



E-Procurement Roadmap for Greater Chennai Corporation



Part 1: e-Procurement Roadmap for Greater Chennai Corporation (GCC)

The World Bank is providing a Program for Results (P4R) financing to Greater Chennai Corporation (GCC) as one of the implementing agency under Chennai City Partnership program (CCPP) which is under Sustainable Urban Service Program (SUSP). Greater Chennai Corporation (GCC) shall strengthen the institutional capacity, enhance the efficiency and quality of services. As required under PFR, GCC shall achieve the prior identified and mutually agreed DLI (Disbursement Linked Indicator) to be eligible to receive World Bank funding under the CCP program.

The World Bank and GCC have agreed the following Disbursement Linked Indicators (DLIs) as part of the P4R program:

DLI 1 - Reduction in vacancy rates of Group A&B cadre of GCC to enhance professional capability

DLI 4 - Enhanced efficiency and transparency of public procurement

DLI 5 - GCC's health system strengthened through improved access to services and quality of care

DLI 9 - Percentage increase in GCC annual own source revenues

Of the above DLIs, the target set for Enhancing efficiency and transparency of public procurement is as given below.

RA1 – Strengthening Governance and Institutions for Service Delivery

Reference	Details
Indicator Name	Enhance efficiency and transparency of public procurement in GCC and CMWSSB
DLI	4
Baseline	GCC: Use of e-tendering, with offline evaluation, award and contract management
Intermediate Targets	
Year 1 (2021-22)	(i) Prepare and adopt e-procurement roadmap; (ii) Prepare and adopt standard bid document; and (iii) Complete training of all procurement staff
Year 2 (2022-23)	(i) Use of E-Procurement system for online evaluation for at least 25% tenders (by value) and (ii) Use of contract management system to manage atleast 10% of the tenders (by value).
Year 3 (2023-24)	(i) Use of E-Procurement system for online evaluation for at least 50% tenders (by value) and (ii) Use of contract management system to manage at least 20% of the tenders (by value).
Year 4 (2024-25)	(i) Use of E-Procurement system for online evaluation for at least 60% tenders (by value) and (ii) Use of contract management system to manage at 30% of the tenders (by value).



Reference	Details
End Target	
Final Year (2025-26)	(i) Use of E-Procurement system for online evaluation for at least 75% tenders (by value) and (ii) Use of contract management system to manage atleast 50% of the tenders (by value). (iii) At least 75% of the contracts by value awarded are disclosed within service standards published in Citizen's Charter.

This roadmap including citizen charter shall be reviewed on regular intervals but atleast biannually and suitable changes may be recommended based on experience gained and shall be shared with Bank for comments, as appropriate.

First Year Target:

DLI4	Sl.No.	Target results in Year 1
Enhance efficiency and transparency of public procurement for GCC	4.1	Prepare and adopt e-procurement roadmap
	4.2	Standard bidding documents
	4.3	Complete training of all procurement staff

1) Use of e-Procurement:

- GCC has been inviting tenders through the NIC e-procurement portal, www.tntenders.gov.in for both single cover (less than Rs.2.00 Crores) and two cover system (for works more than Rs.2.00 Crores) from early 2014, Further the evaluation is done offline and the details of the same is uploaded in the E-procurement portal after getting necessary approval from component authority. In this regard, the Award of contract is generated by the portal as per the module based on which letter of Acceptance (LOA) is created offline and issued to the successful bidder.

Tenders invited through e-procurement:

The following threshold values are fixed for inviting the tenders through e-procurement.

- In GCC, the procurement is carried out by the head of the department at Headquarters level and by the zonal officer at zonal level based on the budgetary allocation for the respective departments and Zones in the corresponding financial year. Irrespective of the value, tenders are invited through e-procurement only.
- All the tenders for Goods and consultancy Services, irrespective of the value are invited through e-procurement only.
- In case of force majeure, goods service, works contract and Non-consultancy services will be procured through request for quotation after obtaining necessary orders from the competent authority E-procurement framework is exempted during this period.
- The unserviceable/scrap materials received at central lorry station, wall tax road from various department and zones, irrespective of the value will be disposed through e-tender cum e-auction procedures of NIC.



Tenders invited through manual system:

- i. in case of low value of procurement specified under Tamil Nadu Transparency in Tenders Act, 1998, in situation of Emergency, natural calamities & during unforeseen circumstances tenders are exempted from E-procurement framework.

