

**BALMER LAWRIE & CO LTD**  
21, N.S.Road, Kolkata -700001

**NOTICE INVITING TENDER**

**Tender No. :BL/IA//19-20 Dated :**

**Appointment of Chartered Accountants Firms/ Cost Accountant Firms/Management Consulting Firms for carrying out Internal Audit and testing and validating of Internal Financial Controls ( IFC) in Balmer Lawrie & Co Ltd for three years 2020-21 to 2022-23.**

**BID DETAILS**

<b>1</b>	<b>Posting of Tender Document on Web Site</b>	<b>07.11.19</b>
<b>2</b>	<b>Pre – Bid Meeting Date</b>	<b>14.11.19 , 4 PM in Balmer Lawrie Office , Kolkata</b>
<b>3</b>	<b>Last Date and Time of submission of Bidding Documents including Technical and Commercial Bid</b>	<b>29.11.2019</b>
<b>4</b>	<b>Indicative Date and Time of Opening of Technical Bids</b>	<b>03.12.19</b>
<b>5</b>	<b>Place of opening of Technical Bids</b>	<b>Balmer Lawrie &amp; Co Ltd 21 NS Road, Kolkata – 700001.</b>
<b>6</b>	<b>The bidders shall be evaluated based on parameters as set out in the technical eligibility criteria in Annexure A (Clause 1 -8) and the bidder securing minimum 70 marks as per the scoring as set out in Annexure B(Evaluation Criteria) shall be considered as qualified for opening of commercial bid which shall be opened subsequently</b>	
<b>7</b>	<b>Earnest Money Deposit</b>	<b>Rs 1,50,000 ( Rupees One lakh Fifty Thousand only) in NEFT mode ( Balmer Lawrie &amp; Co Ltd,ICICI Bank, 20 R.N.Mukherjee Road, Kol -700001, A/C No 000605000857, IFSC Code ICIC0000006)</b>

### TABLE OF CONTENTS

Serial No	Particulars	Page No
1.	Overview of the Company	3
2	Scope of Work	4 -7
3.	Annexure A& B - Eligibility and Evaluation Criteria	8 - 12
4	Annexure C - General Terms & Conditions	13-16
5	Annexure – D – Price Bid	17
6	Annexure E – Conditions for Bid Submission	18-22
7	Annexure F – Contact Details	23
8	Annexure G – Undertaking by the Bidder.	24

## **1. OVERVIEW OF THE COMPANY**

Balmer Lawrie & Co Ltd ( BL) is a Mini Ratna – I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas of Government of India with a turnover around Rs 1857 Crores and Profit Before Tax of Rs 280 Crores as on 31<sup>st</sup> March,2019.

BL products include steel barrels, industrial greases, specialty lubricants , ticketing, leisure travel and logistics services. It has a presence in leather chemicals and logistics infrastructure. The company is headquartered in Kolkata and has offices throughout India.

## 2. Scope Of Work

### Broad scope of Internal Audit are as follows:

The Scope of work of this tender consists of Internal Audit and Risk Assurance in respect of all the SBU's/Departments of the company spread across the country. The following tables are indicative but not exhaustive.

### Region Wise Number of Indicative Internal Audit Assignments per Annum

Serial No	Region	Expected number of Audit Assignments/Annum
1	Eastern Region ( Kolkata,Bhubaneswar, Jogbani & Raxaul)	18
2	Western Region ( Mumbai, Silvassa, Dronagiri, Patalganga, Baroda )	17
3	Northern Region ( NewDelhi, Asaoti, Rai( Sonapat) & Lucknow)	10
4	Southern Region ( Chennai, Bengaluru, Hyderabad, Trivandrum,Kochi, Visakhapatnam, Chittoor)	28
	<b>Total</b>	<b>73</b>

