



IndianOil

Special Instructions to the Bidder for participating in e-Tender

Indian Oil Corporation Ltd. has developed a secured and user friendly e-Tendering system through National Informatics Center (NIC), which enables Vendors / Bidders to Search, View, Download tenders directly and also enables them to participate & submit online bids on the e-Tendering site <https://iocletenders.nic.in> in a secured and transparent manner maintaining confidentiality and security throughout the tendering process.

Bidders are advised to download Notice Inviting Tender along with other tender documents from the e-Tendering portal <https://iocletenders.nic.in> free of cost using their digital signature & registered user ID. The bids should be submitted online on our e-Tendering portal only. EMD / any other document(s) as per Tender (to be submitted in original) must be submitted before the due date and time failing which the bid shall be summarily rejected.

Vendor should have a legally valid **Class II or above** Digital Certificate as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India (For details regarding Digital Certificate Provider please refer to Point 8 of “Information about DSC” on the home page). All interested bidders are requested to register themselves using the link “**Online Bidder Enrollment**” on the home page and enroll their digital certificate during their first login attempt.

It is advised to take extreme precaution while mapping digital certificate to a particular user profile. Once a digital certificate is enrolled to a user account, it cannot be used for any other registration in the system.

Bidders are requested to read following conditions in conjunctions with various conditions, wherever applicable appearing with this bid invitation for e-Tendering.

The conditions mentioned herein under shall supersede and prevail over the contradicting conditions (if any) mentioned elsewhere in the tender documents.

1.0 Procedure to submit On-line Bids

For this purpose, Vendors/Bidders are advised to read the instructions available in the homepage of the portal where detailed procedure for submission of bids is available under the section “**Bidders Manual Kit**”.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

2.0 System Generated Communication(s)

The alerts / reminders in the form of SMS / e-Mail are sent to bidders by the system at various stages of tender as mentioned below:

- Reminder for Registered Digital Certificate Expiry before 30 days;
- Issuance of Limited Tenders to the selected bidders;
- Change in Password;
- Bids uploaded but 'Freeze' button not clicked;
- On issuance of Corrigendum if the tender is downloaded from DSC Registered Account/ made it favorite;
- Posting of any Techno-Commercial Query by the department;
- Date and Time for Opening of Price Bid to all technically accepted bidders ;
- Intimation and Reminder for Reverse Auction
- AOC to successful bidder(s).

Please note, communication alerts in the form of e-Mail/SMS will be sent to the bidder if and only if

- His/her e-Mail/Mobile No. registered in the portal is correct and latest.

In addition to the above communication, the information is updated in portal under '**Dashboard section**' section of "My Account Menu" like:

- a) Limited Tender(s) to be made as favorite;
- b) TQ/CQ to be responded;
- c) Bids to be frozen; etc.

All bidders must login and visit their DASHBOARD section on regular basis to get the timely updates related to the pending activities as mentioned above at their end to act timely even if they have missed any communication sent to them in the form of e-Mail / SMS by system.

3.0 Tender Search

All tenders available on the website can be searched by using the "Search Active Tenders" menu under Bidder's profile. Use any of the searching criteria to search your tender. For a refined search, enter e-Tender ID under "Tender ID" or enter Work Title under "Work/Item Title" and click Submit. The intended tender(s) should be checked and saved as "Favorite" by



IndianOil

Special Instructions to the Bidder for participating in e-Tender clicking on the check box. The bid submission process will start by clicking the menu “My Tenders”.

4.0 Price Bid

Price Bid (BOQ) as given in the tender must be downloaded and saved at bidders' local PC / Laptop without any change. Bidders shall fill the required details/prices in BOQ, save it and upload the filled-in BOQ in the portal.

5.0 Tampering of Documents

The following shall be considered as Tampering of documents:

- Submission of Scanned copy or Photocopy of Price bid (BOQ);
- Submission of any file other than original Price Bid (BOQ);
- Insertion of additional sheet(s);
- Change in content or context of the original file;
- Protection of Workbook over and above Sheet Protection done by IOCL.

Such bids will be summarily rejected at the time of evaluation.

