

Chaudhary Ranbir Singh University,
Jind

TENDER FOR PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES

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Chaudhary Ranbir Singh University,
Jind

TENDER DOCUMENT

Document Control Sheet

1	Name of the Work	Tender for providing online payment Gateway and Electronic Payment Services
2	Tender document fee & e-Serving Fee	`5000/- & `1000/- (To be paid Online)
3	Due date and Time for receipt of tender document	04-04-2017 at 17:00 Hours
4	Date and Time of tender opening	06.04.2017 at 11:00 A.M (Technical Bid) 06.04.2017 at 03:00 P.M. (Financial Bid)
5	The Venue of Technical Bid Opening	Conference Hall, Ground Floor, CRSU Jind 06-04-2017
6	Submission of Tender	22.03.2017 to 05.04.2017 (Online Only)
7	Address for Opening Technical Bid	Conference Hall, Ground Floor, CRSU Jind

NOTICE INVITING TENDER

1. Introduction

Chaudhary Ranbir Singh University, Jind is taking special initiatives to offer Easy and Customer friendly modes of collection of payments in respect of the payments that are made to Registrar, Chaudhary Ranbir Singh University, Jind.

In this connection Chaudhary Ranbir Singh University, Jind requires comprehensive online payment gateway services at its website for accepting electronic Payments, using credit cards, debit cards, net banking accounts and prepaid cards/wallets.

2. Tender Notice

Chaudhary Ranbir Singh University, Jind is issuing this Tender Notice seeking proposals/bids from eligible tenderers **FOR PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES**. Online responses are invited from reputed electronic payments service provider having experience / expertise and proven credentials for the above work. Tender documents can be downloaded free of cost from the University websites or website <https://haryanaeprocurement.gov.in>

E-tender

Sr. No	Description of work / Items	EMD/Performance Gaurantee 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	Tender Opening Date
1.	Online payment Gateway and Electronic Payment Services	₹ 100000/-	₹ 5000/- & ₹ 1000/- (To be paid Online)	22-03-2017 (11:00 Hrs)	04-04-2017 17:00 Hrs	05-04-2017 17:00 Hrs	06-04-2017 11:00 Hrs to 17:00 Hrs

3. Eligibility Criteria

The Tenderer should meet the following Eligibility conditions for participating in the Tender and should enclose suitable documentary evidence / self certification in respect of having fulfilled the Eligibility Criteria as part of the Technical Bid response.

1. Tenderer should have been in operation for at least 3 years.
2. Tenders should have demonstrated experience of been providing similar services to at least five (5) Govt Institution .
3. Tenderer should have an annual turnover of Rs. 25 Crores or more in last Audited financial year. Should have declared Profits in all the last three years.
4. Tenderer should be able to provide following services:
Online Payment Gateways services covering acceptance of
 - (i) Credit Cards [Visa, MasterCard, Amex & Diners]
 - (ii) Debit Cards [Visa/Master/Maestro/Rupay]

- (iii) Internet Banking based debit to banks accounts, covering at least Forty (40) banks of which a minimum Twenty (20) should be public sector banks
- (iv) Prepaid Cards / Wallets;
- (v) IMPS Payment option on internet.
- (vi) Net Banking
 - 6. Tenderer should be PCIDSS certified & ISO 27001 standards.
 - 7. Tenderer shall have a PAN CARD and Service Tax registration.
 - 8. Services are to be provided by the Tenderer; no consortiums are allowed for the Provision of the services.
 - 9. Tenderer should provide services at zero setup charge.

4. Scope of Work

The Tenderer should therefore be able to offer the followings services:

- (a) Should allow customers to make payments using any (i) Visa, MasterCard or American Express or Diners Credit Cards (ii) Debit Cards (iii) Online Net Banking accounts or (iv) Cash Cards
- (b) The Tenderer as an aggregator is required to provide the above services to facilitate electronic payment services. The Tenderer should directly have tie ups with Credit Card Payment Gateway(s) and respectively with related banks for offering the above facilities. In terms of these arrangements the Tenderer's role is to maintain tie-ups, create interface with various Banks and manage the entire backend operations of such services. These include entering into agreements with banks / movement of data and reconciliation of such data against payments.
- (c) Tenderer should be able to integrate with the existing systems of Chaudhary Ranbir Singh University, Jind and provide daily MIS as per the requirements of Chaudhary Ranbir Singh University, Jind.
- (d) Tenderer should provide funds collected in the designated bank account of Chaudhary Ranbir Singh University, Jind as per the process and timelines specified by RBI for Payment Collection through Aggregators.
- (e) The Customers logs into and accesses the Payment Gateway facilities to pay online, real-time. The Customers can view his payment amount at the website and then proceed to make the payment.
- (f) Upon successful completion of the process the customer is then guided to Online Payments page where he is presented with option of making an Online Payment using a Credit Card or a Debit Card / Bank Gateway service/ Cash Card gateway.
- (g) The customer then selects his preferred option of making the payment (i.e. through the Credit Card / Debit Card /Net Banking / Cash Cards, Wallets).
- (h) If the customer chooses the Credit/Debit Card mode of payment, then it will open up the relevant Card Gateway section, where he enters the required validation details (card number, expiry date, verification number etc).
- (i) In case the customer chooses the Net Banking Mode of payment, then it will open up the gateway section of the relevant bank where he enters the requisite validation details (Net banking User ID and Password etc).
- (j) In case the customer chooses the Prepaid Card /Wallet Mode of payment, then it will open up the gateway section of the relevant prepaid card/Wallet provider where he

- enters the requisite validation details (Card User ID and Password etc).
- (k) On successful validation, the Customer's account is checked for balance availability and the transaction is either successfully processed or rejected. The customer is intimated of the same instantly and an electronic acknowledgement is displayed which will display his payment confirmation number. Simultaneously data is transmitted electronically to Chaudhary Ranbir Singh University, Jind intimating the success/failure of the transaction.
 - (l) The money collected from the successful transactions will be pooled into the designated collection account of Chaudhary Ranbir Singh University, Jind maintained with the identified bank. These monies will typically be made available to Chaudhary Ranbir Singh University, Jind within (2) working days of the payment by the customer, post reconciliation and aggregation
 - (m) Tenderer will reconcile the money collected against the payment transactions conducted by the customers and provide consolidated payment information to Chaudhary Ranbir Singh University, Jind in a format/ frequency desired by Chaudhary Ranbir Singh University, Jind

TERMS AND CONDITIONS

5. The following terms and conditions are intended to sensitize the Tenderer to various clauses, which may be reflected in the final Contract.

5.1. Tender for Proposal

The Tenderer is expected to examine all instructions, forms, terms and specifications contained in this document. The proposal should be precise, complete and in the prescribed format as per the requirements of this tender document. Failure to furnish all information required by this tender document or submission of applications not responsive to this tender document in every respect will be at the applicant's risk and may result in rejection.

5.2. Content of Tender document

This document as to be read in its entirety. The terms and conditions for the tender encompasses all the terms and conditions mentioned in this document. However Chaudhary Ranbir Singh University, Jind reserves the right to alter any of the above-mentioned dates at a short notice. The same will be intimated to the University official website only. Before submitting the proposal due diligence can be under taken by Tenderer at its own cost.

5.3. Clarification & Amendment on Tender document

A prospective Tenderer requiring any clarification on the tender document may notify Chaudhary Ranbir Singh University, Jind in writing to the Registrar, Chaudhary Ranbir Singh University, Jind.

At any time after the publish of the E-tender documents and before the opening of the tender, Chaudhary Ranbir Singh University, Jind may make any changes, modifications or amendments to the tender documents and shall send intimation of such change to University official website only.

5.4 Period of Tender validity

The tenders shall be valid minimum for a period of "90 days", from the date of opening of tenders. On completion of the validity period, unless the Tenderer withdraws his tender in writing, it will be deemed to be valid until such time that the

Tenderer formally (in writing) withdraws his tender.

5.5 Evaluation of Technical Bids

Evaluation will be based on prequalification criteria and shall qualify the Tenderer for further processing. If necessary, a committee may also be formed to evaluate and recommend the tender for further processing

5.6 Financial Bids from technically Short listed tenderers

The financial Bids of the technically short listed tenderers only shall be opened in the presence of their representatives on the specified date and time. There shall be no negotiations regarding the Financial Bidding, except with the Tenderer who has quoted the lowest amount.

5.7 Price Quotation

Tenderer has to quote the rates for the items as per the format provided.

Any deviations from the format provided shall be treated as invalid. The Tenderer must quote the prices both in figures and words. In case of any dispute in the prices quoted, the lowest will be considered. All quotes shall be in Indian Rupees. The rates shall be exclusive of all charges. Only one rate shall be quoted for each item. If more than one rate is quoted for a single item the tender shall be rejected. The rates shall be quoted unconditionally and Conditional tenders shall be rejected. Rates once fixed shall be valid for the Tender period or till the end of the contract.

