



**Kerala Co-operative Milk Marketing Federation Limited**  
Milma Bhavan, Pattom Palace (PO), Thiruvananthapuram – 695 004, Kerala  
**Ph: 0471 – 2786428,406 [www.milma.com](http://www.milma.com); E-mail: [hr@milma.com](mailto:hr@milma.com)**

TENDER REF No. PER/25/84/2022-23  
**TENDER DOCUMENT FOR SECURITY CONTRACT SERVICE**





## BID FORM

	Registered name of bidder	
2	Address	Office Address:
3	Telephone	Land Phone : Mobile : E mail : Fax :





**Kerala Co-operative Milk Marketing Federation Limited**  
Milma Bhavan, Pattom Palace (PO), Thiruvananthapuram – 695 004, Kerala,  
**Ph: 0471 – 2786428,406 [www.milma.com](http://www.milma.com); E-mail: [hr@milma.com](mailto:hr@milma.com)**

**E-TENDER NOTICE**

1. Kerala Co-Operative Milk Marketing Federation Ltd. (KCMMF Ltd.) invites competitive offers from reputed and licensed security service providers for undertaking the security arrangements **on piece rate, principal to principal, independent labour contract basis** in the various units of KCMMF Ltd. The security guards should be well-trained and experienced preferably with prior experience in the Indian Armed Forces (ex-servicemen) for carrying out security duties. The contract will be for a period with effect **from 00.00 hrs of 01.04.2022 till 24.00 hrs of 31.03.2023** which may be extended for another period of one year as per the terms and conditions attached with this notification. Interested eligible Bidders may obtain further information from the Head Office of the Kerala Co-operative Milk Marketing Federation Ltd, Pattom Palace (PO), Thiruvananthapuram.
2. The bid shall be submitted in two cover system consisting of technical bid and price bid. The price bid of those who qualify in the technical bid only will be opened.
3. Detailed terms and conditions are contained in the bidding document of the above work which is uploaded in the Kerala Government e-portal [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)

- |                                |   |
|--------------------------------|---|
| a. Tender reference No         | : No. PER/25/84/2022-23   |
| b. Estimated cost              | : Rs. 70 Lakhs for 12 months  |
| c. Tender download             | : Can be downloaded from the Website <a href="http://www.etenders.kerala.gov.in">www.etenders.kerala.gov.in</a> |
| d. EMD                         | : Rs.70,000 (Seventy Thousand only)   |
| e. Cost of tender form         | : Rs.1,180.00 (Inclusive of GST)  |
| f. Documents publish date      | : 17.01.2022, 02.00 pm.   |
| g. Bid submission closing date | : 31.01.2022, 05.00 pm.   |
| h. Bid opening                 | : 02.02.2022, 11.00 am.   |
| i. Bid validity                | : 105 days from 02.02.2022  |

Thiruvananthapuram  
15.01.2022



Sd/-  
MANAGING DIRECTOR



**Kerala Co-operative Milk Marketing Federation Limited**

Milma Bhavan, Pattom Palace (PO), Thiruvananthapuram – 695 004, Kerala  
**Ph: 0471 – 2786428,406 [www.milma.com](http://www.milma.com); E-mail: [hr@milma.com](mailto:hr@milma.com)**

**TERMS AND CONDITIONS OF CONTRACT FOR SECURITY SERVICE PROVIDERS**

**1. ELIGIBILITY CRITERIA**

- a) The security contract agency should have necessary licence from the competent authority (District Labour Officer – Enforcement) under the Contract Labour (Regulation and Abolition) Act 1970 to provide services of security guards on contract basis and shall be uploaded with the tender.
- b) The security contract agency should have valid EPF registration, ESI registration, GST registration and independent EPF and ESI code numbers and shall be uploaded with the tender.
- c) The security contract agency should have PAN number of Income Tax Department and latest income tax clearance certificate and shall be uploaded with the tender.
- d) The Security contract agency should also have private security agency licence issued by the Home Department of the Govt. of Kerala. In case the security licence is yet to be issued, a copy of the acknowledgement of receipt of application submitted to the Home Department should be uploaded along with the tender.
- e) The Security Contract Agency should have at least five years' of experience in the field in providing Security service on contract basis in reputed organisations/ institutions and the proof of the same (experience certificate) shall be uploaded with the tender.
- f) As on 31.12.2021, the Agency should have minimum of 30 Security Guards deployed in various organisations of repute and the list of the organizations shall be uploaded with the tender.
- g) The bidder's annual financial turnover in the same name and style during the last three years shall not be less than Rs.1 crore and the proof of the financial turnover of the last three years (audited profit & loss statement or IT return) shall be uploaded along with the tender.
- h) Proof of the above eligibility criteria shall be uploaded along with the tender, failure of which will lead to disqualification of the tenderer.