2) Coordination with NIC:

Government of Tamil Nadu has entrusted the work of E-procurement implementation for whole of Tamil Nadu to National Informatics Centre (NIC) which is a Central Government agency. In order to have proper capacity building for the procurement staff of GCC regular training are being provided by the experts from NIC

Training on e-Procurement:

Training and capacity building of identified staff of implementing department of GCC for carrying out online evaluation, negotiation and award of contract on the demo version of revamped tenders portal was conducted by the NIC at MTC office, pallavan salai in the month of February 2023.

Training on GTE (General Technical Evaluation) and evaluation of tender under QCBS shall be conducted by NIC for all the staff of GCC working in various departments (both Head Quarters & Zones) who are involved in the procurement process, before September 2023.

A roster for at least bi-annual training/clinic /workshop with NIC to be formalized and further training, if required will be provided on e-procurement aspects.

3) Setting-up of a help desk for bidders:

The Tamil Nadu Government e-procurement Portal has a 24x7 Helpdesk for any queries relating to the process of online submission of e-tenders. Moreover, queries may also be directed to the helpdesk that is already available in the NIC portal. Further, each department has in house staff who are handling procurement process are being designated as nodal officers to clarify to the potential bidders if they face any problem in use of e-procurement system. For technical issues, these officers shall reach out to NIC. In addition, a dedicated contractors' grievance redressal provision in the GCC website is proposed under the ERP 2.0 portal which is under evolution.

4) Purchase of adequate number of Digital Signatures Tokens (DSC):

Adequate number of DSC is available at present for the online tendering and whenever an officer gets transferred, new DSC token is procured for the new incumbent.

5) Government e-Marketplace (GeM):

Specialized consulting manpower, specialized materials, vehicles and Computer Hardware like computer, laptop, printer etc. are sourced through NICS & GeM.

6) Development of Standard Bidding Documents:

The Standard Bidding Document for the services must be modified to suit the e-procurement method.



- a) *Standard Bidding Document for Works* for the two-cover system followed in GCC is prepared & shared with World Bank for comments by September 2023. This will ensure uniformity in all procurements and in improving the efficiency of the procurement system.
- b) *Standard Bidding Document for Goods and Request for Proposal (RfP) for Consultancy* will be prepared by September 2023 and will be shared with the World Bank for its comments and guidance. Upon review, the document will be finalized with appropriate amendments and will be placed before the Council for approval and made available for adoption by October 2023.

On approval of the Council, the Standard Bidding Documents will be used as trial documents for tenders and based on the results, if any modifications required, these will be hosted in the GCC website after incorporating the changes and getting final approval from the Council. These documents will then be used by all the user Departments of GCC.

Henceforth the Standard Bidding Documents will be adopted for all the project tenders by the concerned wing after obtaining approval from the competent authority.

Any change in the conditions of the Standard Tender Document uploaded in the website thereafter will require prior approval from the competent Authority.

7) Appointment and Training of Staff in use of e-procurement

Procurement and contract management staff of GCC have undergone mandatory procurement trainings as under:

- a) Customized training conducted by Administrative Staff College of India, Hyderabad through offline Campus at Metro water Training Centre at Kilpauk, Chennai from 17.10.2022 to 21.10.2022 on various procurement and contract management aspects.
- b) Customized training conducted by Administrative Staff College of India, Hyderabad from 07.11.2022 to 18.11.2022 on 2016 procurement policy framework for world bank aided projects.
- c) Comprehensive Training by the NIC on e-procurement and General Technical Evaluation at Amma maligai, Ripon building campus, Greater Chennai Corporation from 12.09.23 to 13.09.23.
- d) Training conducted by NIC on E-procurement evaluation method - Quality and Cost Based Selection at Amma maligai, Ripon building campus, Greater Chennai Corporation 06.11.23

Further, refresher or need based training on e-procurement can be held in coordination with NIC as and when required and Specialized clinics to be held at regular intervals by engaging ASCI.

