



**Balmer Lawrie & Co. Ltd.**

**(G & L- Silvassa)**

**(Government of India Enterprise )**

**Survey No. 201/1, Sayli, Sayli-Rakholi Road, Silvassa-396230 (D&NH).**

**Phone- 9099084731, 9099084732: Extn 12, E-mail – [srivastava.sk@balmerlawrie.com](mailto:srivastava.sk@balmerlawrie.com)**

**e-TENDER ENQUIRY**

**Tender No.: GLS/TE20/045**

**Date: 15/12/2020**

**Due date:26/12/2020 till 6.00 PM**

Dear Sirs/Ma'am,

**Sub. : Online Offers are invited for Supply, installation and commissioning of Inspection system through fixed Online Barcode/QR code scanners on small pack filling lines and hand held terminals.**

Online offers [Two Part Bids] are invited for the subject from our registered vendors for supply, installation and commissioning of inspection system through Fixed Online Barcode/QR Code Scanner on small Pack Filling Lines as per the HSE requirements, **Scope & Technical Specifications**, General Terms & Conditions and **Price schedule** enclosed in annexure - A, B, C & D respectively.

Your offer, complete in all respect furnishing details of techno-commercial offer should be submitted to us on or before the due date. Price Offers in sealed envelop / email /fax would not be considered.

Thanking you,

Yours faithfully,

For Balmer Lawrie & Co. Ltd.

S.K Srivastava  
Manager (Purchase)

Encl.: As above

**Declaration for GeM**

“The tendered item is not available in GeM. Balmer Lawrie & Co. Ltd. [BL] have no objection in providing detailed information for making available the said item(s) on GeM.”



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**Annexure-A**

**HSE REQUIREMENTS**

**1.1 Pre-Qualification**

All contracted companies will be subject to pre-qualification criteria, if involved in high risk activities.

**1.2 On-Site Management**

1.2.1 All Contractors will be required to undertake initial induction or familiarization training where their responsibilities will be explained.

1.2.2 Medical fitness certificate to be submitted for all contract workmen engaged in high risk activities.

1.2.3 The Site Manager /Supervisor must review planning, progress and performance on site activities and initiate appropriate actions to ensure timely completion of the activities.

1.2.4 Contractors will be represented at HSE meetings and progress meetings where they will be consulted regarding reciprocal risks associated with ongoing activities in order that they can be minimized.

1.2.5 Pre-Qualifying The Potential Bidder for HSE - The set of standard questionnaire for prequalification criteria is enclosed in Annexure-A1. The contractor should fill and submit along with the offer.

Contact Person:

Signature with official stamp

Contact Number:



## SCOPE & TECHNICAL SPECIFICATIONS & RECOMMENDATIONS

### 1.0 PURPOSE

During filling of small packs there is a possibility of mixing & filling Product A in container of Product B due to similarities in shape/colour/size of the packs. Hence purpose is to do error-proofing and implementing Poka Yoke system by ensuring filling of finished products in correct pack of desired quantity through automatic online inspection system. This would require scanning of unique Barcode/QR for each SKU that would be printed on each empty pack as part of the artwork.

Components to be installed at each line:

- 1) Industrial PC/ HMI panel
- 2) Fixed online vision camera for scanning Barcode/QR code
- 3) Object sensor/ (Alarm) Buzzer/ Pneumatic rejection system

### 2.0 FUNCTIONAL SCOPE

- a. Each Filling Station will have Industrial PC/ HMI interface, where they can select the Plan assigned to them.
- b. Operator will log in and select the SKU/Product code which is to be filled OR User will teach the product code to Fixed barcode scanner/camera for the first time and start the conveyor line.
- c. Each container will have Barcode/QR code, which contains product code (product name & quantity) inside it.
- d. Object sensor will sense the plate and trigger the camera for Barcode/QR code reading.
- e. Scanner will start scanning Barcode/QR code.
- f. In case of Mismatch or No Read, Proposed Application would sense and give alert through buzzer/stack light / pneumatic rejection system.