**One hard copy of whole other important documents (OID) uploaded by the bidder along with the tender document (except price bid) duly signed and sealed shall be sent to this office by courier/registered post/by hand before the opening date of the tender.**



## **2. DOCUMENTS**

The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted shall be established to the KCMMF's satisfaction. To this end, all bids submitted shall include the following information.

- a) Documents to prove five years experience in the field in providing Security service on contract basis in reputed organizations / institutions.
- b) License from the District Labour Officer – Enforcement under the Contract Labour (Regulation and Abolition) Act 1970 to provide services of security guards on contract basis.
- c) Private security agency license issued by the Home Department of the Govt. of Kerala. (In case the security license is yet to be issued, a copy of the acknowledgement of receipt of application submitted to the Home Department should be produced).
- d) EPF, ESI, GST registration certificates.
- e) Signed copy of latest Income Tax Acknowledgment and PAN card.
- f) Chartered Accountant Certified Statement of Last Three Financial year's Revenue from Security Operations and Certified P&L statement for the last three financial years. (FY 2020-21, FY 2019-20, FY 2018-19)

## **3. DISQUALIFICATIONS**

- a) Those Security service contractors / Agencies who were awarded the security contract by KCMMF Ltd. during previous years and who were unable to operate the contract successfully and those who have been black listed are not eligible for being awarded this contract.
- b) Those Security service contractors/ Agencies who do not submit along with the tender, copies of documents to prove experience, possession of registrations / licenses / PAN number / Licence from Home Department / Acknowledgement given by the Home Department for licence application etc mentioned in Sl. No.2 above, are not eligible for being awarded this contract. However, if the contractor does not have the licence from the competent authority (District Labour Officer – Enforcement) under the Contract Labour (Regulation and Abolition) Act 1970, he should produce the same within three months of award of contract.
- c) The tender should be submitted for providing security service to all units specified in Clause 5 of this document and any offer not covering all the units will be summarily rejected.

## **4. SCOPE OF SERVICES**

The Security Contract Agency shall be completely responsible for protecting the properties, assets and interests of KCMMF Ltd. For this purpose, the Security Contract Agency will carry out the following activities/functions.

- a. Checking and verifying all incoming and outgoing vehicles to /from the company and control its movements within the campus.



- b. Recording details of all incoming and outgoing vehicles, visitors in the Inward/Outward Registers/Computer and provide guidance to them.
- c. Ensuring compliance of punching system by the employees and recording of in/out movement of employees/officers in the register kept for the purpose.
- d. Verification and confirmation of the despatch of all products of the company in person at the despatch dock itself. Any discrepancies noticed should be referred to responsible Milma officers and got corrected then and there. It should then be reported in writing to the Head Guard who will report the matter to the Head of Unit with his remarks.
- e. Verification and confirmation of the stock/account of outgoing and incoming containers (viz. Milk cans, Milk trays etc.) then and there and maintenance of its register/computerised accounts and submission of report on discrepancies then and there to the Head of production department in Dairy Units.
- f. Preparation and up-to-date maintenance of all registers and submission of reports to unit heads/authorised officer directly.
- g. Handling of the operator console of the telephone/ communication system in exigencies/as per requirement and answering outside calls in a positive manner after referring to Milma Officials wherever required.
- h. Recording and monitoring of details of all outgoing and incoming articles of the Union by employing proper systems.
- i. Carrying out watch and ward functions on the premises of the Units.
- j. Keeping the factory and / or office premises under lock and key after factory/office hours.
- k. Confirmation and re-verification of the despatched vehicles at the Gate to confirm the item and quantity despatched. The Head Guard should re - verify at least 7 vehicles in a week and shall record the matter in a separate register.
- l. Internal investigation of thefts, pilferages, etc and acting as Management Witness in case of legal issues arising out of security related matters.
- m. Prevention of entry of persons in an intoxicated condition into the dairy/Cattle Feed Plant/Office compound by using alcohol detectors or otherwise.
- n. Ensure all Covid- 19 pandemic protocols declared by Government/Concerned authorities from time to time are followed in the premises.
- o. Any other duty and responsibility entrusted to them by Unit Head/authorized officer.