### Location Wise Number of Indicative Internal Audit Assignments per Annum

Serial No	Location	Expected number of Audit Assignments/Annum
1	Kolkata	17
2	Raxaul ( Bihar)	1
3	Delhi	7
4	Lucknow	1
5	Rai ( Sonapat,Haryana)	1
6	Asoati ( Haryana)	1
7	Mumbai including Navi Mumbai	12
8	Silvassa	4
9	Baroda	1
10	Chennai	15
11	Hyderabad	6
12	Bengaluru	5

<b>13</b>	<b>Trivandrum</b>	<b>1</b>
<b>14</b>	<b>Chittoor ( AP)</b>	<b>1</b>
	<b>Total</b>	<b>73</b>

Management keeps the right to add/ delete any other place of business across the country within the scope of work or reduce/increase the number of Internal Audit assignments

- A. The Scope of work includes testing & validating of framework across all the indicated offices of the Company mentioned under ( A) above. The scope may not be confined only to finance audit and greater emphasis shall be laid on review of business operation. Some of the indicative assignments but not exhaustive are as follows :
- i. Review of adherence to credit policies & procedures relating to various activities like procurement, Sales , HR etc.
  - ii. Review of process for billing , credit note, refund, payment , receivable collection and accounting .
  - iii. Review of process for vendor invoice payments and its compliance under rules and procedures of the company
  - iv. Vouching, scrutiny of general ledger, trial balance, BRS and review of quarterly accounts.
  - v. Review of Standard Operating Process pertaining to generation of invoice, checking and submission of invoices.
  - vi. System of booking of freight and associated cost of freight forwarding activity in operating software ( to be matched with payment from SAP)
  - vii. Review of demurrages and detention related to custom clearance of cargo and recovery from customer
  - viii. Review of process of ( SOP) of Fixed Asset verification and maintenance of records and disposal of discrepancy.
  - ix. Effective utilization of all handling equipment's in our Logistics Infrastructure business
  - x. Inventory management, inventory valuation, storage condition, management and accounting of scrap , waste , slow and non-moving items, review of disposal of nonmoving items.
  - xi. Review of results of physical stock taking & its discrepancy resolution action.
  - xii. Review of pricing/ Contribution earned from business in industrial & retail segment.
  - xiii. Review of adherence to Foreign Risk Management policy and adherence of short term borrowings.
  - xiv. Review of accounting and reconciliation of GST and Direct Tax related codes and its compliance with statute.
  - xv. Review of actions taken to recover old debts and adequacy of provisions including adjustment of unadjusted credits
  - xvi. Review of systems and procedures in nominated depots/ warehouses/dealers/stockiest for our manufacturing SBU's.

- xvii. Internal Auditor is required to report on Internal Financial Control System which may include review of the existing procedures and also to suggest measures for their improvement.
  - xviii. Review of proper process for all HR related payments including review of outsourced manpower contracts which may include checking of attendance, statutory compliance regarding PF , ESI , Gratuity etc
  - xix. Review of CSR activities which may include whether activities have been completed as per the time line / schedule and reporting as stipulated under Companies Act/DPE guidelines
  - xx. Review of Accounts ledger to long pending Debits/Credits in the assets & liabilities.
- B. All Internal Audit Assignments would be carried out as per Internal Audit Programme for the year to be circulated separately.
- C. (i) The Internal Auditor holding discussion by at a senior level with the respective HOD's of company on field observations and recommendations immediately after execution of audits and before release of Draft Audit report.  
(ii) Finalization and issuance of Draft Internal Audit Report by the Internal Auditor to respective HOD's.  
(iii) Finalization of Draft Internal Audit Report with the incorporation of the written comments of the respective SVP/COO/HOD's of BL and also counter comments of the Internal Auditor ( if any) and issuance of final Audit Report.  
(iv) Submission of summary of important findings and if need a senior partner has to be present along with BL Head of Internal Audit for presentation before Audit Committee on a quarterly basis.
- D. M/s Balmer Lawrie & Co Ltd is having its own digitized Internal Audit System called as E Audit system implemented with effect from FY 19/20. This facilitates Auditor and Auditee digitized interactive working of Internal Audit activities. The web based e Audit system can be accessed in all the locations across India. To facilitate the Internal Auditors to work on the e Audit system, VPN/similar connectivity will also be provided to the office of Internal Auditors.
- E. The internal auditor can view and access the past E Audit report/data as well as can take print or soft file of the working of relevant reports and documents etc. generated during the tenure of the respective internal audit period for their reference and record, if required.
- F. A sensitization session will be conducted with the internal auditors for the functionality of e Audit system for conducting audit & disposal with the support in the system & updating the system

