



भारतीय प्रबंध संस्थान रायपुर
Indian Institute of Management Raipur

IIMR/Tender/2024-25/03 dt.26.04.2024

संस्थान की मानव संसाधन नीति की समीक्षा के लिए सलाहकार एजेंसी की नियुक्ति।

Hiring of consulting agency to review the HR policy of the Institute.

सी.पी.पी.पी (<https://eprocure.gov.in/cppp/>) के माध्यम से ऑनलाइन निविदा

Online tendering through CPPP (<https://eprocure.gov.in/cppp/>)

भारतीय प्रबंधन संस्थान रायपुर
अटलनगर, पीओ - कुरु (अभनपुर),
रायपुर – 493 661, छत्तीसगढ़
वेबसाइट: <http://www.iimraipur.ac.in/>

Indian Institute of Management Raipur
Atal Nagar, P. O. - Kurru (Abhanpur),
Raipur – 493 661, Chhattisgarh
Website: <http://www.iimraipur.ac.in/>

निविदा आमंत्रित सूचना
NOTICE INVITING RFP

भारतीय प्रबंधन संस्थान रायपुर संस्थान की 'मानव संसाधन नीति' की समीक्षा करने और उसमें संशोधन का सुझाव देने के लिए योग्य और प्रतिष्ठित फर्मों/एजेंसियों/संगठनों से बोलियां आमंत्रित करता है।

The Indian Institute of Management Raipur invites bids from eligible and reputed firms/ agencies / organizations to review the 'HR policy' of the Institute and suggest modifications for the same.

The schedule and other details of the RFP are as under:

RFP Name	Hiring of consulting agency to review the HR policy of the Institute and suggest modifications for the same.
RFP No.	IIMR/Tender/2024-25/03 dt.29.04.2024
Estimated cost of service	Approx. Rs.7,50,000/-
Mode of Selection	As per tendered terms and conditions
Publish Date	29.04.2024
Bid Opening Date	21.05.2024 @ 05:30 PM
Bid Submission Start Date	29.04.2024 @ 05:30 PM
Bid Submission End Date	20.05.2024 @ 05:30 PM
Online presentation through Zoom	Will be intimated separately through email to the technical qualified bidders; two days before from date of presentation
Tender Fee	Rs.590/- inclusive GST in the form of 'Demand Draft' Demand Draft in favor of "IIM Raipur" payable at Raipur from any Scheduled Commercial Bank except Co-operative & Gramin bank. Tender Fee should reach physically through speed post/registered post/courier in an envelope & superscribed with subject, "RFP Number" addressed to The CAO, IIM Raipur, Atal Nagar, Kurru, Abhanpur, Raipur, Chhattisgarh, INDIA 493661; on or before the Bid Submission End Date i.e 17.05.2024 till 03:30 pm. Exemption of tender fees may be allowed for NSIC/MSME Vendor (Certificate for same/ similar category must be uploaded online for exemption).Trader will not be allowed for the exemption.
EMD (Earnest Money Deposit)	Rs.37,000/- (Rupees Thirty Seven Thousand Only) EMD in the form of D.D. only in favor of IIM Raipur, payable at Raipur (in original) in the Office of the CAO on or before the last date and time of bid submission i.e 17.05.2024 till 03:30 pm; failing which the RFP shall be summarily rejected (No other document has to be submitted separately). Exemption of EMD may be allowed for NSIC/MSME Vendor (Certificate for same/ similar category must be uploaded online for exemption). Trader will not be allowed for the exemption.

Pre bid query	Bidders are requested to send their pre-bid queries on or before 08.05.2024 at email id abhardwaj@iimraipur.ac.in duly mentioning the subject name, pre-bid query & tender no. IIMR/Tender/2024-25/03 dt.29.04.2024. After the due date no queries will be entertained. Replies to the queries will be made on pre-bid meeting date on 12th May,2024.
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Contact person for general queries related to RFP / Tender	Shri. Ashwani Bhardwaj Sr Store and Purchase Officer
	0771-2474-705
Contact number for any type of technical query related to job description/ scope of work etc.	Shri. Suryanarayan (HR Head): 9987883284

This RFP document containing eligibility criteria, scope of work, terms and conditions, specifications and other documents can be seen/downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in.