5.8 Demonstration

If felt necessary, the eligible Tenderer who has quoted the lowest amount (L-1 Tenderer) shall be called for the demonstration of the proposed services and separate information for date, time & venue will be intimated to that Tenderer. The Tenderer should be able to demonstrate the system with the specified functions and features. All the major system features of this tender shall have to be demonstrated. If the need arises, a Committee may also be formed to visit the installation and services to finalize the tender process. The Tenderer shall provide all the necessary assistance to arrange the same. If the lowest Tenderer's demonstration is not satisfied and he is not able to fulfill the requirements of Chaudhary Ranbir Singh University, Jind, the second lowest Tenderer will be called for the demonstration.

5.9 Contract Period

The finalized rate of this Proposal shall be valid for the entire Contract Period, i.e., 5 (Five) years from the date of commencement.

5.10 Award of work

Award of work shall be placed on the finally selected Tenderer after only the successful and satisfied demonstration of the service by the Tenderer.

5.11 Signing of Contract.

The Successful Tenderer shall be required to enter into an agreement with the Chaudhary Ranbir Singh University, Jind within 14 (fourteen only) days from the date of receipt of the award of the work from Chaudhary Ranbir Singh University, Jind. This contract shall be on the basis of this document, the proposals of the Tenderer, applicable guidelines of Visa /Master/American Express and the Reserve bank of India, and other terms and conditions as may be mutually determined by the Registrar, Chaudhary Ranbir Singh University, Jind to be necessary for the due performance of the work.

5.12 Readiness of Service

This service should be installed, customized, made available and ready for full-fledged service within 3 weeks from the date of Agreement.

5.13 Delay in Service

Any delay in launch of service beyond 3 weeks period shall invite penalty clause and if it is beyond 6 weeks the Order on the tender shall be cancelled.

5.14 Contract Period

This contract will hold good for Five years. Further extension will be based on mutual consent.

5.15 Termination of Contract

Chaudhary Ranbir Singh University, Jind may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the tenderer, terminate this contract in whole or in part,

- a. if the Tenderer fails to satisfy all the tender conditions within the time period(s) specified in the contract, or any extension thereof granted by the Chaudhary Ranbir Singh University, Jind,
- b. If the Tenderer fails to perform any other obligation(s) under the Contract.
- c. If the Tenderer, in either of the above circumstances, does not remedy his failure within a period of 3 days (or such longer period as the Chaudhary Ranbir Singh University, Jind may authorize in writing) after receipt of the default notice from the Chaudhary Ranbir Singh University, Jind
- d. If the Electronic Payment Collection System does not function more than 5 days in a month, 12 days in quarter, 21 days in six month and 30 days in a Year.

In the event the Chaudhary Ranbir Singh University, Jind terminates the contract in whole or in part the Chaudhary Ranbir Singh University, Jind may procure the services upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Tenderer shall be liable to the Chaudhary Ranbir Singh University, Jind for any excess cost for such similar services. However the Tenderer shall continue the performance of the contract to the extent not terminated.

The Chaudhary Ranbir Singh University, Jind may at any time terminate the Contract by giving written notice to the Tenderer, without compensation to the Tenderer. If the Tenderer becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Chaudhary Ranbir Singh University, Jind.

5.16 Arbitration

Chaudhary Ranbir Singh University, Jind and the successful Tenderer shall make every effort to resolve amicably by direct negotiation any disagreement or dispute or misunderstanding arising between them in connection with this service. If any dispute shall arise between Chaudhary Ranbir Singh University, Jind and the successful Tenderer on aspects not covered by this tender document or work order, or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed

by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration Act or its later modifications and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Haryana, India.

5.17 Force majeure

The successful Tenderer shall not be liable for Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Tenderer and not involving the successful Tenderer/ fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Chaudhary Ranbir Singh University, Jind in its capacity as a buyer, wars or revolutions, terrorist attacks, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Tenderer shall promptly notify the Chaudhary Ranbir Singh University, Jind in writing of such condition and the cause thereof. Unless otherwise directed by the the Chaudhary Ranbir Singh University, Jind in writing, the Tenderer shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.18 Attachment of Documents in the Proposal (Checklist)

The following documents shall be enclosed along-with the Technical Bid, failing which the tender shall be rejected. No request on this aspect shall be entertained from the rejected tenderers at a later day:

1. Profile of Tenderer as per Annexure 1.
2. Details in support of full fulfillment of eligibility criteria as per Annexure 2.
3. Necessary detailed technical write-up highlighting the features of the proposed solution as per this tender document.
4. Documents that the Tenderer feels necessary to support the system, if any

5.19 Governing Law and Jurisdiction

This tender shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Jind, Haryana, India shall have jurisdiction over all matters arising out of or relating to this Agreement.