The auditor has to follow the discipline of the Audit system and discharge their roles and responsibilities as per guided by the E Audit Manual

**G. Time Schedule -**

The internal audit is to be conducted in 3 phases as per Audit Program given by Balmer Lawrie & Co Ltd. The tentative IA Programme are as follows:

<b>Phase</b>	<b>Audit Period</b>	<b>Time of Execution</b>	<b>Issuance of Final Report</b>
I	March - Aug	September	By 15 <sup>th</sup> Nov
II	March - Nov	December	By 15 <sup>th</sup> Feb
III	March - Feb	March	By 15 <sup>th</sup> April

- H. Strictly adherence to the time frame scheduled in the Internal Audit programme as stated in Clause G .
- I. The report inter alia shall be compatible with the Standard Auditing Practices prescribed by the Institute of Chartered Accountants of India and ensure compliance of rules/regulations framed by any relevant statutory body/act.

### 3. Annexure A & B

#### A. (Annexure -A ) Eligibility Criteria: Minimum Technical Eligibility Criteria:

1. Bidder should have at least 20 CA and /or CPA qualified professionals and out of the same, 10 professional CA/CPA should have post qualification experience of at least 10 years. In support of fulfilment of this criteria bidder should give a list of the 20 professionals with CA and/or CPA qualification working in the bidder firm along with their Membership No. and date of joining, experience.
2. Bidder should have experience of Internal /Statutory Audit/Cost Audit in last 4 years ( ending on March 19) in listed companies having revenue of at least Rs 1500 Crores or more in a year relating to of manufacturing and services excluding NBFC(Non Banking Financial Institution). Copies of Work Order needs to be given . One of the assignments should be with Central Public Sector Undertakings having Annual turnover of Rs 1,500 Crores and above.
3. Bidders should have executed at least one single Internal Audit (IA) assignment/job of Rs 10 lakh or 2 assignments/jobs of not less than Rs. 5 lakhs each during last four years on at least 70% of the indicative scope of work as set out in Clause A ( Scope of Work)

In support of criteria( 1-3) , bidder must enclose the following documents:

- (a) Copies of statement of P&L and Balance Sheet of their client firms showing that the turnover of the client firms fulfils the criteria mentioned above.
- (b) Submit self-attested photocopies of at least 2 completed work orders/ contracts and corresponding completion certificates pertaining to the assignment of Internal Auditor. The work orders/



contracts regarding experience pertaining to Internal Audit can be either of the same firm or from network firms.

4. Bidder should have office in all metro cities, viz, Delhi/NCR, Mumbai, Chennai and Kolkata and should have its coordinating office/branch in Kolkata. In support of this evidence bidder must attach copy of Firm Card as on 31/03/19 available on portal of ICAI( Institute of Chartered Accountants of India) and ICMA ( Institute of Cost & Management Accountants of India)
5. The bidder should be a registered firm/ legal entity and must enclose self-attested copy certificate of registration/ incorporation with minimum of 10 years' experience from the date of registration to end in March 19.
6. Bidder is required to submit copy of their PAN and Goods and Service Tax Registration Certificate.
7. The bidder should not have been banned/ de-listed/ black listed/ de-barred from business by any Public Sector Undertaking/Govt. Department during past five years. Self-declaration in this regard is to be submitted, as per the enclosed proforma (Annexure-G) , as an affidavit on the stamp paper of Rs. 100/- only
8. EMD of Rs 1,50,000 ( Rupees One lakh Fifty Thousand only) be made on NEFT basis in favor of Balmer Lawrie & Co Ltd in ICICI Bank,20 R.N.Mukherjee Road, Kol 700001 , A/C No 000605000857,IFSC Code ICIC0000006.
9. Technical Evaluation shall be done only if the bidder is meeting the minimum eligibility criteria as set out in Annexure A ( Clause 1 – 8)

