

Do's and Dont's for Bidders

S. No.	Scenario	Do's	Don'ts
1.	When bidder makes payment through NEFT/RTGS	<ul style="list-style-type: none"> • It is suggested that all the bidders making payment via RTGS/NEFT are required to make the payment at least one day in advance to the last day of Bid Submission as certain amount of time is required for settlement, after the payment is made, and to avoid any technical issues in the last minute. • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan. The bidder will not be able to get a successful response, if the following fields are not entered or wrongly entered: <ol style="list-style-type: none"> 1) Beneficiary Name: 2) Account no: 3) IFSC Code: 4) Amount: 5) Bank: 6) Branch: • The bidder may note that the Account number field in the challan will be alpha numeric with the first four characters in alphabets and balance being numeric. For example, WBDP104. The bidder has to take due care to ensure that the alphabetic and numeric part of the account number is filled exactly as given in the challan. • Bidder has to make only single payment against a challan as 	<ul style="list-style-type: none"> • Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. There are chances that the amount will get transferred to a wrong account and the bidder will not get a success response for the transaction even if the amount has been debited from his account. The bidder should therefore take extreme care while filling the details before making the payment. • Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination. • Bidder must not make multiple or split payments against a particular challan. Any split payment or lower amount paid against the EMD amount displayed in the challan will be refunded back to the bidder. • Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder. • The bidders are advised not to wait till the last minute or

		<p>per the amount mentioned in the challan. In case of pending response for the transactions even after 3 hours of making the payment during normal working hours, the bidder may check with the bank's help desk on status of the transaction.</p> <ul style="list-style-type: none"> • In case of any query on status of the transaction, the bidder will have to quote the Account number as given in the challan along with the Unique Reference Number (URN) as generated by the bidder's bank after initiating the RTGS/NEFT transaction to the Helpdesk. The bidder may also note the exact time at which the bidder had initiated the transaction and quote the same to the Bank Helpdesk official. • The bidders are advised to make the payment of exact amount as given in the challan. In case the bidder makes a payment lower than the amount mentioned in the challan, the bidder will not receive a success response for the payment made. If the bidder makes a payment higher than the amount mentioned in the challan, the bidder will get a success response if all the other parameters are correct. But, the bidder will have to wait till tender opening to get refund of the excess amount paid. • The bidder will have to generate a new challan whenever the bidder is attempting to make payment for a new tender. 	<p>last day of bid submission to initiate the EMD payment. The bidder may end up not being able to submit the bid in case of some technical issue or delay in settlement, etc, if the payment is made on the final day fixed by the Department for tender submission</p>
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2.	<p>When bidder makes payment through Payment gateway/Internet banking</p>	<ul style="list-style-type: none"> • In case status of the transaction is pending after the bidder has executed the transaction and his account has been debited through internet banking, the amount will get refunded back to the bidder within approximately 3 working days. • If the bidder has not received success status after completing the transaction due to any technical issues, the bidder may wait a while and re-attempt another transaction through Internet banking or RTGS-NEFT. It may be noted that as soon as the bidder attempts a new transaction, the existing transaction will become invalid. 	<ul style="list-style-type: none"> • The bidder is advised to wait a while after completing the transaction in case of a delay in success response. The bidder should not click on refresh button after doing the transaction in case of delay in response.
3.	<p>If the bidder wants to change the mode of transaction from Internet banking to NEFT/RTGS or vice versa</p>	<ul style="list-style-type: none"> • The bidder may change the mode of payment from Internet banking to RTGS/NEFT or vice versa, if the bidder is not able to get a success response for the transaction done. • As the bidder has the liberty to change the mode of payment at any time before freezing the bid, all the payments made against the tender will be valid. Once the E-Procurement system gets a SUCCESS response against any one of the payments made, the bidder can freeze his bid and thereafter rest of the payments made against the same tender will be refunded into the bidders account in due course. 	<ul style="list-style-type: none"> • The bidder should not change payment mode without waiting for sufficient time after making an NEFT transaction since the settlement happens as per various settlement cycles during the day. • In case the bidder has made the payment late during the day, it is advisable for the bidder to wait till next day morning when the NEFT settlement happens to check the status of the transaction and accordingly take the next step.
4.	<p>For EMD Refunds</p>	<ul style="list-style-type: none"> • The refund of EMDs will be paid to the bidders to the account 	<ul style="list-style-type: none"> • The bidder need not claim or do anything to get the EMD

		<p>from which the EMD transaction got initiated by the bidder. Accordingly, for internet banking transactions, the EMD will be refunded back to the internet banking account from which the bidder initiated the transaction. If the bidder has made EMD payment through RTGS/NEFT mode, the refund will go back to the account from which the RTGS/NEFT transaction got initiated.</p> <ul style="list-style-type: none"> • The EMD refunds to the bidders, who made the payment through Internet banking will reach the bidder's account in approximately 3 working days and will depend upon how fast the bidder's bank credits the amount back to the bidder's account • In the case of EMD refund for payments made through RTGS/NEFT mode, the amount will get refunded back on the same day on which the EMD refund gets initiated by ICICI Bank. • In case of any delay in EMD refunds getting credited to the bidder's account, the bidder may contact ICICI Bank's helpdesk and give necessary details as required for by the bank. 	<p>amount refunded back. The amount will get refunded back into the bidder's account on an automatic mode as soon as the Department opens the tender and instructs the bank to initiate the refund.</p>
<p>5.</p>	<p>Helpdesk</p>	<ul style="list-style-type: none"> • For any queries or issues on EMD payments made through Internet banking or Payment gateway, 	

		<ul style="list-style-type: none">• For any queries or issues on EMD payments made through RTGS/NEFT mode,• For any queries on EMD refunds, <p>Help Desk Nos: 03340267513/ 03340267512</p>	
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Please note: Bidder may please note that the average time taken for settlement of NEFT transaction is 2-3 hours. Bidders are advised to make the payment at least one day in advance to the last day.