NOTE: Vendor needs to provide separators in between the containers, if required.

### 3.0 HARDWARE BILL OF MATERIAL

Hardware Bill of Material: Line No.	Industrial PC/ HMI interface	Object sensor	Mounting for Fixed Mount Camera	Fixed Mount Barcode Camera /scanner	Tower Light with Hooter/ Buzzer	Pneumatic Arm/ rejection system
Grease Filling Line 1	1	1	1	1	1	0
Grease Filling Line 2	1	1	1	1	1	0
Oil filling line	1	2	2	2	1	1
Pail filling line	1	1	1	1	1	0



#### 4.0 SYSTEM REQUIREMENTS AND SPECIFICATION:-

- A) Fixed mount barcode/QR Code camera/scanner
- 1.2MPx vision Camera with Autofocus & inbuilt light,
  - Power Grid Algorithm,
  - Field Changeable Light & Optics,
  - IP65
  - Ethernet interface
  - Suitable to read 1D/2D codes on challenging surfaces with high accuracy
  - Suitable for high speed lines
  - Compatible with Windows XP, 7 & 10.
- B) Industrial PC/ HMI Interface
- 9 inch Touch Screen,
  - 512 MB RAM
  - 2 GB Flash
  - Ethernet cable, I/O Cable, AC Adaptor & 2 GB Memory Card.
  - 2 USB Host 2.0
  - IP65
  - Display Images
- C) Pneumatic Arm/ Rejection system - Pneumatic Cylinder 25mm Bore, 320mm Stroke
- D) Hand Held Terminal Specifications are tabulated below.

HAND HELD TERMINAL SPECIFICATIONS	
OS	Android 7.0 (Nougat)
Scanning	1D/2D
RAM	2 GB
ROM	16 GB
Form Factor	Pistol Grip (Gun)
Gun Grip	Yes
Touch Panel	Corning Gorila Glass Touch Panel with Air Gap
Display	4.0 inch capacitive; WVGA; color
Keypad	Numeric (29 Key), Function Numeric (38 Key), Alpha Numeric (47 Key)
Battery	5200 mAh
CPU	Qualcomm 8056 1.8 GHz hexa-core 64 bit with power optimisation
Sealing	IP 54
Motion Sensor	3-axis accelerometer; gyroscope
Network Connections	USB 2.0 High Speed (host and client), WLAN and Bluetooth
Push-to-Talk	PTT Voice Support (Internal Speaker)
Expansion Slot	User accessible Micro SD slot; (supports up to 32 GB microSDHC)
Drop Specs	Multiple 5 ft./1.5 m drops to concrete across the operating temperature range
3 Years Comprehensive Care Pack	COMPULSORY



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## **5.0 INSTALLATION & COMMISSIONING SUPPORT**

Experienced personnel shall attend site during the commissioning to provide commissioning assistance and perform the required checks and tests to:

- Ensure that the system:
  - Is installed in accordance with design and to provide optimum performance
  - Operates in accordance with design and to provide optimum performance
  - Meets all requirements as specified in this tender
- Be immediately available to answer any questions from BL
- Ensure that correct commissioning procedures are followed
- Provide assistance with any troubleshooting requirements

## **5.0 ONGOING SUPPORT**

The supplier shall be providing a high level of service support to BL. A primary means of support is through extensive technical assistance via email and phone which shall be provided free of charge. This includes a 24 hour emergency number for urgent support. Any major servicing / AMC will be done after one year of installation.