**B (Annexure-B) EVALUATION CRITERIA**

Sr. No.	Parameter	Max. Marks	Marking System	
			Criteria	Max. Marks
1.	Bidder should have experience of Internal /Statutory Audit/Cost Audit in last 4 years ( ending on March 19) in listed companies having revenue of at least Rs 1500 Crores or	50	10 marks for each assignment	50

2	<p>more in a year and exposure in the areas of manufacturing and services covering 70 % of the indicative scope of work as set out in clause A and to meet minimum eligibility criteria as set out in Annexure A (Clause 1-8)</p> <p>Engaged in Internal Audit assignment of any PSU/ Government Company having a turnover of at least INR 1500 crore or more in a year and exposure in the areas of manufacturing and services covering 70% of the indicative scope of work as set out in clause A and to meet minimum eligibility criteria as set out in in Annexure A (Clause 1-8)</p> <p>Note: All above assignment should be performed in the any of the last 4 F.Y., i.e., F.Y. 2015-16, 2016-17 and 2017-2018 &amp; FY 18-19</p>	20	10 marks for each assignment	20
2	No. of partners in the firm having relevant experience in Statutory/Internal Audit	10	1 marks for each partner	10
3	Year of Establishment	10	0.5 mark per year	10
4	Number of Qualified Assistants	10	0.5 marks per qualified Assistant	10
	<b>Total</b>	<b>100</b>		<b>100</b>

The bidder shall include the bidder along with its Affiliates / Group companies/ member firms working under the common brand name and engaged in similar activity of accounting advisory/ financial services, registered in India. Firms fulfilling all the eligibility criteria mentioned in NIT would only be considered for scoring given above. **Bidders scoring minimum 70 out of 100 marks on Evaluation criteria (Annexure-B) will only be considered.** The Commercial bids of the applicants with

technical marks less than 70 will not be considered for evaluation. The competent authority of the Company shall scrutinize, evaluate the bids on the basis of the evaluation process as mentioned in the tender and shortlist the bidders.

### **COMMERCIAL EVALUATION**

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. It will be opened in the presence of the bidders who have qualified in the technical bid. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

**Final selection:-** Final Selection will be based on CQCCBS Evaluation Process (Cost Evaluation under Combined Quality cum Cost Based System )which is explained as under:

#### **CQCCBS Evaluation Process:**

Commercial bids will be subjected to CQCCBS evaluation process. Under CQCCBS (Cost Evaluation under Combined Quality cum Cost Based System), the technical proposals as stated in B( Evaluation Criteria) will be allotted weightage of **70%** while the financial proposals will be allotted weightage of **30%**. Proposal with a lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. The total score, both technical and commercial/financial, shall be obtained by weighing the quality and cost scores and adding them up.

**Highest marks basis:** On the basis of the combined weighted score for quality and cost, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks will be ranked H-1 and shall be recommended for award of contract.

As an example, the following procedure can be followed.

In a particular case of selection of bidder, it was decided to have minimum qualifying marks for technical qualifications as 70 and the weightage of the technical bids and commercial/financial bids was kept as 70:30. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 75, 80 and 90 marks respectively based on evaluation as set out in B ( Evaluation Criteria). The minimum qualifying marks were 70. All the 3 proposals were, therefore, found technically suitable and their commercial/financial proposals were

opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the commercial/financial proposals and evaluated the quoted prices as under:

Prices Quoted by the qualified bidders

A: Rs. 120.00

B: Rs. 100.00

C: Rs. 110.00

Using the formula  $(\text{LEC}/\text{EC}) \times 100$ , where LEC stands for lowest price quoted among the bidders and EC stand for price quoted by individual bidders, the committee gave them the following marks for commercial/financial proposals:

A:  $(100/120) \times 100 = 83$  marks

B:  $(100/100) \times 100 = 100$  marks

C:  $(100/110) \times 100 = 91$  marks

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and commercial/financial score as under:

Proposal A:  $75 \times 0.70 + 83 \times 0.30 = 77.4$  marks

Proposal B:  $80 \times 0.70 + 100 \times 0.30 = 86$  marks

Proposal C:  $90 \times 0.70 + 91 \times 0.30 = 90.3$  marks

The three proposals in the combined technical and commercial/financial evaluation were ranked as under:

Proposal C at the evaluated cost of Rs. 110.00 was, therefore, declared as winner and shall be recommended for award of contract, to the competent authority.

***It is pointed out that the above is merely an illustration.***

## 4. Annexure C

### **General Terms & Conditions**

1. Before filling up, the complete Tender Specification should be read properly. If the tenderer find any discrepancy, omission, ambiguity or conflict in or among the documents forwarded or be in doubt as to their meaning, specification and interpretations, such matter shall be brought to the attention of the company (Balmer Lawrie & Co. Ltd.), at least four days in advance, prior to the date of filling/submission of the Tender. For clarification required, if any, please contact

Shri                      Shri Rajnikant Mishra (Chief Manager SP)  
Tel. No.                033 22225516  
E-Mail :                Mishra.r@balmerlawrie.com

Balmer Lawrie & Co Ltd  
21 N S Road  
Kolkata-700001

2.        **Bid Evaluation Criteria:**  
          **As mentioned in Annexure A&B**
3.        Submission of tender will be the conclusive evidence as to the fact that the tenderer has fully satisfied themselves as to the technical specification, General terms & conditions and all other factors, affecting the performance of the contract and the cost thereof.
4.        The auditor is not allowed to give any "subcontract" without proper justification and approval of Balmer Lawrie & Co. Ltd. (BL). Please note that bid of any bidder may be rejected if a conflict of interest between the bidder and the Company is detected at any stage.

- 5. Right of acceptance / Rejection:** BL reserves the right to accept/reject any or all offers without assigning any reasons, whatsoever. Telex/Telegraphic/Fax offers shall not be accepted. The company will not accept any responsibility for any delay in uploading of bids in e-procurement website. The company reserves the right to undertake price negotiation if required with H1 bidder .
6. Adherence to time schedule on the auditors due dates will be one of the criteria for evaluation of their performance for extension of the contract in every year of the 3 year contract period. Delay in honoring the time schedule with valid reason should be communicated to the nodal officer for internal audit by e-mail in advance. It will be the decision of the competent authority of BL whether that delay will be granted or not.
- 7. Contract Period:**  
The offer for carrying out assignments would initially be given for one year ie for FY 20-21 . Management reserves the right to extend the tenure for further two years ie 2021-22 and 2022-23. Management also keeps the right for pre-mature termination of the offer.
- 8. Submission of Tender/Bid:**  
Bidders are requested to kindly visit our e-procurement website: <https://balmerlawrie.eproc.in> for the same.  
In case the bidders are unable to load the all the required information only the information related to non price should be sent in a sealed envelope on or before the due date superscripting the envelope with tender no. date & due date should reach at our office at Balmer Lawrie & Co. Ltd., 21 N S Road , Kolkata-700001 within the due date and time to the kind attention of Shri R.K.Mishra  
**Kindly do not send price part. Price part is to be loaded online only. If price is given in hard copy then the bid will be rejected completely**
- 9. EMD/SD:** - Unpriced Part of the Bid should be accompanied by EMD of Rs 1,50,000. (Rupees One Lakh Fifty Thousand only) to be made in NEFT mode in favor of M/s Balmer Lawrie and company Limited , ICICI Bank,20 R.N.Mukherjee Road, Kolkata -700001, A/C

No – 000605000857, IFSC Code ICIC 000006 .EMD submitted by way of Bank Guarantee should be valid for a minimum period of 90 days after the due date of tender submission.