##### **5. UNITS AT WHICH SECURITY SERVICES TO BE PROVIDED**

The Security Contract Agency has to undertake the security arrangements in the following Units of KCMMF Ltd as scheduled below:



	Name and Address of Unit	No. of 8 hours duties and off duties per day				Duty timings
		Head Guard		Security Guard		
		On duty	Off duty	On duty	Off duty	
1	KCMMF Head Office, Milma Bhavan, Pattom P O, Trivandrum-695004	0	0	6	0.50	6 duties- round the clock
2	Central Products Dairy, KCMMF Ltd, Punnapra PO, Alappuzha-688004	1	0.167	9	1.50	6 duties – round the clock 1 duty – 6 AM to 2 PM 1 duty – 2 PM to 10 PM 1duty – 9 AM to 5 PM 1 duty – 9 AM to 5 PM (Head Guard)
3	Cattle Feed Plant, Pattanakkad, KCMMF LTD, Pattanakkad, Alappuzha-688531	1	0	6	1.00	6 duties – round the clock 1 duty – 9 AM to 5 PM Head Guard in day shift on all week days (i.e. Monday to Saturday)
4	Cattle Feed Plant,, Malampuzha, KCMMF Ltd, Malampuzha, Palakkad-678651	1	0	6	1.00	6 duties – round the clock 1 duty – 9AM to 5 PM Head Guard in day shift on all week days (i.e. Monday to Saturday)
TOTAL		3	0.167	27	4.50	

The existing numbers of 8 hrs duty points for Security Head Guards / Security Guards are indicated in the above table. There can be small variation in number of duty points based on actual requirement of Organisation.

In the Units (Sl.No.2, 3 and 4), the requirement of security personnel shown above is including a Head Guard, who should be positioned in the Time House/Time Office. In additions to his functions in the Time House, he should supervise the functions of his junior staff. In other Units, only security guards need to be deployed. Whenever an additional requirement arises in any units other than mentioned in the above table, Security agency is liable to supply the security guards/Head guard at the contracted rate.

Note: There may be small changes in the units, based on opening of new units or closing of existing units as and when decided by the Management.

## **6. ADHERANCE TO FOOD SAFETY NORMS**

Since CPD, Alappuzha under KCMMF Ltd is adhering to food safety norms prescribed under the Food Safety and Standards Act 2006 and Food Safety Management System, the security guards engaged by the security contract



agency have to undergo the routine medical examinations conducted by the dairy. The expense for the same will be deducted from the Security Bill of the concerned month. The security contractor shall replace any security guard who is found not meeting the medical standards prescribed.

## **7. WORKING HOURS & PLACE**

Security contract agency shall provide security arrangements for all the 24 hours of the day or as per the requirement of the company with a batch of guards and one Head guard for each Units viz. CPD – Alappuzha, CFP – Pattanakkad, CFP – Malampuzha or as per instructions, given by the respective Unit Heads of KCMMF Ltd. The working schedule of the security personnel will be 8 hours a day. The Security Contract Agency shall provide properly trained Security personnel, and all of them should be preferably ex-servicemen with at least five years' experience in Military Service. The guards assigned shall be able-bodied persons with unblemished and creditable record of service. Necessary records should be produced / maintained by Security Contract Agency for verification of details of each guard so posted. The Security Guards so engaged should have adequate knowledge to deal with his job requirements. They should have at least matriculation qualification with basic knowledge of computer operation so as to enable them to maintain the computerised records.