Contact Person:

Signature with official stamp

Contact Number:



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**Annexure-C**

### **GENERAL TERMS & CONDITIONS**

- 1.1.0 **General instruction:** - Do not leave any space blank or incomplete, write NA/NIL/Free wherever applicable. Each page of the offer (enclosures) has to be acknowledged by the bidder with their acceptance (signature & company stamp). In case of offer, which are not found in line with our guidelines and Terms & Conditions, may subject to rejection. If the tenderer find any discrepancy, omission, ambiguity or conflict in or among the documents forwarded or be in doubt as to their meaning and interpretations, such matter shall be brought to the attention of the BL (Balmer Lawrie & Co. Ltd.), at least four days before/prior to the date of filling/submission of the Tender.
- 1.2.0 **Submission of Technical Bid/Pre-Qualification offer/Unprice Bid:** - Bidder has to upload the Price Bid online as well as Technical Bid/Unprice Bid also. Bidder has to submit their copy of un-price bid/Technical bid in a single bid/envelope, superscripting the envelope with tender No., date & due date along with following enclosures also-
- 1.2.1 Covering letter with your reference number & date
- 1.2.2 Acknowledgement of understanding the scope/objective/design/technical specifications/General Terms and conditions/HSE Policy etc of the project. Kindly submit the tender document duly signed and stamped.
- 1.2.3 **Documents in support of Pre-Qualification Criteria** (As stated below for Part 1 and 2) duly signed and stamped, has to be submitted online.

#### **PRE-QUALIFICATION CRITERIA FOR PART-1 :- :- Supply, installation and commissioning of Inspection system through fixed Online Barcode/QR code scanners on small pack filling lines**

- Vendor must visit our site before quoting the tender.
- Vendor should have experience for similar type of job. Vendor has to provide 2 work orders of similar type of jobs in any last 4 years starting from Year 2016-17.
- At least One work order should be of Value of minimum 5 Lacs or two work orders of minimum 3 Lacs each executed in any of the last three years [i.e. 2017-18 Or 2018-19 Or 2019-20] for similar job.
- Minimum Annual Turnover should be Rs 50 Lacs in each three years i.e 2016-17 Or 2017-18 Or 2018-19.
- Vendor has to submit One Completion Certificate [As a proof of Work-Experience] of the similar type of job in any of last three years [ i.e 2016-17 Or 2017-18 Or 2018-19]
- Bidder should not have been blacklisted by any PSU / Govt. Department (a self- certification is required). This is subject to verification by Balmer Lawrie and if found to be false, the bidder may be debarred from participating in the tender or order already placed will be cancelled.



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**PRE-QUALIFICATION CRITERIA FOR PART-2 :- Supply, installation and commissioning of Inspection system through fixed Online Barcode/QR code scanners on small pack filling lines :-  
Supply of Hand Held Terminals for Dispatch Management System**

- Vendor must visit our site before quoting the tender.
- Vendor should have experience for similar type of job. Vendor has to provide 2 work orders of similar type of supply in any last three 3 years starting from Year 2017-18.
- At least One work order should be of Value of minimum 3 Lacs or two work orders of minimum 2 Lacs each executed in any of the last three years [i.e. 2017-18 Or 2018-19 Or 2019-20] for similar job.
- Minimum Annual Turnover should be Rs 20 Lacs in last three years [ i.e 2016-17 Or 2017-18 Or 2018-19] individually.
- Vendor has to submit One Completion Certificate [As a proof of Work-Experience] of the similar type of job in any last three years [ i.e 2016-17 Or 2017-18 Or 2018-19]
- Bidder should not have been blacklisted by any PSU / Govt. Department (a self- certification is required). This is subject to verification by Balmer Lawrie and if found to be false, the bidder may be debarred from participating in the tender or order already placed will be cancelled.

Note: Vendor at its sole discretion can quote/participate in any one Part or both the parts **(Part 1 & Part 2)**, but they have to quote for each items/service of that Part in which they are participating.

Technical evaluation would be done for each part separately as per Pre-Qualification Criteria given by each

**1.2.4 Bid Security Declaration:** - Participating bidders need to submit bid security declaration on bidder's letter head duly signed and stamped by authorized signatory of the bidder in lieu of EMD.

The bidder in the said declaration should declare that the bidder shall not withdraw or modify their bid after tender due date and during the bid validity period etc. The bidder should also declare that if they fail to abide by the declaration, they agree to accept the penal action taken against them as specified in the tender.

In case any bidder withdraw or modify the bid after tender due date and during the period of bid validity etc., the bidder may be liable to be suspended for a period of 12 months. In case, BL request any modification of bid by the bidder and the bidder accepts it, then the mentioned penal action will not be applicable."