**9.1** For the unsuccessful bidders, the EMD will be refunded only after the successful bidder has accepted the work order and the acknowledgment of the same has been received by Balmer Lawrie & Co Ltd.

**9.2** EMD is liable to forfeiture in the event of:

- a) Withdrawal of offers during validity period of the offer
- b) Non acceptance of orders by the bidder within the stipulated time after placement of order.
- c) Any unilateral revision made by the bidder during the validity period of the offer.
- d) **Non submission of Security Deposit.**
- e) Bidders submitting false/fabricated/bogus documents in support of their credentials

**10. Placement of Order:** Purchase order will be based on H1 score(as described in Annexure B) .The successful bidder has to accept the order within 7 days from issuing of LOI/Work Order/Appointment Order whichever is earlier.

**11. Jurisdiction:** - All disputes are subject to Kolkata jurisdiction.

**12. Payment terms:**

The price to be quoted shall be all inclusive of all excluding taxes and duties.

- a) Bills to be submitted on a phase wise basis and the same should be supported by a statement showing the Final Report, Ref No & Date, nomenclature of the assignment, the name of the Division/Department as well as details related to IFC.
- b) 90% of the fees shall be paid on submission of phase wise Final IA report.
- c) Balance 10% shall be payable only on completion of audit by the statutory auditors and by the CAG for each financial year and the management is satisfied that no qualification/adverse comments has resulted due to negligence of the Internal Auditor.

13. If required shortlisted Chartered Accountant Firms/Consulting Firms would be required to make presentation before the tender inviting authority about their expertise and mode of carrying out Internal Audit assignments on Pan India basis.
14. **Factory Rules:** - Auditor personnel have to abide by the Balmer Lawrie & Company rules and regulations in the offices, factories CFSs and warehouses
15. **Offers & Enclosures:** The offers submitted by the all the tenderers will be non-returnable and shall be the property of BL even in the case of unsuccessful bidders. However, BL shall maintain the confidentiality for the submitted documents.

**16. Validity period of the offer:**

The period of **validity of the quotations** should **not be less than 120 days** from the due date of the tender .

**17. Confidentiality clause:**

The successful bidder must not disclose the confidential information obtained from the corporation to anyone unless required to do so by law and shall maintain confidentiality. The successful bidder to whom the work is allotted shall carry out the job at their own and will not sub-let this work to any other Agency/Organization.

**18. RESOLUTION OF DISPUTES / ARBITRATION**

All disputes or difference whatsoever that shall at any time arise between the parties relating to execution of this Contract/Purchase order shall be referred to the Sole Arbitrator appointed by the Chairman and Managing Director of BL, Kolkata whose award shall be final & binding on both the parties. The contract shall deem to have been entered at BL, and all suits in respect of this contract shall be under the jurisdiction of the court in Kolkata.

**19. Tender Currencies**

**Currency for bid and payment will be in India Rupees only**



## 5. Annexure- D

### Price Bid

In case of difference between quoted rates in figures and words the rate quoted in words will be considered. Similarly, if there is any discrepancy between unit rate and total amount, unit rate will prevail

- A. The number of Internal Audit assignments as indicated above is indicative but not exhaustive. The price to be quoted shall be inclusive of all expenses travel, accommodation and out of pocket expenses.

( Fig in INR)

No of estimated IA Assignments	Rate per IA Assignment	Total Amount
73		
GST		
<b>Sub Total ( A)</b>		

- B.

( Fig in INR)

Assignment	Amount for two verifications per annum(p.a)
Testing/validating of framework of Internal Financial Control twice a year, covering all the divisions/offices of Balmer Lawrie & Co Ltd	Lump sum verifications for two verifications p.a across the Company.
Basic Amount	
GST	
<b>Total</b>	

**Overall Price shall be considered taking both ie ( A+B) .**

**C.**

Optional Rates per man day not to be considered for evaluation. However the company may use for giving any additional assignment .