5.20 The performance Guarantees/fees amount of selected of tender will be refunded after Successful completion of the project

6. Submission of the E-Tender

On behalf of Registrar items wise rate Tenders through E-tendering for below mentioned work are hereby invited from eligible dealer/disibutor/firms under appropriate class/ category. The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website <https://haryanaeprocurement.gov.in>

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.

- a. **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 or OTC Please refer to ‘Online Payment Guideline’ available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
- b. 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. **He/She will be required to make online payment of Rs. 100000/- 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.**
- c. 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 04-04-2017 upto 17:00 Hrs and make payment via RTGS /NEFT or OTC 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://haryanaeprocurement.gov.in>.**

The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Non refundable) of Rs.1000/- (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	<u>22-03-2017</u> 17:00 Hrs	<u>05-04-2017</u> Upto 17:00 Hrs
2	Technical Bid Opening		<u>06-04-2017</u> 11:00 Hrs	
3	Financial Bid Opening		<u>06-04-2017</u> 15:00 Hrs	

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.

a. 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 i.e. <https://haryanaeprocurement.gov.in>. 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://haryanaeprocurement.gov.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.

6.2 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 - <https://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

6.3 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 at <https://haryanaeprocurement.gov.in>.

6.4 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://haryanaeprocurement.gov.in>

6.5 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.

6.6 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 & OTC. 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 (<https://haryanaeprocurement.gov.in>) 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)

6.7 ASSISTANCE TO THE BIDDERS:-

In case of any query regarding process of e-tenders and for undertaking training purpose, the intended bidder can also avail the following and can contact service provider as per below:

Office Timings of Help-desk support for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am. to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11:30 am upto 3:00 pm) of each month.

All queries would require to be registered at our official email- chandigarh@nextenders.com for on- time support (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk)

Important Note:-

(a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/ Tender event.

(b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.

(c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

Schedule for Training:

<i>Training workshop will be held on 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11: 30 am upto 3:00 pm) of each month at following addresses:</i>		
Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, B.K.Chowk, B.K.Hospital, Faridabad Contact no.	Nextenders (India) Pvt.Ltd. Public Health Division No. 2 Hisar, Model Town Opp N.D Gupta Hospital, Hisar Contact: 9034357793	Nextenders (India) Pvt. Ltd., Nirman Sadan (PWD B&R), Plot No.- 01, Basement, Dakshin Marg, Sec- 33 A, Chandigarh -160020 For Support- 1800-180-

For Support Call – 1800-180-2097

Haryana e Procurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays

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://haryanaeprocurement.gov.in>.

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

6.8 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.

D) Over-the-Counter (OTC)

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash (if amount is \leq ₹ 49,999), Demand Draft or ICICI Bank Cheque.

The procedure for paying through OTC mode is as follows:

(i) Bidder selects Over-the-Counter remittance option in e-Procurement portal.

(ii) The e-Procurement portal displays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.

(iii) Bidder clicks on “Continue” button

(iv) The e-Procurement portal displays the details of payment. Bidders clicks on “print challan” and prints the OTC challan.

(v) Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with Cash / Demand Draft / ICICI Bank Cheque (Payment in cash is allowed upto Rs. 49,999/-)

(vi) ICICI Bank verifies the URN (format to be discussed and decided) and Amount with e- Procurement portal prior to accepting the payment

(vii) On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.

(viii) ICICI Bank will commit the payment transaction (in case of successful verification from e- Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.

(ix) ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.

(x) The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.