This RFP is required to be uploaded on the website <https://eprocure.gov.in> and nowhere else, as it will be opened online at this site only.

The agency shall sign and stamp each page of this RFP document as taken of having read, understood and comply with RFP, the terms and conditions contained herein.

Manual bid/RFP shall not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

1. INTRODUCTION

The Indian Institute of Management (IIM) has been set up by the Government of India, Ministry of Human Resource Development (now known as the Ministry of Education) in 2010 at Raipur, the capital of Chhattisgarh. IIM Raipur operates from its new campus located at Atal Nagar, P. O. – Kurru (Abhanpur), Raipur (C.G.) 493661.

2. DESCRIPTION OF SERVICE

Every organization has an HR policy manual which lists the key HR policies of the Organization and is a repository of information regarding all HR aspects of the Organization. The HR policy manual undergoes periodic review to keep it updated as per Government guidelines and other board decisions made from time to time. The Institute is contemplating conducting one such review.

3. SCOPE OF WORK

To review the existing HR Manual and suggest the changes to the manual to accomplish the following:

- a) The HR manual should be easy to use and read, should be easily understood by all.
- b) The HR manual should cover all major areas of HR and any aspects not covered in the existing manual should be addressed.
- c) The HR manual should benchmark against the current best practice available in the Six Older IIMs viz. IIM Ahmedabad, IIM Bangalore, IIM Kolkata, IIM Lucknow, IIM Indore, and IIM Kozhikode.
- d) The HR manual should set a benchmark for the future and should align with the long-terms goals of the institute.
- e) The HR manual should align with all the statutory and regulatory guidelines applicable to the Institute.
- f) The consulting agency to engage at least one person who has worked as personnel officer / HR head and similar in any Govt. organization preferably from IIMs/IITs/NITs/ISERs/NISERs/NIDs/NIFTs/IIFTs or any such “Institution of national importance”.
- g) The consulting agency or consultant should have the knowledge of CCS/CCA rules, Fundamental Rules & Supplementary Rules-22, Gratuity, Leave Encashment rules, NPS, CEA rules, Reservation roster, CL, EL etc.

- h) The consulting agency or consultant will submit interim and final report as per following format for the review of Committee of IIM Raipur: -
- i. Format for the review of 'HR Policy' with existing:-

Sr.no	Existing HR policy	Recommended policy	Supporting document for recommended policy	Remark with reference to existing provision

- ii. Consolidate final report-Designing, Formatting, Proof Reading, Digital Proofing and conversion of fully developed 'HR Policy' in PDF format for upload on our website.

4. Minimum Deliverables / Payment schedule:

Sr. No.	Deliverables	Work completion	Payment
1	Interim report	Within 45 days from date of work order.	50 % payment of total order value may be released after acceptance of Interim report by the Committee of IIM Raipur.
2	Final report	Within 30 days from date of acceptance of Interim report by the Competent authority of IIM Raipur.	Remaining balance amount may be released after acceptance of final report by the Committee of IIM Raipur.

PART A- (Technical Bid)

Bidders' Eligibility Criteria

ELIGIBILITY CRITERIA

1. ELIGIBILITY Criteria are classified as
 - i. Pre-qualification criteria and
 - ii. Presentation.
- 1.1.
 - a. The agency should give an 'Authorization letter/certificate' for acceptance of our 'Scope of Work' and all terms & conditions of tender document. A duly completed certificate to this effect with fee details is to be submitted as per **Annexure II**.
 - b. The agency should be neither blacklisted by any government department nor there should be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-III**.
 - c. The agency should be registered under 'Partnership firm/Proprietary firm/ Public or Private Limited Company, and a valid registration certificate of the same should be enclosed as documentary proof as per **Annexure-IV**.
 - d. The Agency should attach a list of work orders with satisfactory work completion report where a 'Similar type of work' or 'HR related works for the employees' has been executed in 'Institutions of National Importance' such as IIMs/ IITs/ISERs /NISERs/ NITs/ NIFTs/ IIFTs etc. as detailed below:
 - (i) Three similar works of 40% of the estimated cost, i.e., Rs. 3,00,000/- OR
 - (ii) Two similar works of 60% of the estimated cost, i.e., Rs. 4,50,000/- OR
 - (iii) One similar work of 80% of the estimated cost, i.e., Rs. 6,00,000/-Note- Please fill out the details related to work experience in **Annexure-V**.
 - e. The agency must comply with the statutory requirement, such as registration with PAN and GST etc. and submit proof thereof as per **Annexure-I**.
 - f. The average annual turnover should be at least Rs. 25 Lakhs (Rupees twenty-five lakhs) during the last three financial years, i.e., 2020-21, 2021-22, and 2022-23 in HR services. Relevant certificates from auditors are required as per **Annexure-VI**.