6.0 Uploading and Confirmation

Bid along with all the copies of documents should be submitted in the electronic form only through Indian Oil e-Tendering system. Bidder has to ensure that their bid submission is complete in all respect by clicking on the ‘**FREEZE BID SUBMISSION**’ button. Any revision or amendment in bid after bid submission shall be possible only up to the due date and time of submission of tender. Bidder in turn will receive an acknowledgement against his/her bid submission. Successful submission of bid can also be verified under “My Bids” section.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

7.0 **In case of Online Earnest Money Deposit (EMD)**

A. Payment of Earnest Money Deposit (EMD)

- (a) The requisite EMD amount be submitted online by using either of the following methods **ONLY**:
- I. Through **“Online Net Banking”** (for stage wise process, please see below)
 - II. Through **“NEFT / RTGS”** (for stage wise process, please see below)
- (b) In case of online payment through Net Banking the bidder should have active bank account with internet banking facility. IOCL e-Tendering portal facilitates online transaction for all major banks.
- (c) The Bank account used by the bidder for submission of EMD should remain available till the complete processing of the tender for refund (if any).
- (d) **Freezing of Bid can be done only after completion of EMD submission process.**

B. Refund of Earnest Money Deposit (EMD)

For detailed process of EMD refund, please refer **“FAQs-IOCL-Online-EMD”** document attached as part of Tender Documents.

8.0 **Process for Online Earnest Money Deposit (EMD)**

A bidder will have to claim exemption on the EMD Exemption screen if:

- Bidder is exempted from paying EMD under the provisions in tender terms and conditions
- Bidder is paying EMD through Bank Guarantee
- Bidder is paying EMD through Swift Transfer
- Bidder is paying partial EMD and claiming exemption for partial EMD amount as per Tender Terms & Conditions

Hence only those bidders will select “No” in EMD exemption screen who are paying 100% EMD and paying it through online modes available in portal i.e. either via Net Banking or via NEFT/RTGS. Steps to claim EMD exemption and make payment are as given below:

1. **Claiming EMD Exemption, (if applicable)** - Bidder to confirm whether he is submitting EMD through Bank Guarantee (BG) or via Swift Transfer (ST) or paying only partial EMD



IndianOil

Special Instructions to the Bidder for participating in e-Tender

amount or if he is exempted from EMD payment. Upon selecting “Yes” for the same, portal will prompt the bidder to upload Exemption document.

If you are paying EMD through Bank Guarantee(BG) / Swift Transfer(ST) or exempted from EMD payment, then select the option **Yes** and provide the details. For submitting EMD through Bank Guarantee/Swift Transfer, select 100% EMD Exemption and upload the copy of BG / ST slip.

Select **No** for proceeding for Online EMD payment.

Are you submitting EMD through BG/ST or Exempted from EMD payment: Yes No

If yes, Provide the exemption type: Percentage Fixed

Percentage/Amount*

Actual EMD amount in ₹ : 6,39,400

Only pdf,jpg files are permitted to upload.

Upload EMD exemption document:*  

Next

2. **Payment Detail and “Confirm to Pay”**- Bidder to check the EMD amount details and subsequently confirm the EMD payable details by clicking on “Confirm To Pay” button as shown below:

Bid Payment Details				
S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid
1	Emd Fee	100.00 (INR)	30.00 (INR)	70.00 (INR)

Portal Alert :

- ⓘ Beyond this stage, you will not be able to edit Fee or Exemption details.
- ⓘ Please confirm that the exemption and amount to be paid are correct.

I hereby confirm that the above payment details are correct.

Back **Confirm to Pay**

Once the bidder clicks on “Confirm to Pay” button in the above screen, EMD details can no longer be changed for the bid.

Also the bidder will be prompted to pay online EMD, along with details of the Date/Time when he has confirmed the EMD details in above page, as shown below:



IndianOil

Special Instructions to the Bidder for participating in e-Tender

Bid Process List		
S.No	Bid Process	Action
1	Profile	

Bid Payment Details					
S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid	Paid Fee
1	Emd Fee	741000.00 (INR)	0.00	741000.00 (INR)	0.00

Note :
● You have clicked on **Confirm to Pay** button on 04-Jun-2019 03:55 PM, hence editing of exemption will not be available.