**1.2.5. Preference to Make In India Policy –** Local content in the tendered items (Order No P-45021/2/2017-PP (BE-II) dated 04.06.2020 of Department for promotion Of Industry and Internal Trade, Ministry of Commerce and Industry, Govt Of India. Further the above referred Order defines' Local Content, "Class -I local supplier" and "Class II local supplier" as under: "Local Content" means the amount of value added in India which shall unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.



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**Class – I local supplier** – means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal or more than 50%, as defined under this Order.

**Class – II local supplier** – means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50 %, as defined under this Order.

**Non-Local supplier' means a supplier OR service provider**, whose goods, services or f works offered for procurement, has local content less than or equal to 20%, as defined under this Order. In view of above guidelines, you are required to furnish information in the following prescribed format and to provide a certificate duly signed by authorized person of your company letter head regarding the percentage of local content of the item (s). Your attention is also drawn towards Para 9 (f) and (g) of the above referred Order of GOI, prescribing action in case of false declaration, as under.

**This tender is for Class-I, Local Supplier only so vendor has to give the declaration of the same.**

- 1.3.0 **Acceptance of offer:** -Balmer Lawrie & Co. Ltd. reserves the right to reject/accept all or any offer(s). Offers sent through fax/e-mail shall not be accepted. The company will not accept any Responsibility for any delay in receipt of bidding document sent by post.
- 1.3.0 **Selection & placement of offer:**  
Vendor at its sole discretion can quote/participate in any one Part or both the parts (**Part 1 & Part 2**), but they have to quote for each items/service of that Part in which they are participating. Final price evaluation will be done separately for Part 1 & Part . Price bid of only technically qualified vendors for each part separately, would be opened and considered for final evaluation. Separate Purchase order will be placed on a Lowest price offer given by technically qualified bidder in **Part 1 (Online Barcode/QR Code Camera/Scanner Project) and/ Part 2 (Hand Held Terminals)**.
- 1.5.0 **Jurisdiction:** - All disputes are subject to Silvassa (D&NH) jurisdiction.
- 1.6.0 **Delivery/completion schedule:** -The period of subject supply, installation and commissioning should be **50 days** from the issue date of Purchase Order (PO) or LOI whichever is earlier. However, the short/early completion quoted by bidder may be preferred. The supply shall be made at our works at **Survey No. 201/1, Sayli-Rakholi Road, Sayli, Silvassa – 396230 (D&NH)**.
- 1.7.0 **Liquidated damages:-**Vendor shall be liable to pay liquidated damages for the following:
- 1.7.1 Failure to complete supply of item to BL within the scheduled period. In such case, vendor shall be liable to pay liquidated damages @ 0.5% of PO value per week or part thereof subject to a maximum of 5.0%.