## **8. UNIFORMS AND EQUIPMENTS**

The Security Contract Agency shall be entirely responsible for supply of uniforms, raincoats, boots, umbrella, torches, cells and other kit (as required) in respect of the security personnel deployed and KCMMF Ltd shall have no responsibilities what so ever to meet the cost of any such article or make any related arrangements . Uniform and other wearable should be properly worn by the deployed personnel. No comprise with regard to the personnel hygiene of the staff deployed.

## **9. REMUNERATION AND OTHER STATUTORY OBLIGATIONS**

- a) The wages (Basic Pay+ DA+ Other Allowances) paid by the Security Contract Agency to his / her employees should be in accordance with the Minimum Wages Act (Notification G.O (P)/No.38/2017/LBR dated 09/05/2017) and the rate quoted should comply with the statutory payments including Minimum Wages.



The details are as follows:

Category	Basic Pay	DA (CPI as on Nov 2021)	EPF of (BP+DA) at 13% subject to a wage limit of Rs.15000/-	Uniform allowance	Washing allowance	ESI at 3.25% subject to a wage limit of Rs.21000/-	Total wages
				$(D) = (10\% * A) / 12$		$(F) = (A+B) * 3.25\%$	
Head guard	12230	3484	1950	101.92	100	510.71	18376.62
Security guard	10170	3484	1950	84.75	100	443.76	16232.51

Category	Wages	Required no of 8 hours duty per day including off duty	Monthly minimum amount to be paid per person to the security agency by KCMMF Ltd for 8 hours duty (in Rs)
	G	H	$I = G * H$
Head guard	18376.62	3.167	58198.76
Security guard	16232.51	31.5	511323.91
Night duty allowance for two duties each for 4 units at Rs 20/- for 30 days $(4 * 20 * 30 * 2)$			4800.00
Total minimum wages including all statutory payments excluding GST			574322.82

- This rate will be applicable for off day reliever also. The Security Contract Agency shall be liable to revise the wages (Basic + DA) as and when the revision in Minimum Wages under the Minimum Wages Act or revision in DA.
- The Security Contract Agency shall also remit the employer's contribution of EPF and ESI and EPF administration charges and any other statutory payment of the Security Guards/Head Guards to the concerned authorities under the various Acts or statutes mentioned below.
- Security Contract Agency should have permanent E.P.F. Code, E.S.I Code etc, and KCMMF Ltd. shall have no liability whatsoever arising under Workmen's Compensation Act or any of the statutes under the Act and there shall be no employer-employee relationship between KCMMF Ltd. and the security personnel engaged by the Security Contract Agency in the premises of various units of KCMMF Ltd. Provided, however in case of any default of any payments arising under the EPF, ESI, Workmen's Compensation Acts or any other Act, and if KCMMF Ltd. is called upon to pay any amount due under the said Acts, the Security Contract Agency



shall reimburse that amount so expended by KCMMF Ltd without demur or the same shall be recovered from any amount payable to the Security Contract Agency. The Security Contract Agency shall arrange coverage of security personnel under WCCP policy in the non-implemented areas under the ESI Act.

- e) Monthly payments will be released in full only after producing following documents before the Unit Heads concerned in respect of payment of wages and remittance of ESI/EPF contribution etc by the Security Contract Agency in respect of his security personnel deployed in KCMMF Ltd. Till that time, the amount equivalent to the wages/contribution to EPF/ESI will be retained (both employer and employee contribution) by the Unit Heads. KCMMF Ltd shall not be responsible for maintaining statutory records and registers, furnishing statutory returns etc with regard to the employees of the Security Contract Agency. The above activities will be the responsibility of the Security Contract Agency.
- i. Invoice of the respective month with PAN, GST No., No. of Shift, period, rate, total amount. GST will be paid on reverse charge basis. Hence no need to add GST amount in the invoice.
  - ii. ECR statement of the respective previous month.
  - iii. EPF Challan of the respective previous month.
  - iv. EPF payment confirmation slips of the respective previous month.
  - v. Details of employees in ESI with the uploaded challan details
  - vi. Payment confirmation from ESI portal of the respective previous month.
  - vii. Self-declaration of salary dispensing details with breakup of salary in the letter head of the agency (Name of the employee, Designation, Gross Salary, Deduction (item wise), Net payable).
  - viii. Bank statement of the agency with the salary dispensing details.