Online payment option- There are two options i.e. **Online NetBanking** or **NEFT / RTGS** mode.

- a. In case of **Online Net Banking**, bidder must have net-banking user ID and password.
- b. In case of **NEFT / RTGS**, site will generate the Payment Challan, which bidder will submit to his bank in physical form for making payment. After making payment, bidder to update the payment detail on to e-tender portal.

a. **Online Net Banking**

In case Net Banking is selected by clicking on - "*Online Net Banking*", System will take bidder to Payment Gateway site where bidder has to select net-banking bank name, here in the exemple, State Bank of India is selected. Bidder can make payment as any other net-banking payment is being made.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

OnLine Payment Gateway

Organisation Chain : IndianOil Corporation Limited

Tender Title :

Tender Id :

Tender Ref No. :

Total Amount (INR): 10

Net Banking

Online Net Banking

NEFT / RTGS

Back

Submit

Caution for NEFT Remittance:

1. Cash Payment (or) Multiple payments against single Bid (or) Payment through RTGS (or) NEFT Payment through online (or) Tampering the remittance form (or) payment after bid closure date, will lead to rejection of the bid.
2. It is the sole responsibility of the bidder to ensure the amount has been credited to the designated account through NEFT before bid closure date.

OnLine Payment Gateway

Organisation Chain : IndianOil Corporation Limited

Tender Title :

Tender Id :

Tender Ref No. :

Total Amount (INR): 10

Net Banking

Online Net Banking

NEFT / RTGS

Back

Submit

Caution for NEFT Remittance:

1. Cash Payment (or) Multiple payments against single Bid (or) Payment through RTGS (or) NEFT Payment through online (or) Tampering the remittance form (or) payment after bid closure date, will lead to rejection of the bid.
2. It is the sole responsibility of the bidder to ensure the amount has been credited to the designated account through NEFT before bid closure date.



IndianOil

Special Instructions to the Bidder for participating in e-Tender



Pay To : **Indian Oil Corporation Ltd etendering** Amount : **29.00**

Pay By Using: NetBanking

Select Bank and Proceed

Select Bank :

Note : Fields marked as (*) are mandatory. After clicking on the "Pay Now" button you might be taken to your bank's website for 3D secure authentication or OTP authentication. Follow the payment steps as mentioned on the bank's website.

Your transaction is processed through a secure 2048 bit encryption https internet connection based on secure socket layer technology. For security purposes, your following details have been logged.
 IP address 210.212.94.109 and access time Tue Aug 25 12:52:04 IST 2015.

copyright © 2014, Techprocess Payment Services Ltd. All Rights Reserved

OnLine Payment Gateway

Payment Verification

Organisation Chain : IndianOil Corporation Limited

Tender Title :

Tender Id :

Tender Ref No. :

Pay Model : Online Net Banking

✓ Terms And Conditions.

- You are being redirected to the Online Net Banking site.
- You have to complete the transaction with in the session time which is approximately 15 minutes.
- Money once transferred towards tender fee shall not be refunded at any point of time. This is applicable even in case you have not completed the tender process.
- Once payment is successfully completed, you will be automatically redirected back to e-Procurement site.
- It is the responsibility of the Individual to ensure that the payment is successfully completed and eProcurement system is not responsible for any malfunctions in the Bank payment gateway.
- please take print screen for bank acknowledgement page.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

Terms and Conditions For Online Payments

The Terms and Conditions contained herein shall apply to any person ("User") using the services of Indian Oil Corporation Limited, hereinafter referred to as "IOCL", for making Earnest Money Deposit(EMD) payments through an online Payment Gateway Service ("Service") offered by ICICI Bank Ltd. in association with E Tendering Service provider and Payment Gateway Service provider through IOCL's website i.e. <https://iocltenders.gov.in/>. Each User is therefore deemed to have read and accepted these Terms and Conditions.