(xi) The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal

(xii) Bidder would be required to upload the scan copy of receipt as received from ICICI Bank as part of proof in Nextender portal before submitting the tender

Sr no.	Scenario	Do's / Don't's
1	<p>In the event of making Payment through NEFT/RTGS</p>	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: 1) Beneficiary account no: <client code> + <random number> 2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders) 3) Amount: As mentioned on the challan. It is specific for every tender/transaction 4) Beneficiary bank branch: ICICI Bank Ltd, CMS 5) Beneficiary name: As per the challan • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD • It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender • Bidder has to make only single payment against a challan as per the amount mentioned on the challan. • Bidder must do the payment before tender validity gets expired <p>Don't's</p> <ul style="list-style-type: none"> • Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise: 1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account 2) Incorrect Beneficiary account number mentioned(<client code> + <random number>):- a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted. 3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account. <p>In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate.</p> <ul style="list-style-type: none"> • Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination. • Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder. • Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder

Sr no.	Scenario	Do's / Don't's
2	<p>In the event of making Payment through OTC</p>	<ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: <client code> + <random number> Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan • Bidder must do the payment before tender validity gets expired • Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender <p>Don't's</p> <ul style="list-style-type: none"> • If the bidding amount is greater than Rs49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque • It is bidders's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank • 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

7. GENERAL TERMS AND CONDITIONS

- 7.1.** The validity period of the tender will be 90 days (Ninety days) from the date of submission of the tender.
- 7.2.** Right to reject any or all the tenders without assigning any reason will be the discretion of the Chaudhary Ranbir Singh University, Jind.
- 7.3.** The, Chaudhary Ranbir Singh University, Jind reserves the right of rejecting / canceling of any Part of our whole tender without assigning any reason.
- 7.4.** Successful Tenderer shall execute an agreement with Chaudhary Ranbir Singh University, Jind duly accepting the terms and conditions for carrying the work.
- 7.5.** The Chaudhary Ranbir Singh University, Jind has right to call for negotiation from the lowest Tenderer and for live demonstration.

ANNEXURE - I:
Profile of Tenderer

1		Name of Company	
2		Year of incorporation	
3	a)	Registered office	
		Telegraphic Address Office Telephone Number Fax Number	
	b)	Contact Person	
		Name Personal Telephone Number Email Address	
4	a)	Local Contact at Haryana	
		Name Personal Telephone Number Email Address	
5		Registration Details	
		Permanent Account Number :- Service Tax Registration Number:-	
6		Banker's Name, Address and Account Number	

ANNEXURE - II
ELIGIBILITY CRITERIA CHECKLIST

Sr. No	Eligibility Condition	Criteria Met (Y/N)	Please submit proof document's
1	Bidder should be a Registered Company in India operating for at least 3 years		Copy of Certificate of incorporation should be submitted
2	Tenders should have demonstrated experience of been providing similar services to at least five (5) Education Govt Institutions.		(a) Self certificate listing names of the 5 institutions should be Provided. (b) Proof of Work Order / Agreement of 5 Educational Institutions to be provided
3	Tenderer should have an annual Turn-over of Rs. 25 Crores or more in the last year Audited Financial year		Extracts of Audited Financial Accounts of last year to be provided
4	Tenderer should be able to provide following service: Online Payment Gateways services covering acceptance of (i) Credit Cards [Visa, MasterCard, Amex & Diners] (ii) Debit Cards[Visa/Master/Maestro/Rupay] (iii) Internet Banking based debit to banks accounts, covering at least Forty (40) banks of which a minimum Twenty (25) should be public sector banks (iv) Prepaid Cards / Wallets;(v) IMPS payment option on internet and without internet		(a) Self certificate confirming the list of coverage under the Online Payment Gateway and EBPP Service
5	Tenderer should be PCIDSS certified & ISO 27001 standards.		Copies of PCI certificate & ISO 27001 Certificate to be provided
6	Tenderer shall have a PAN CARD and Service Tax registration.		Proof of registration to be provided
7	Services are to be provided by the Tenderer; no consortiums are allowed for the provision of the services		Self certificate from Tenderer attesting the same.
8	Services are to be provided at zero setup charge.		Self certificate from Tenderer attesting the same.

Annexure III
B - FINANCIAL BID - TENDER FOR

PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC
PAYMENT SERVICES

No	Particulars	Type	Unit	Rate	Amount in words	Paid By
A	Transaction Charges					
1	Per Credit card Transaction	Visa	%			
		MasterCard	%			
		American Express	%			
		Diners	%			
2	Per Debit card Transaction	Visa	%			
		MasterCard	%			
		Maestro Cards	%			
		Rupay	%			
3	Per Cash Card/Wallet Transaction		%			
4	Per Net Banking Transaction					
5	IMPS					

- a) The rates shall be exclusive of all charges. Service tax and VAT at applicable rates will be paid in addition as per applicable rates. .
- b) Only one rate shall be quoted. If more than one rate is quoted for a single item the tender shall be rejected.
- c) The rates to be quoted in figure and words. The rates shall be quoted unconditionally and Conditional tenders shall be rejected