<b>DETAILS</b>	<b>Per Man Day Rate ( INR)</b>
Partner	
Audit Manager	
Qualified Assistant	
Semi Qualified Assistant	
Articled Clerk	

## 6. Annexure: E

### Conditions for Online Bid Submission

#### 1. Procedure For Bid Submission

The bidder shall submit his response through bid submission to the tender on e-Procurement platform at <https://balmerlawrie.eproc.in> by following the procedure given below. The bidder would be required to register on the e-procurement market place at <https://balmerlawrie.eproc.in> and submit their bids online. No offline bids shall be entertained by the Tender Inviting Authority. The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents, displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., if required, in support of their eligibility criteria/technical bids in the e-Procurement web site. However, bulky documents need not be scanned and uploaded but physical copy of the same should be sent to the Tender Inviting Authority office before the tender opening date. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

#### Minimum System Requirements:

Minimum of 512 MB of RAM

Minimum 1 USB port (If Certificate is in USB-Token)

Updated Windows Operating System

DSC Dongle driver should be installed before logging in

Certificate with full chain. (Signing and Encryption)

Certificate should not be expired it should be valid certificate

Reliable Internet Connectivity

#### Operating System

Windows 2000 Professional

Windows 7 and above

#### Browser Version

Internet Explorer Versions 11

Java Component (Updated Version 32 bit)

Go to Control panel>Add/Remove Programs>

Check whether Java Runtime Environment is installed on your machine or not.

Pre-Requisites Before Login to System

## 2. Registration with e-Procurement platform:

For registration and online bid submission bidders may contact HELP DESK of M/s C1 India Pvt., Ltd., or they can register themselves online by logging in to the website <https://balmerlawrie.eproc.in>

## 3. Digital Certificate authentication:

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform. All the bidders who do not have Digital Certificates need to obtain Digital Certificate. They may contact Help Desk of C1 India Pvt Ltd.

For registration and online bid submission tenderer may contact the following officials at the HELP DESK of M/s C1 India on browsing to the website <https://balmerlawrie.eproc.in> during business hours (10:00 a.m. to 06:30 p.m.) from Monday to Friday (Excluding holidays of the Company):

Mr TirthaDas (Kolkata)	<a href="mailto:tirtha.das@c1india.com">tirtha.das@c1india.com</a>	+91- 91632542 90	MON - FRI
Mr Partha Ghosh (Kolkata)	<a href="mailto:partha.ghosh@c1india.com">partha.ghosh@c1india.com</a>	+91- 88110932 99	MON - FRI
Mr CH. Mani Sankar (Chennai)	<a href="mailto:chikkavarapu.manisankar@c1india.com">chikkavarapu.manisankar@c1india.com</a>	+91- 89392841 59	MON - SAT
Ms Ujwala Shimpi (Mumbai)	<a href="mailto:ujwala.shimpi@c1india.com">ujwala.shimpi@c1india.com</a>	+91-22- 66865608	MON - FRI

Helpdesk Support (Kolkata)		+91- 80172726 44	MON - SAT
<b>Escalation Level 1</b>			
Mr.Tuhin Ghosh	tuhin.ghosh@c1india.co m	+91-8981165071	

### **Special Note**

Bids can only be submitted before the last date and time of submission as per the date and time mentioned in the e-tender. Resubmission (if required) of bid should be completed within the stipulated date and time. The system time (IST) that will be displayed on e-tendering web page shall be the time 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 Printed or posted Bids / offers shall be accepted.

Balmer Lawrie does not take any responsibility in case bidder fails to upload the documents within specified time of tender submission.

Balmer Lawrie will not be responsible for any delay under any circumstances for non-receipt of Tenders/ submission of filled in tender documents by due date & time.

Bidders are requested to provide correct "e-Mail address" and "Mobile No." for receiving updates related to e-tender from time to time.