A. Privacy Policy

IOCL respects and protects the privacy of the individuals that access the information and use the services provided through them. Individually identifiable information about the User is not willfully disclosed to any third party without first receiving the User's permission, as covered in this Privacy Policy.

This Privacy Policy describes IOCL's treatment of personally identifiable information that IOCL collects when the User is on the IOCL's website. The IOCL does not collect any unique information about the User (such as User's name, email address, age, gender etc.) except when you specifically and knowingly provide such information on the Website. Like any business interested in offering the highest quality of service to clients, IOCL may, from time to time, send email to the User and other communication to tell the User about the various services, features, functionality and content offered by IOCL's website or seek voluntary information from the User.

Please be aware, however, that IOCL will release specific personal information about the User if required to do so in the following circumstances:

- in order to comply with any valid legal process such as a search warrant, statute, or court order, or available at time of opening the tender
- if any of User's actions on our website violate the Terms of Service or any of our guidelines for specific services, or
- to protect or defend IOCL's legal rights or property, the IOCL's site, or the Users of the site or;
- d) to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of IOCL's website/offering.

B. General Terms and Conditions For Payment made via Payment Gateway

Once a User has accepted these Terms and Conditions, he/ she may register on IOCL's website and avail the Services.

The transaction charges for conducting the transaction using net banking on IOCL portal will be INR10+app taxes

IOCL's rights, obligations, undertakings shall be subject to the laws in force in India, as well as any directives/ procedures of Government of India, and nothing contained in these Terms and Conditions shall be in derogation of IOCL's right to comply with any law enforcement agencies request or requirements relating to any User's use of the website or information provided to or gathered by IOCL with respect to such use. Each User accepts and agrees that providing of details of his/ her use of the Website to regulators or police or to any other third party in order to resolve disputes or complaints which relate to the Website shall be at the absolute discretion of IOCL.

If any part of these Terms and Conditions are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and

I accept the Terms & Conditions

OK

Payment request is being processed



Transferring data...

Please do not press either of the "Submit", "Back" or "Refresh" buttons.

Processing the transaction usually takes upto 10 seconds. However at times it may take longer than that.

This online payment solution is secured using 2048 bit SSL encryption

This product is completely owned and managed by TechProcess Payment Services Limited.



IndianOil

Special Instructions to the Bidder for participating in e-Tender



Login

25-Aug-2015 [12:56 PM IST]

User Name *

Password *

Enable Virtual Keyboard

Online Virtual Keyboard



[FAQ](#) | [About Phishing](#)



This site uses highly secure 256-bit encryption certified by VeriSign.

Disclaimer: The privacy of contract is between you and the service provider. Bank is only facilitating a payment mechanism and is not responsible for any deficiency in service by the service provider.



- ❖ Mandatory fields are marked with an asterisk (*)
- ❖ Do not provide your username and password anywhere other than in this page
- ❖ Your user name and password are highly confidential. Never part with them. SBI will never ask for this information.

Once, payment is SUCCESSFUL, payment complete message will flash and bidder can freeze the bid.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

Print

Your Online transaction has been completed successfully.

Back

Online Payment Details

Organization Chain : IndianOil Corporation Limited
Tender Reference Number :
Tender Title :

Tender Id :
Bank Name : **ICICI Bank**
Bank Number : 1234
PRN Number : 123456789
Transaction Status : **Success**

Tender Fee (INR): 0.00
Availed Tender Fee Exemption (INR): 0.00
Tender Fee Paid (Tender Fee - Availed Tender Exemption Fee)(INR): 0
EMD Fee (INR): 5,400
Availed EMD Exemption Fee in Percentage : 0
Availed EMD Exemption Fee (INR) : 5,390
EMD Fee Paid (EMD Fee - Availed EMD Exemption Fee) (INR): 10

Total Fee (Tender Fee + EMD Fee To be Paid) (INR): **10**

Click Freeze button to conclude your bid submission process.

Freeze Bid Submission



IndianOil

Special Instructions to the Bidder for participating in e-Tender

b. NEFT / RTGS payment

In case bidder selects payment mode as NEFT / RTGS, a payment challan will be generated for making payment. Bidder to note that they should make NEFT payment atleast two working days in advance to Bid Submission End Date of Tender.