1.2 Presentation

The agencies meeting the pre-qualification criteria are required to present their work to the 'Evaluation Committee', either in person at the Institute or through an online presentation, as established by the competent authority. This presentation should encompass.

- a) The agency's profile.
- b) 'Similar type of work' or 'HR related works for the employees' executed in Institutions of National Importance and,
- c) Knowledge of CCS/CCA rules, Fundamental Rules & Supplementary Rules-22, Gratuity, Leave Encashment rules, NPS, CEA rules, Reservation roster, CL, EL etc.

The 'Technical Evaluation Committee' is to assess the proposal based on the technical qualification criteria listed below.

Sl. No.	Criteria	Evaluation (Satisfactory/Unsatisfactory)
1	The agency's profile.	
2	Similar type of work' or 'HR related works for the employees' executed in Institutions of National Importance and,	
3	Knowledge of CCS/CCA rules, Fundamental Rules & Supplementary Rules-22, Gratuity, Leave Encashment rules, NPS, CEA rules, Reservation roster, CL, EL etc.	

Note: Only those bidders who will cross the threshold level, i.e., satisfactory in each points above in presentation, shall be considered for the financial bid evaluation.

CONDITIONS FOR DISQUALIFICATION

Even though the agency may satisfy the above requirements, the same would be liable to disqualification if it has:

- a) Made misleading or false representations or deliberately suppressed the information in the forms, statements and enclosures submitted for the prequalification.
- b) Any applicant who is barred or blacklisted by any Central/State Government in India or PSU's, Autonomous Bodies or a multi-lateral funding agency in India or by any agency abroad cannot participate.
- c) Persons who are individually or institutionally involved with the preparation/ selection/ screening process of the EOI/ short-listing and the evaluation process are not eligible to participate either as an applicant or as a proxy.
- d) Canvassing in any form is to lead to summary rejection of the application.
- e) Applicant should not be under liquidation, court receivership or similar proceedings and should not be or have been subject to any disciplinary action by any professional body or Hon'ble Court in India or abroad. Suppression of such information may result in disqualification of the applicant.

Annexure-I: BIDDER's PROFILE
(On Company/ Firm's Letterhead)

Profile		
Registered Name (A copy of firm registration certificate must be attached to the technical bid)		
Date of Incorporation / Establishment		
Permanent Account Number (PAN) (A copy must be attached to the technical bid)		
GST Registration Number (A copy must be attached to the technical bid)		
Registered Address (A copy must be attached to the technical bid)		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
	Other detail	

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-II

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Director
Indian Institute of Management Raipur

Subject: DETAILS OF RFP FEES & EMD DEPOSITED, WITH A SELF-DECLARATION FOR ACCEPTING OUR SCOPE OF WORK AND ALL TENDER TERMS AND CONDITIONS

Dear Sir,

I/we hereby submit our tender for 'Hiring of consultant agency to review the HR policy of the Institute' along with other required documents.

I/we are enclosing herewith the following towards RFP Fee and Earnest Money Deposit.

Particular	Amount	DD No & Date	Bank Name	Remarks
Tender fee (Including GST)	590.00			
EMD	37,000.00			
Exemption in RFP fee and EMD are allowed for MSME vendor (Original service provider)	RFP Fee and EMD will be exempted for the MSME Agency/Vendor. Exemption in fees will be allowed only for that MSME / NSIC vendor which will come under a similar category of services (HR agency or similar). Only a certificate will be considered for the exemption in tender fee & EMD in which the name of the service /activities or definition of activity/ service is to be co-related with HR agency or similar. Exemption will not be allowed for other category MSME/NSIC vendors or traders.			

