queries relating to the process of online bid submission or queries relating to <https://tntenders.gov.in> in general may be directed to the 24x7 Helpdesk of the portal.

## **SYSTEM REQUIREMENT:**

- i) Operating System - Windows XP-SP3 & above
- ii) Firefox/Internet browser - IE7 and above
- iii) Signing type digital signature
- iv) JRE 7 update 79 (Preferred file- Windows X-86 Offline) and above to be Downloaded and installed in the system

To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level.

**NOTE:** The above instructions are time to time change by the NIC. Hence, all the Tenderers must periodically browse the website <https://tntenders.gov.in> and follow the procedure and being updated.

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