The bidder has to keep track of any changes by viewing the Addendum/Corrigendum issued by the Tender Inviting Authority on time-to-time basis in the e-Procurement platform. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

### **Filling of Tender Documents**

The tenderers are requested to carefully study all the tender documents and tender conditions before quoting their rates.

The tender must be strictly in accordance with the terms and conditions and specifications laid out in the tender.

Any terms and conditions given by the tenderer in their offers will not be binding on Balmer Lawrie.

The bidder has to keep track of any changes by viewing the Addendum/Corrigendum issued by the Tender Inviting Authority on time-to-time basis in the e-Procurement platform. Interested parties have to keep referring to the website for further information. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

“ Any amendment / corrigendum, as and when required will be uploaded only on the website of the Company [www.balmerlawrie.com](http://www.balmerlawrie.com) and related Government of India e-procurement websites where this tender is floated and interested vendors should regularly visit these websites for up-dation”.

The sole proprietor or authorised representative shall sign all documents that need to be uploaded

#### 4. **Submission of Hard copies:**

After submission of bid online, the bidders are requested to effect NEFT mode drafts /Bank Guarantee towards tender fees and / EMD along with other documents as required, to the Tender Inviting Authority before opening of bid . The bidder shall furnish the NEFT(UTRNo) / Bank Guarantee and other documents under sealed envelope either in person or through courier or by post and the receipt of the same within the stipulated time shall be the responsibility of bidder. BL shall not take any responsibility for any delay or non-receipt of said documents. Loose papers/documents as far as possible shall be avoided. If any of the documents furnished by the bidder is found to be false / fabricated, the bidder is liable for black listing, forfeiture of the EMD, cancellation of work and criminal prosecution.

The bidder is requested to get a confirmed acknowledgement from the Tender Inviting Authority as proof of submission of hardcopies.

#### 5. **Corrigendum to tender:**

**The bidder should keep track of any Addendum / Corrigendum / Amendment issued by the Tender Inviting Authority on time-to-time basis in Company’s website (www.Balmerlawrie.com) and e-procurement site (https://balmerlawrie.eproc.in). No separate newspaper advertisement shall be published for such Addendum / Corrigendum / Amendment etc. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.**

#### 6. **Bid Submission Acknowledgement:**

The user should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. Tender Inviting Authority and C1 India Pvt. Ltd. will not be

responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing.

Before uploading scanned documents, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness / authenticity.

**7. Disclaimer Clause:**

The Company (Balmer Lawrie & Co. Ltd.) nor the service provider (C1 India Pvt. Ltd.) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof.

## 7. Annexure F

*(To be printed on the letterhead of the Firm)*

### CONTACT DETAILS

a.	Name of the firm, address, Telephone and fax nos.	:	
b.	Name of the Contact Person Telephone/Mobile No.	:	
c.	E-mail Address	:	
d.	Name of the Bank and branch (with full Address)	:	
e.	Bank Account No. (Enclose an unsigned cheque duly Cancelled)	:	
f.	RTGS code etc., so as to facilitate transfer of payment electronically to the successful bidder after satisfactory completion of work and submission of bills.	:	
g.	PAN No. (Enclose copy of PAN CARD)	:	
h.		:	
i.	GST No.	:	

**Signature, date and name of the authorized representative along  
with seal of the bidder**



## **8. Annexure G**

### **UNDERTAKING BY THE BIDDER**

- A. I/We have read and understood the Tender document including , inter-alia, Notice Inviting Tender, Schedule of Charges (Part-B), Form of Tender/ Covering letter, Part-A : Techno-commercial bid including Instructions to Bidders, Eligibility criteria, Description of Services & Related Terms & Conditions, General terms & Conditions and Draft Agreement to be signed between me/us & BL and the same are acceptable to me/us unconditionally.
- B. We further undertake and certify that I/we have not been banned/ de-listed/ black listed/ debarred from business by any PSU/CPSE/Govt. Department during the last 5 years.

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