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- 1.8.0 **Price schedule:** - The price shall be quoted as per specified format given online. Reference price **price schedules are enclosed** as Annexure-B for reference only. The price must be quoted considering technical data sheet.
- 1.9.0 **Payment terms:** - (i) 90% of PO value on 30 days credits after supply and commissioning, from date of submission of bill (ii) Balance 10 % of PO Value shall be kept as retention money & will be released after completion of guarantee period without any interest or against submission of performance bank guarantee. This clause is applicable for Part 1 & 2 Both.
- 1.10.0 **Guarantee Period:** -12 (Twelve) months from the date of successful supply of item and commissioning as per PO. During this guarantee period the performance of the supplied item has to be in line with the expected/agreed quality as per tender/PO and if not then vendor has to replace/rectify the total supply at NO EXTRA COST TO BL and to the satisfaction of BL/tender.
- 1.11.0 **Validity of offer:** - The offers shall remain valid for a period of 60 days from the date of closing the tender.
- 1.12.0 **After sales service:** - Bidder shall furnish the details of their after-sales service facility available at / OR around Silvassa.
- 1.13.0 **Performance Bank Guarantee (PBG):** - PBG shall be furnished in specified format of Balmer Lawrie & Co. Ltd. and shall be valid for one year from the date of successful commissioning. PBG can also be paid directly to our **HDFC Bank Limited (Account No. 00740110000057 NEFT Code - IFSC "HDFC0000074")** through electronic transfer and proof of transfer of funds should be deposited with us.
- 1.14.0 **Documentation:** - Vendor shall have to submit complete maintenance manual (two copies each) along with items.
- 1.15.0 Tenderer must contain any other information/enclosures as may be needed to complete the schedule supply in all respect on a separate page/sheet under "**schedule of deviations**", however technical specification as mentioned in above Annexure 'B' are 'fixed'.
- 1.16.0 Submission of tender will be the conclusive evidence as to the fact the tenderer has fully satisfied themselves as to the nature and scope of 'supply, General terms and conditions and all other factors', affecting the performance of the contract and the cost thereof.
- 1.17.0 **TENDER CANCELLATION CLAUSE:** Balmer Lawrie & Co Ltd (BL) may at its own discretion cancel the tender process at any time [whether before or after tender submission date] due to any unforeseen / unavoidable circumstances or due to any other reason. BL is not liable to provide any reason to the participants/ bidders in said tender for the same.
- 1.18.0 **GST Clause :-** "The vendor should compulsorily follow all the provisions of GST Law and in the event of any default of complying with any of the provisions of the GST Law, Balmer Lawrie would exercise the right for non-payment / withholding payment / black listing the vendor."



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- 1.19.0 **Dispute Resolution, Governing Law and Jurisdiction:** - This Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter, shall be governed by and construed in accordance with the laws of India. undefined: disputes, differences and questions of any nature including interpretation of this Agreement or arising out of or in connection with this Agreement or as to the rights, duties or liabilities under it of the Parties shall be referred to Arbitration. The procedure of the Arbitration shall be governed under the Arbitration and Conciliation Act, 1996 (as amended) and the rules thereunder as may be in force from time to time. The Arbitration proceedings shall be conducted in English language. The Seat of Arbitration shall be at Kolkata. The fees of the arbitrator will be divided equally. The Sole Arbitrator shall be appointed from the panel of arbitrators which shall be provided by Balmer Lawrie & Co.Ltd. to (the other party to the Agreement) and he/she shall assign reasons to the award. **Governing Law and Jurisdiction:** The construction validity and performance of this Agreement shall be governed in all respects by the laws of the Republic of India. In relation to any legal action or proceedings to enforce this Agreement or any part hereof or any agreement pursuant thereto (“proceedings”) each of the parties, Subject to the above clause, Parties irrevocably submits to the exclusive jurisdiction of the Courts at Kolkata only and waives any objection to proceedings in such Courts on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum. Government of India shall not be made party to any such dispute. The parties hereby waive their right to any form of recourse against an award to any court or other competent authority, insofar as such waiver can validly be made under the applicable law.
- 1.20.0 **Force-majeure:** Any delay in or failure of performance of either party hereto shall not constitute default hereunder or give rise to any claims for damage, if any, to the extent such delays / failure of performance is caused by occurrences such as Acts of God or an enemy, decrees of any government or governmental authority, acts of war, rebellion, sabotage or fires, floods, explosions, riots, or strikes. The Vendor shall keep records of the circumstances referred to above and bring these to the notice of the concerned officer of the buyer in writing within 2 days of such occurrences. The decision of the buyer arrived at after consultation with the vendor, shall be final and binding. As soon as the cause of Force Majeure been removed, the party whose liability to perform its obligation has been affected shall notify the other of such cessation and inform the other party the actual delay incurred in such affected activities.
- 1.21.0 **If any damage is caused to the property and/or machinery (including its any part) of BL,** directly and/or indirectly incidental to and connected with the execution of the work, the loss shall be assessed by BL and vendor shall be liable to indemnify the value of such damaged property and/or machinery.
- 1.22.0 **Job site, working days & hours:** - All work required to be carried at BL’s site shall be done only during working days between 8:30 am. To 5:00 pm (timing may be relaxed if required). The job site will be provided by BL after two months from date of issue of LOI/PO to the successful vendor for the job. 1.15.0 **Offers & Enclosures:** The design, data and detailed drawing, submitted by the all the tenderer, along with their respective offer(s) 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.