The security contractor hereby undertakes to indemnify the Union against all claims which may arise under the under noted Acts:

- a) The Minimum Wages Act 1948
- b) The Workmen's Compensation Act 1923
- c) The Payment of Wages Act 1963
- d) The Payment of Bonus Act 1965
- e) The Contractor Labour (Regulation and Abolition) Act 1970
- f) Employees Pension Scheme 1995
- g) Inter State Migrant (Regulation of employment and condition of service) Act 1979
- h) The Employees Provident Fund and miscellaneous provisions Act 1952
- i) The ESI Act of 1948
- j) The Goods and Service Tax Act 2017
- k) Any other Act or statute not herein above specifically mentioned but having bearing over engagement of workers directly or indirectly for execution of work.



## **10. DEPLOYMENT OF SECURITY GUARDS & REPLACEMENT**

Any security guard falling sick or proceeding on leave will be immediately replaced by Security Contract Agency at no additional expense to KCMMF Ltd. On occasions when due to paucity of men, it is not immediately possible to provide a suitable relief for an absentee/absentees, Security Contract Agency will see to it that no post is left unmanned and that the remaining security personnel will perform extra duties on over time basis, the cost of which will be borne by the Security Contract Agency. Further, if the performance of a security guard provided is not satisfactory (as determined by the unit head concerned), then he has to be replaced by the Security Contract Agency, then and there. Though the Security Guards may be allowed to do some extra duty including leave/off duty, the Security Contract Agency shall ensure that the number of security staff is not less than 2/3 of the number of 8- hour duties. The Security guards shall not to be more than 65 years of age as per the Private Security Agencies (Regulation) Act, 2005. Preferable age group shall be 30 – 50 years.

## **11. TRAINING**

The new security guards engaged by the contractor shall undergo training, prior to their engagement date, in the units in which they are proposed to be engaged. The training will be for two days and the wages of the guards during these two days of training shall be borne by the contractor.

## **12. THEFT**

In case of any theft of the KCMMF's property or damage to the same during the tenure of the Security Contract Agency, KCMMF Ltd. will file a case with the police and the Security Contract Agency shall undertake to depute their investigators to conduct a preliminary enquiry and will submit their report on the findings and follow up the case with the police. In such cases the security contractor will also be liable to pay to the KCMMF Ltd a penalty amount as fixed by the Unit Heads/Managing Director.

## **13. ROTATIONS**

The guards will be rotated after every six months or as per the directions of the Unit Head/ KCMMF Ltd. at the expense of Security Contract Agency.

## **14. WITHDRAWAL OF PERSONNEL**

Security Contract Agency should withdraw their men immediately on termination of the contract or otherwise on the instructions of KCMMF Ltd.



Whenever any misconduct is noticed on the part of the personnel engaged by Security Contract Agency, then the same on report by KCMMF Ltd. shall be looked into and appropriate disciplinary action shall be taken by the Security Contract Agency and if necessary such person shall be replaced by a suitable hand.

#### **15. MODE OF PAYMENT**

Monthly payment pertaining to the contract will be made by cheque or through online transfer on every 10<sup>th</sup> day of the succeeding month, on submission of the bills along with the copies of the wage register and the PF and ESI remittance challans of the preceding month to the respective Unit Heads. The bills with all necessary enclosures should be submitted to the Unit Heads by the Security Contract Agency before the 5<sup>th</sup> day of the succeeding month. TDS if applicable will be deducted from the monthly bill amount. In case of any violation in the tender conditions, the bill amount will not be released.