Note:

1. Only after realization of payment at e-Tendering Portal, “Freeze Bid Submission” button shall be enabled and bidder can submit their offer by clicking on “Freeze Bid Submission” button.
2. If the bidder submits bid through claiming “Full Exemption” and uploads NEFT /RTGS payment proof as supporting exemption document for whatsoever reason (e.g. late submission of EMD to bank, wrong account selection etc.), such bids shall be summarily rejected.

OnLine Payment Gateway

Organisation Chain : IndianOil Corporation Limited

Tender Title :

Tender Id :

Tender Ref No. :

Total Amount (INR): 10

Net Banking

Online Net Banking

NEFT / RTGS

Caution for NEFT Remittance:

1. Cash Payment (or) Multiple payments against single Bid (or) Payment through RTGS (or) NEFT Payment through online (or) Tampering the remittance form (or) payment after bid closure date, will lead to rejection of the bid.

2. It is the sole responsibility of the bidder to ensure the amount has been credited to the designated account through NEFT before bid closure date.



IndianOil

Special Instructions to the Bidder for participating in e-Tender



[Download ICICI Bank NEFT/RTGS Form](#)

Organisation Chain : **Pipelines HO||Contracts**
Tender Title : **Online EMD Payment Testing**
Tender Id : 2015_PLHO_20229_2
Tender Ref No. : Online EMD Payment Testing -- COIS
EMD Fee (INR): 30
Total Amount (INR): 30

ICICI Bank Response On Payment Details

Reference No : 30311133518
Amount : 30.00
Bank Reference No : 305
Status : P
Status Description : Pending

Instrument Type : ICICI NEFT/RTGS

UTR Remittance Number *

EMD Fee Amount (INR)*

Issuer Details *

Issued Date *

[← Back](#)



Note:

1. **Success - Payment Status has reached the eprocurement system from Bank.Please proceed bidding.**
2. **Pending - Payment Status has not been reached the eprocurement system from Bank.Please try after some time.**
3. **Failure - Payment Failure, please contact the remitted bank.**

Bidder to download the NEFT Challan to make payment. Sample Challan is shown below.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

NATIONAL ELECTRONIC FUND TRANSFER (NEFT)/ REAL TIME GROSS SETTLEMENT (RTGS)

(To be filled by Applicant in BLOCK LETTERS)

Bank's Copy

Date : 22/07/15

Sr No	Details of Beneficiary	
1	E-Proc Ref No	30311133518
2	Beneficiary Name	IOCL
3	Account No.	IOCL
4	IFSC code	0000104
5	Bank	ICICI Bank
6	Branch	ICICI Bank, CMS M
7	Amount in Rs.	30.00
8	Amount in words	Rupee

SAMPLE

It is advised that all bidder make payment via RTGS/NEFT at least one day before the last day. In case of bidder making payment on the last day and same is not available for the bidder for validation on account of any reason, the bidder or its bank or service provider or payment gateway service provider shall not be held responsible in any manner. In such cases, the bidder shall be liable to pay the amount.

- It is the bidder's responsibility to ensure that RTGS/NEFT payment is made to the exact details as mentioned in the tender. In the event of any discrepancy, payment would not be considered and would not be available for the bidder. (MD)
- Bidder is required to generate separate challan for every tender since details in the challan are unique to tender and bidder combination. Bidder is not supposed to use challan generated in one tender for payment against another tender.
- Under no circumstance, including whether the bidder has made incorrect/incorrect payments or correct payments not validated by the bidder for which tender validity has expired, IOCL Division or its Bank or its service providers are under no obligation to disclose the details of payment made by any bidder.

Remit the amount as per above details, debiting my/our account for the amount of remittance plus Bank charges.

Customer's Signature
Contact Phone No:

FOR BANK'S USE ONLY

Amount in Rupees
Submitted Applications A/c. Date of Transfer
Remittance No.



IndianOil

Special Instructions to the Bidder for participating in e-Tender

Once, payment status is SUCCESS, Transaction completion message will flash and bidder can freeze the bid. Here it is showing as 'Paid -Subject to Bank Clearance', status will change to Success on next day.