1.23.0 **Tender for registered vendor only:** The Responses/offer from registered vendors alone will be accepted and that other interested vendors have to register with the unit (Greases & Lubricants, Silvassa) and subject to such registration being confirmed, they would be considered for the subsequent Tenders.

1.24.0 **National Security Clause:-** Restriction under Rule 144 (xi) of the General Financial Rules (GFRs), 2017

I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

IV. The beneficial owner for the purpose of (iii) above will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s). who. Whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.  
Explanation-

a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company,

b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;



2. In case of a partnership firm. the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
  3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
  4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of Senior managing official;
  5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of Control or ownership.
- V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

A Certificate regarding the compliance of the above in the letter head of the bidder duly signed and stamped by the authorized representative of the bidder to be submitted along with the tender. If the certificate submitted by the bidder whose bid is accepted is found to be false, this would be a ground for immediate termination and further legal action in accordance with law.

" We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; we certify that ..... (Name of firm/bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. We hereby certify that ..... (Name of Firm/Bidder) fulfills all requirements in this regard and is eligible to be considered."

Where applicable, evidence of valid registration by the Competent Authority shall be attached.

Contact Person :

Contact Number :

Signature with official  
stamp



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**Annexure-D**

**PRICE SCHEDULE**

Price Bid [PART 1 & 2] are enclosed in Excel Sheet



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### **Procedure for Bid Submission**

The bidder should submit their response through bid submission to the tender on eProcurement 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 <https://balmerlawrie.eproc.in> and submit their bids online. No offline bids should be entertained by the Tender Inviting Authority. The bidders should submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents displayed in procurement web site. The bidders should upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids in the eProcurement 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 should sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

### **Registration with eProcurement platform:**

For registration and online bid submission bidders may contact HELP DESK of M/s C1India Pvt., Ltd., or they can register themselves online by logging in to the website <https://balmerlawrie.eproc.in>

### **Digital Certificate authentication:**

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on eProcurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement 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.](#)

<b><u>Contact Person (Monday to Friday)</u></b>	<b><u>E-Mail ID</u></b>	<b><u>Tel. No.</u></b>
Mr.Tirtha Das (Kolkata)	<a href="mailto:tirtha.das@c1india.com">tirtha.das@c1india.com</a>	9163254290
Mr.Partha Ghosh (Kolkata)	<a href="mailto:partha.ghosh@c1india.com">partha.ghosh@c1india.com</a>	8811093299
Ms. Ujwala Shimpi (Mumbai)	<a href="mailto:ujwala.shimpi@c1india.com">ujwala.shimpi@c1india.com</a>	022-66865608
Helpdesk Support (Kolkata)		8017272644

**Address: M/s C1 India Pvt Ltd., C104, Sector – 2, Noida 201 301.**

You may also get in touch with their Representative Mr. Ritabrata Chakraborty [e-mail id: [ritabrata.chakraborty@c1india.com](mailto:ritabrata.chakraborty@c1india.com), Cell No. 09748708094 alternately you may contact Mr. Ujjal Mitra [07702669806], or Mr. Rajesh Kumar – 09650465143].

### **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.



**Balmer Lawrie & Co. Ltd.**

**(G & L- Silvassa)**

**(Government of India Enterprise )**

**Survey No. 201/1, Sayli, Sayli-Rakholi Road, Silvassa-396230 (D&NH).**

**Phone- 9099084731, 9099084732: Extn 12, E-mail - [srivastava.sk@balmerlawrie.com](mailto:srivastava.sk@balmerlawrie.com)**

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

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

**All the bidders who do not have Digital Certificates need to obtain Digital Certificate. They may contact Help Desk of C1 India Pvt Ltd.**

Contact Person :

Contact Number :

Signature with official  
stamp