#### **16. PERIOD OF VALIDITY OF THE CONTRACT**

The security service contract will be valid for a period **from 00.00 hrs of 01.04.2022 till 24.00 hrs of 31.03.2023**. If the contractor tends to withdraw from the contract before maturity period, KCMMF Ltd. shall have the right to make alternative arrangements and the additional loss if any, thereby incurred by the Unit for the completion of the contract period shall be recovered from the contractor. If the contractor is not fulfilling any of the terms and conditions of Work order/Agreement, KCMMF Ltd has the right to terminate the contract without prior notice. KCMMF Ltd reserves the right to extend the contract for a period of one year if the performance and service is found satisfactory from the date of expiry of the contract and the security contract agency shall undertake the contract during the extended period on the same rate, terms and conditions of the initial work order/agreement.

#### **17. AGREEMENT**

The successful bidder will have to execute an agreement in Rs.200/- non-judicial stamp paper stipulating all terms and conditions with the Managing Director, KCMMF Ltd.

#### **18. DEPOSIT**

The Security Contract Agency has to deposit an amount of Rs.3,50,000.00 (Rupees Three Lakhs Fifty Thousand Only) towards security deposit for the due fulfillment of the obligations of the agency under the contract. The



due fulfillment of the obligations of the agency under the contract. The deposit shall be made within 7 days of issue of the work order and the payment for the same shall be made in the form of demand draft drawn in favour of the Managing Director, KCMMF Ltd payable at Thiruvananthapuram or in the form of Fixed Deposit in the joint name of the Managing Director, KCMMF Ltd first and the Security Contract Agency name in the second. The original receipt of the Fixed Deposit shall be submitted to the Managing Director, KCMMF Ltd. duly discharged by Security Contract Agency. The security deposit in the form of demand draft will not carry any interest. The Security Deposit will be forfeited in favour of KCMMF Ltd. in case of any violation of the terms and conditions or abandoning of the contract as per clause-16 above.

### **19. IDENTITY**

The Security Contract Agency shall provide in writing the name and address of all the security guards posted in a Unit, to the Unit Head concerned, as and when such security guards join duty. The Security Contract Agency shall also provide Identity Cards to the security guards engaged by him. The security guards shall exhibit name tags on their shirt for identification of the person.

### **20. INSPECTION**

The Security Contract Agency shall arrange for periodical surprise inspection of functioning of the security personnel by higher officials to ensure sustained efficiency and where necessary prompt remedial measures for improving the security services shall be made by him. An inspection report shall be submitted to the Managing Director by the security contract agency once in every two months.

### **21. GENERAL CONDUCT**

The Security Contract Agency shall ensure that the security personnel shall not befriend the employees of KCMMF Ltd/employees of the KCMMF's contractors or the contractors themselves. The Security Contract Agency and the security guards shall not involve themselves in any activity prejudicial to the interest of KCMMF Ltd. Close relatives of employees of KCMMF Ltd. or the contractors of the KCMMF or the employees of contractors of the KCMMF shall not be engaged as Security Staff. The security staff shall not:

- a. Accept illegal gratifications or gifts from either the employees of the KCMMF Ltd or contractors engaged by the KCMMF Ltd or employees of contractors.
- b. Indulge in trading or money lending within the KCMMF's Campus.
- c. Indulge in intoxication or be in possession of narcotic drugs.



- d. Engage in idle gossip while on duty.
- e. Cooking in the security cabin or any other place inside the premises of the Units/Offices is strictly prohibited.

## **22. COVID -19 PROTOCOLS**

The security personnel engaged shall follow the Covid-19 protocol measures as declared by the concerned departments from time to time and shall be vaccinated.

## **23. MODIFICATION OF TERMS AND CONDITIONS**

KCMMF Ltd. and the Security Contract Agency shall be at liberty to add, delete or amend any of the terms and conditions contained above by mutual consent.

## **23. JURISDICTION**

In case of dispute or litigation, the jurisdiction for the same will be Thiruvananthapuram.

**DATE: 15.01.2022**

Sd/-  
**MANAGING DIRECTOR**





**Kerala Co-operative Milk Marketing Federation Limited**

Milma Bhavan, Pattom Palace (PO), Thiruvananthapuram – 695 004, Kerala,  
**Ph: 0471 – 2786428,406 [www.milma.com](http://www.milma.com); E-mail: [hr@milma.com](mailto:hr@milma.com)**

**TERMS AND CONDITIONS FOR E-TENDER**

This tender is an e-tender and is being published online for providing security contract services in various units of KCMMF Ltd **on piece rate, principal to principal, independent labour contract basis**. The tender is invited in two-cover system from the registered and eligible firms 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 time line is available in the critical date section of this tender published in [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in).