Print

Your Online transaction has been completed successfully.

Back

Online Payment Details

Organization Chain : **Pipelines HO||Contracts**
Tender Reference Number : **Online EMD Payment Testing -- COIS**
Tender Title : **Online EMD Payment Testing**
Tender Id : **2015_PLHO_20229_2**
Bank Name : **00031020004581**
Bank Number : **N203150083143537**
Ref Number : **30311133518**
PRN Number : **30311133518**

Transaction Status : **Paid - Subject to Bank Clearance**

Tender Fee (INR): 0.00
Availed Tender Fee Exemption (INR): 0.00
Tender Fee Paid (Tender Fee - Availed Tender Exemption Fee) (INR): 0
EMD Fee (INR): 30
Availed EMD Exemption Fee in Percentage : 0
Availed EMD Exemption Fee (INR) : 0.00
EMD Fee Paid (EMD Fee - Availed EMD Exemption Fee) (INR): 30

Total Fee (Tender Fee + EMD Fee To be Paid) (INR): **30**

Click Freeze button to conclude your bid submission process.

Freeze Bid Submission



IndianOil

Special Instructions to the Bidder for participating in e-Tender

9.0 Help Desk

A. Helpdesk Nos. for portal related issues:

Bidders may contact the following resource persons for any assistance required in this regard.

Mr. Ravi	Kolkata	+91-8981665512	Mr. Deepak	Mumbai	+91-9820177883
Mr. Shashi	Noida	+91-8130634323	Mr. Nitish	Gurugram	+91-124-2861317 (3 Lines)
Mr. Sawan	New Delhi	+91-8130269544	Ms. Anamika		
Mr. Vinayak	Mumbai	+91-22-26722904	Mr. Ankit		

Mumbai HelpDesk Tel. No. : +91-22-26447708

HelpDesk Email ID : ethdmkhonic@indianoil.in
etenderinghelpdesk@indianoil.in
mkteroetenderhd@indianoil.in

Business Hours: Mon - Fri, 09:00 to 16:00 Hrs India Time (IST) (GMT + 5:30 Hrs)

B. HelpDesk Nos. for Payment Gateway (PG) and EMD Refunds related issues:

Levels	Name	Email ID	Contact No.
Level 1	Prajakta Thakur	instantpay@techprocess.co.in	+91-22-67664402
	Vijaya Dubey		+91-22-67247353
	Vishal Raja		+91-22-67247352
Level 2	Latha Balraj	latha.Balraj@techprocess.co.in	+91-22-67664407
Level 3	Elton Dcosta	elton.dcosta@techprocess.co.in	+91-22-67664401
			+91-9820174940



IndianOil

Special Instructions to the Bidder for participating in e-Tender

C. HelpDesk Nos. for RTGS/NEFT transactions related issues:

Levels	Name	Email ID	Contact No.
Helpdesk	Nikhilesh Prasad	nikhilesh.prasad@icicibank.com	022-61376644
	Ankush Patil	patil.ankush@icicibank.com	022-61376652
Level 1	Rupali More	rupali.more@icicibank.com	022-61376740
Level 2	Nitin Dedhia	nitin.dedhia@icicibank.com	022-61376752
Level 3	Sudha Alwyn	sudha.alwyn@icicibank.com	022-61376630

10.0 Special Note

- Bids can only be submitted / resubmitted before the last (and extended last) date and time of submission as per tender.
- The system time (IST) displayed on e-Tendering web page shall be considered as the reference time for all transactions and no other time shall be taken into cognizance.
- Bidders are advised in their own interest to ensure that bids are uploaded and submitted successfully in e-Tendering system well before the closing date and time of bid.
- No physical bid shall be accepted except the documents as specified in tender.
- IndianOil does not take any responsibility in case bidder fails to upload the documents in the portal within specified time.
- Bidders are requested to provide correct/latest “e-Mail address” and “Mobile No.” for receiving updates related to e-tender from time to time.

for and on behalf,

Tender Inviting Authority,

Indian Oil Corporation Limited