GENERAL TERMS AND CONDITIONS OF E-PROCUREMENT

This tender is an E-Tender and is being published online for **supply of Uniform for the year 2027** through e-procurement portal of Government of Kerala (https://www.etenders.kerala.gov.in). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.
The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in

A) Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088, 2577188, 2577388 or 0484-2336006, 2332262 – through email: etendershelp@kerala.gov.in for assistance in this regard.

B) Online Tender Process:

The tender process shall consist of the following stages:

i. **Downloading of tender document**: Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.

ii. **Pre-bid meeting**: NIL

iii. **Publishing of Corrigendum**: All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.

iv. **Bid submission**: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.

v. **Opening of Pre-qualification cum Technical Bid**: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.

vi. **Opening of Financial Bids**: Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

C. DOCUMENTS COMPRISING BID:

(i) The First Stage (Pre-qualification cum Technical Bid Document):

Pre-Qualification cum Technical bid proposal shall contain the scanned copies of the following documents which every bidder has to upload:

Document proof of Eligibility Criteria mentioned in Tender condition.

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload. Hard copies of the above documents shall be submitted to the office of The Pharmaceutical Corporation (I.M.) Kerala Ltd., Kuttanellur, Thrissur.

(ii). The Second Stage (Financial Bid):

The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/variable price quotation will be treated as non-responsive and rejected.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:

i. **State Bank of Travancore (SBT) Internet Banking**: If a bidder has a SBT internet banking account, then, during the online bid submission process, bidder shall select SBT option and then select Internet banking option. The e-Procurement system will re-direct the bidder to SBT"s internet banking page where he can enter his internet banking credentials and transfer the tender document and EMD amount.

ii. **NEFT/RTGS:** If a bidder holds bank account in a different bank, then, during the online bid submission process, bidder shall select NEFT/RTGS option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT/RTGS either by using internet banking of this bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-Procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT/RTGS payment otherwise payment would result in failure in e-Procurement system.

As NEFT/RTGS payment status confirmation is not received bye-Procurement system on a real-time basis, bidders are advised to exercise NEFT/RTGS mode of payment option at least 48 hours prior to the last date and time of bid submission to avoid any payment issues.

NEFT payment should done according to the following guidelines:

i. **Single transaction for remitting Tender document fee and EMD:** Bidder should ensure that tender document fees and EMD are remitted as one single transaction.

ii. **Account number as per Remittance Form only:** Account no. entered during NEFT remittance at any bank counter or during adding beneficiary account in Internet banking site should be the same as it appears in the remittance form generated for that particular bid by the e-Procurement system. Bidder should ensure that tender document fees and EMD are remitted only to the account number given in the Remittance form provided by e-Procurement system for that particular tender.
Bidders must ensure that the banker inputs the Account Number (which is case sensitive) as displayed in the Remittance form. No additional information like bidder name, company name, etc. should have been entered in the account no. column along with account no. for NEFT/RTGS remittance.

iii. **Only NEFT/RTGS Remittance Allowed:** Account to Account transfers, State Bank Group Transfers (GRPT), Payments from NRE Accounts, SWIFT Transfers or Cash payments are not allowed and are treated as invalid mode of payments. Bidder must ensure that the banker does NEFT/RTGS transaction only irrespective of the amount and specially instruct the banks not to convert the payment type to GRPT.

iv. **Amount as per Remittance form**: Bidder should ensure that the amount being remitted is neither less nor higher than the amount shown in remittance form.

v. **UTR Number:** Bidders should ensure that the remittance confirmation (UTR number) received after NEFT/RTGS transfer should be updated as it is, in the e-Procurement system for tracking the payment.

vi. **One Remittance Form per Bidder and per Bid:** The remittance form provided by e-Procurement system shall be valid for that particular bidder and bid and should not be re-used for any other tender or bid or by any other bidder.

Any transaction charges levied while using any of the above modes of online payment has be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing “Success” during bid opening

E) SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, Please visit www.etenders.kerala.gov.in and click "Bidders Manual Kit" link on the home page.

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 the same shall not be available for viewing/ opening during bid opening process

Tenders/bids received online without the preliminary agreement will not be considered and shall be summarily rejected.

Sd/-
Managing Director