**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](http://www.cca.gov.in). Once, the DSC is obtained, bidders have to register on [www.etenders.kerala.gov.in](http://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](mailto:etendershelp@kerala.gov.in) for assistance in this regard.

**A. 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](http://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**
- iii. **Publishing of Corrigendum:** All corrigendum shall be published on [www.etenders.kerala.gov.in](http://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](http://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 Technical Bid and Bidder short-listing:**  
The technical bids will be opened, evaluated and short listed 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 short listed 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.

**B. Documents Comprising Bid:**

i. **The First Stage (Pre-Qualification or Technical Cover based on 1 cover or 2 cover tender system):**

Pre-Qualification or technical proposal shall contain the scanned copies of the documents mentioned in the tender notice, which every bidder has to upload:

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

ii. **The Second Stage (Financial Cover or as per tender cover system):**

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.

**C. Tender Document Fees and Earnest Money Deposit (EMD)**

The Bidder shall pay a tender document fee and Earnest Money Deposit or Bid Security. The Bid security is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.



## STEPS FOR MAKING TENDER PAYMENTS IN ETENDER SYSTEM VIA SBI MOPS GATEWAY

### **(SBI AND NON-SBI ACCOUNT HOLDERS)**

**Step 1)** Click "**Pay Online**" when you reach Online Bid Submission.

**Step 2)** Click "**Confirm to Pay**" to proceed with the payment gateway.

*Note: Please ensure that you have availed Tender Fee / EMD Exemption, if eligible. Further, there would not be any provision to change back, under any circumstances.*

**Step 3)** Verify that the Tender fee and EMD shown are correct, as per tender document. Then, select the payment option SBI MOPS and Submit.

*Note: In case of any mismatch in tender payments, with reference to tender documents, please contact TIA for clarifications.*

**Step 4) Check and Follow the Terms and Conditions, and then Submit,**

**Step 5)** Bidders may choose their respective bank for accessing Internet Banking Facility.

### **SBI ACCOUNT HOLDERS**

- i. Bidders with SBI account may click SBI option to proceed to its Net Banking Page
- ii. Bidders may enter SBI Net banking user ID and Password and Click on **Login** to proceed.
- iii. **Please ensure that your account has sufficient balance**, before proceeding further. After checking the same, Click **Confirm** button to transfer payment. After account debit, MOPS gateway will automatically re-direct to the e-Procurement System, with the Success transaction.
- iv. You will receive bank response immediately by verifying the payment status, whether **Success** or not. **In case, payment was debited from account and further, Payment Failure** is shown, immediately contact the e-Procurement helpdesk, for resolution, **before tender closing time**.
- v. Click **next** to go to Bid Preparation details.
- vi. Please ensure that the **Pay Online** option is not shown after successful payment, as below, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

### **OTHER BANKS:**

- a) Bidders with other bank account may click **Other Banks** option to proceed to SBI Net Banking Page



- b) You may select the appropriate Bank from selection page. As an example, steps are given below, proceeding with ICICI Bank in the provided dropdown box of All Banks, as an example.
- c) After selecting ICICI Retail Banking, Click **Make Payment** Button to proceed to its internet banking page. Further steps may depend on the Bank Procedure.
- d) After, successful payment, system will direct you to payment confirmation page.
- e) You will receive bank response immediately by verifying the payment status, whether Success or not. In case, payment was debited from account and further, Payment Failure is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing time.
- f) Click **next** to go to Bid Preparation details.
- g) Please ensure that the Pay Online option is not shown after successful payment, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

For any clarifications regarding above payment process or related issues in Kerala e-Procurement System, please reach KSITM e-Procurement Helpdesks via below details: (On all Government working days from 10:00 am to 5:30 pm)

#### **D. 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](http://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](http://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.

**DATE: 15.01.2022**

Sd/-  
**MANAGING DIRECTOR**