I/We have gone through all the terms and conditions of the tender document. also, I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above-referred tender document, including instructions, terms and conditions, and technical specifications stated therein.

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-III

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify that the above firm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute or any organisations nor is any criminal case registered/pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

I also certify that the above information is true and correct in all respects. In any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated, and the firm will be debarred/blacklisted as decided by the competent authority of IIM RAIPUR; also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM RAIPUR will not be responsible for paying the bills for any Partial/ Full supply of the items/ services.

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-IV

NUMBER OF YEARS FROM ESTABLISHMENT

The bidder/ firm should have been incorporated/ established for at least SEVEN years or more and should currently be in the same business.

Name of firm	Date of Establishment/ Incorporation	Number of Years as on 31.03.2024	Partnership firm/Proprietary firm/ Public/Private limited company/other	Remarks for (Evidence for establishment and registration)

Currently, the firm is in the same business (Yes/No): _____

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-V

WORK EXPERIENCE DETAILS IN INSTITUTION OF NATIONAL IMPORTANCE

Sn no	Name of the Client	Order No./agreement date	Total amount of work order	Remarks
				Copy of the work orders and the work execution/completion certificate from the client end pertaining to the mentioned works are to be submitted

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-VI

AVERAGE ANNUAL TURNOVER

The bidders average annual turnover during the last three consecutive financial years i.e. 2020-21, 2021-22 and 2022-23 should not be less than Rs. 25 Lakhs from HR agency Services only.

Financial Year	CA Certificate with UDIN (Yes/No)	Annual Turnover (Figure in Rs.)	Remarks
2020-21			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted. with this Annexure
2021-22			
2022-23			
AVERAGE ANNUAL TURNOVER:			

Authorized Signatory

Name:

Designation:

Date:

Place:

PAYMENT TERMS

- a) No advance payment shall be made in any case.
- b) Payment to the agency shall be made as per schedule of payment (sr.no.04).
- c) In case of non-achieved and/or delayed deliverables, a penalty amount of INR 5% of the total value shall be imposed.
- d) The institute has the right to terminate the entire contract if deliverables are not satisfactory after two warnings.
- e) The service provider shall raise invoices after the completion of every phase.
- f) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from service provider bills (TDS declaration letter will be required to be submitted by the successful agency).

General Terms and Conditions of Contract

1. ***Preparation and submission of RFP:*** The RFP should be submitted in two parts, i.e., the technical bid and the financial bid. For submission of bids, all interested bidders have to register online on e-wizard portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <http://eprocure.gov.in/eprocure/app> duly signed and sealed on each page of RFP. For details, kindly see Annexure-ix of this RFP: Instructions for Online Bid Submission.
2. **Tener Fee:** The agency shall deposit Non-refundable RFP fee of Rs.590 /- with GST through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur.
3. ***Earnest Money Deposit (EMD):*** The agency shall deposit Earnest Money of Rs.37,000 /- through Demand Draft drawn in favor of “Indian Institute of Management Raipur” payable at Raipur. The Earnest Money Deposit will be refunded to the agency whose offers have not been accepted. The Earnest Money Deposit of the agency whose offer is accepted will be kept until such time that the security deposit is received.
4. **Security Guarantee:** The successful agency will have to deposit a security deposit (5 % of total order value) in the form of D.D. which will be valid for 60 days beyond the expiry period of contract.
5. In the event of bidder backing out before actual award or execution of agreement, IIMR will have right to forfeit the EMD. In case the successful agency declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
6. The IIMR will not provide any residential space for accommodation to the agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
7. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

8. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the agency. However, the agency should provide the necessary details of all its employees to the IIMR. All the employees should be police verified.
9. The persons employed by the agency will be the employees of the agency and the IIMR shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMR and the personnel employed by the agency shall have no right whatsoever to claim employment or other rights from the IIMR.
10. **There should be no court case filed against the proprietor /firm / partner or the company (agency) in the court within the last five years; also there should be no case pending with the police/ court against the proprietor/ firm/ partner or the company (agency); and the proprietor/ firm/ partner or the company (agency) has not been blacklisted from any organization. An undertaking to this effect on firm letterhead should be attached.**
11. None of the employees of the agency shall enter into any kind of private work within the campus of IIMR. Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
12. All employees of the agency functioning in the girl hostel are to be female employees only.
13. The staff employed by the agency will not join any union of the IIMR nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMR and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMR.
14. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIMR / Govt. of India / any State or any Union Territory.
15. The staff employed by the agency shall not below the age of 18 years. They shall be medically fit and kept neat and clean. The agency shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the agency.
16. The agency will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the IIMR Security along with police verification certificate.
17. The agency shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to IIMR and shall indemnify IIMR against all acts of

omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIMR may party or involved as a result of the agency failure to comply and of the obligation under the relevant act law which the agency is to follow.

18. **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.
19. In addition to the prescribed manpower, whenever required, agency has to provide additional manpower and/or equipment at the rates quoted in the RFP.
20. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the RFP. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
21. In case the agency withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The agency should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original RFP.
22. In exceptional circumstances, the IIMR may request the bidders's consent for an extension of the period of bid validity. A bidder shall however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
23. Anyone or more of the following actions / commissions / omissions are liable to cause summary rejection of RFP:
 - Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
 - Any conditional bid or bid offering rebate.
 - Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
 - Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.
24. **Authority of person signing document:** A person signing the RFP form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMR may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

25. **Access to SITE:** The agency shall allow unhindered access to the IIMR and/or any other party or person, engaged by the IIMR to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the agency.
26. **Safety and Security:** The agency shall abide by the provisions of the safety code framed from time to time by the government.
27. **Work at Risk and Cost:** IIMR reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the agency if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
28. **Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source. Please note that salary including P.F., ESI and other allowances to workers will be made by the Contractor through RTGS/NEFT mode only.
29. **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMR as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days, either party may at his option terminate the contract.
30. **Feedback:** IIMR may ask the agency to submit monthly feedback collected from the users. On the basis of feedback, IIMR may at its own discretion impose financial penalty depending on gravity of the issue and in case of similar repetition IIMR can cancel the contract unilaterally without notice and bank guarantee will be forfeited.
31. IIMR reserves the right to reject the RFP in whole, or in part, without assigning any reasons thereof.
32. IIMR reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the RFP document if it is felt necessary in the benefit of the IIMR.

33. The decision of the Director of IIMR will be final in all respect and will be acceptable to all the RFPers.
34. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

Chief Administrative officer

Annexure-VI

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>.

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-RFP portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user I.D./ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the RFPs published on the site and download the required RFP documents/schedules for the RFPs he/she is interested.
7. After downloading / getting the RFP document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the RFP site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
10. Bidder selects the RFP which he/she is interested in by using the search option & then moves it to the 'my RFPs' folder.

11. From my RFP folder, he selects the RFP to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the RFP schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the RFP documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the RFPs should be less than 2 M.B. If any document is more than 2 M.B., it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per RFP requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the RFP Fee/EMD as specified in the RFP. The original should be posted/couriered/given in person to the RFP Inviting Authority, within the bid submission due date & time for the RFP or as indicated in the RFP. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the RFP Fee/EMD as applicable and enter details of the instruments.
19. The details of the D.D./ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid

document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the RFP requirements.

21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this RFP.
23. The bidders are requested to submit the bids through online e-tendering system to the RFP Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular RFP and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the RFP site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-RFP system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using P.K.! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded RFP documents become readable only after the RFP opening by the authorized bid openers.
28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the RFP document. Parallely for any further queries, the bidders are asked to contact over phone: 0120-4001 002 or send a mail over to cphp-nic@nic.in.

PART-C (FIANCIAL BID EVALUATION)

Name of the Bidder/ Bidding Firm / Company :	
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PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #	
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE WITH GST In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words	
1	2	3	4	5	7	15	17	
1	Consolidate amount							
1.01	Total charges for the review the HR policy of the Institute and suggest modifications for the same as per scope of work and terms & conitions of tendered document.	Charge	1.000	Job		0.00	INR Zero Only	
Total in Figures						0.00	INR Zero Only	
Quoted Rate in Words		INR Zero Only						