8) Paperless Procurement Process

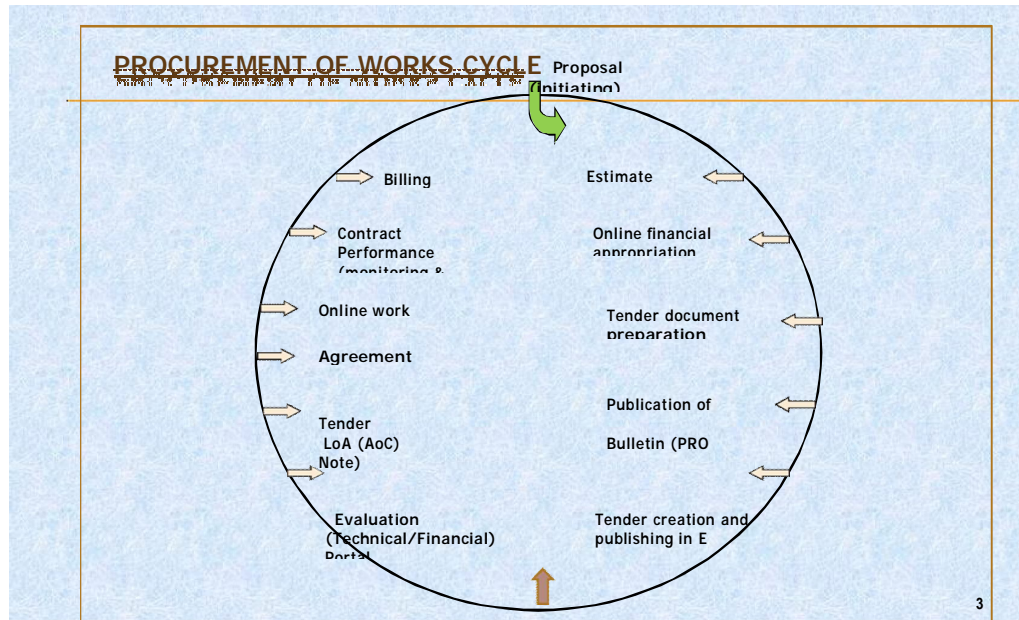
GCC is a multi-tasking agency having about 17 departments implementing various service, infrastructure projects. GCC is using a full-fledged Enterprise Resource Planning (ERP) Software system with 29 live functional modules since 2008. It is implemented and maintained by M/s e-Gov Foundation. The modules available in the ERP system are used for Pre & Post tender management, further as the current ERP necessitates technology upgradation, the ERP 2.0 is being planned and M/s. Deloitte have been assigned as DPR & transaction Advisory consultant.



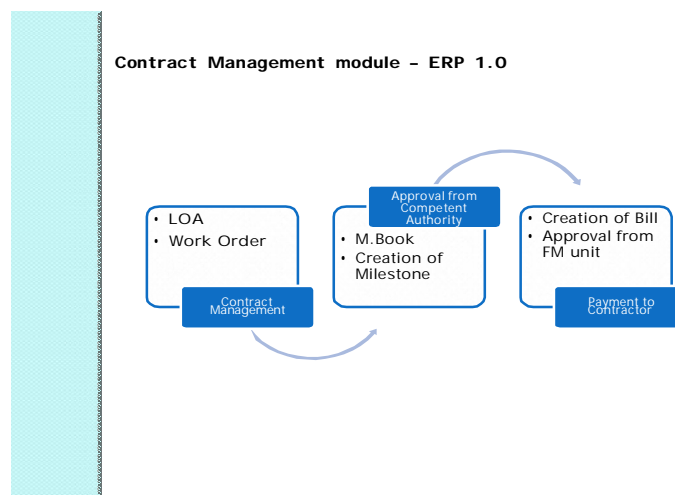
8.1 Section 2: Based on the value put to tender, the method of tender process is classified into:

- ❖ Single Cover system – Value put to tender is less than Rs.2.00 Crore
- ❖ Two Cover system – Value put to tender is above Rs.2.00 Crore.

Procurement cycle Module currently in action



Contact Management System Module



9) Procurement and Contract Management Information System (PCMIS):

The project ERP 2.0 is proposed for end-to-end solution bridging the gap of Pre and Post tendering process, contract management and in house contractor data management and will lead



the way to holistic 100% online e-procurement. As part of project ERP 2.0 the project management consultants are on-boarded to facilitate the seamless completion of the project. The expected timeline is about 12-18 months to roll out the beta version.

The major activities of the Contract management to be implemented digitally (paperless):

- a) Registration of Bidders /Contractors/consultants
- b) Invitation, submission, evaluation, and award of tenders/Bids for all works, goods and consultancy

a) **Section 1: The online contractor registration shall have the following steps:**

New Contractors:

- Contractors have online registration form to register themselves under their respective Category.
- Contractors shall submit the online form along with necessary documents for registration.
- The fee for Registration or renewal shall be paid online by the contractor.
- The C&M section shall login and check whether all documents and furnished details are correct and will mark the contractor as registered. If there are any additional details required, the same shall be asked from them and after getting the details they shall be registered.
- Based on the class of registration, the contractors can participate in the tenders invited in their respective class.

Already registered Contractors:

They can renew / upgrade their class and registration through the form by paying the amount for the renewal under respective class and by attaching supporting documents.

- A Contractor Master Data shall be created for all the registered contractors as a central repository. The same shall be used for creating suppliers also.

Works Management System Module consists of the following activities

(i) Procurement – ERP 1.0 – Estimate



(ii) Procurement – ERP 1.0 – Budget Appropriation

eGov Financials - Google Chrome
erp.chennaicorporation.gov.in/EGF/report/budgetAppropriationRegisterReport.action?showMode=budgetAppropriationRegister

Financials

cocapp7 Welcome ASSTCON1SP Today is: 17/03/2023

Budget Appropriation Register Report

Department* Budget Head*

Function Center* As on Date:

Fund*

* Mandatory Fields

(iii) Contract management – ERP 1.0 – Milestone

Works

cocapp7 Welcome ASSTCON1SP Today is: 17/03/2023

Track Milestone

WO Number: WO Date:

Contractor: Estimate Status:

Estimate Number: Estimate Date:

Work Name: Executing Department:

Type of Work: SubType of Work:

Project Code: ☐ Project/Work Completed

Milestone Details

Stage Order No	Stage Description	Percentage of Stage(A)	Current status of Stage	Completed Percentage of Stage(B)	Actual Percentage of Stage(C)=B/100*A	Remarks
1	RELAYING ROAD	100	COMPLETED	100	100.00	
Total:		100		Work Completion Percentage:	100.00	

* Mandatory Fields

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(iv) Contract management – ERP 1.0 – Measurement Book



erp.chennaicorporation.gov.in/egworks/measurementbook/measurementBook!edit.action?id=1453338&mode=search#

Works

me ASSTCON1SP Today is: 17/03/2023

Measurement Book

Tendered Items **Non Tendered and Lumpsum Items**

Work Order Number : NH/WO/1441/2022-23 * Entry Date : 26/08/2022

* Estimate Number : NH/2021-22/6661 Work Name : Relaying of road at Baba Na

Project Code : 05/NH/4046/2021-22 * MB Ref Number : 977/2014-1

* From Page Number : 43 To Page Number : 47

* Prepared By : AEDN94 ~ ASSISTANT ENGINEER Designation : ASSISTANT ENGINEER

* Abstract : Relaying of road at Baba Nagar 3rd cross street under substitute road of dropped road in Division-94,Unit-21,Zone-6.

Name of the Contractor : SRI RAMAJAYAM CONSTRU Contractor Code : S4617

Contractor Comments :

MB where payment is done in financials earlier ☐

Total MB Amount : 235007.97

Approval Information:

Procurement and Contract Management MIS(PCMIS):

Through PCMIS under ERP 2.0 procurement and contract management can be managed and tracked out.

On completion of the above, process of tender settling, issuing of work order to successful bidder, recording of measurements, preparing of abstract summary of work done for payments and making payments to contractor will be done online.

10) Procurement review and audit:

Unit Account Cell Department (UAC), Local Fund Audit of Government of Tamil Nadu & Auditors from office of Account General (AG) shall carry out annual review of various procurement and contract management aspects which shall be based on the consolidated list of contracts awarded during the previous year and share the audit report. Based on the recommendations and findings of the audit report, appropriate mitigation measures will be adopted and corrective steps taken up within three months of receipt of report after getting due approval from the Competent authority. For all non-compliance / F&C cases appropriate internal review shall be carried out by the appointed committee and based on the recommendations further action shall be taken.

Part 2 : Citizen Charter:

- **Introduction**

Citizen's Charter of GCC is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and procurements which are being taken by the organization.

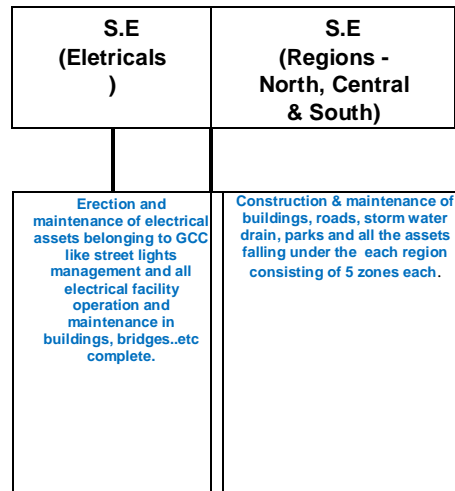
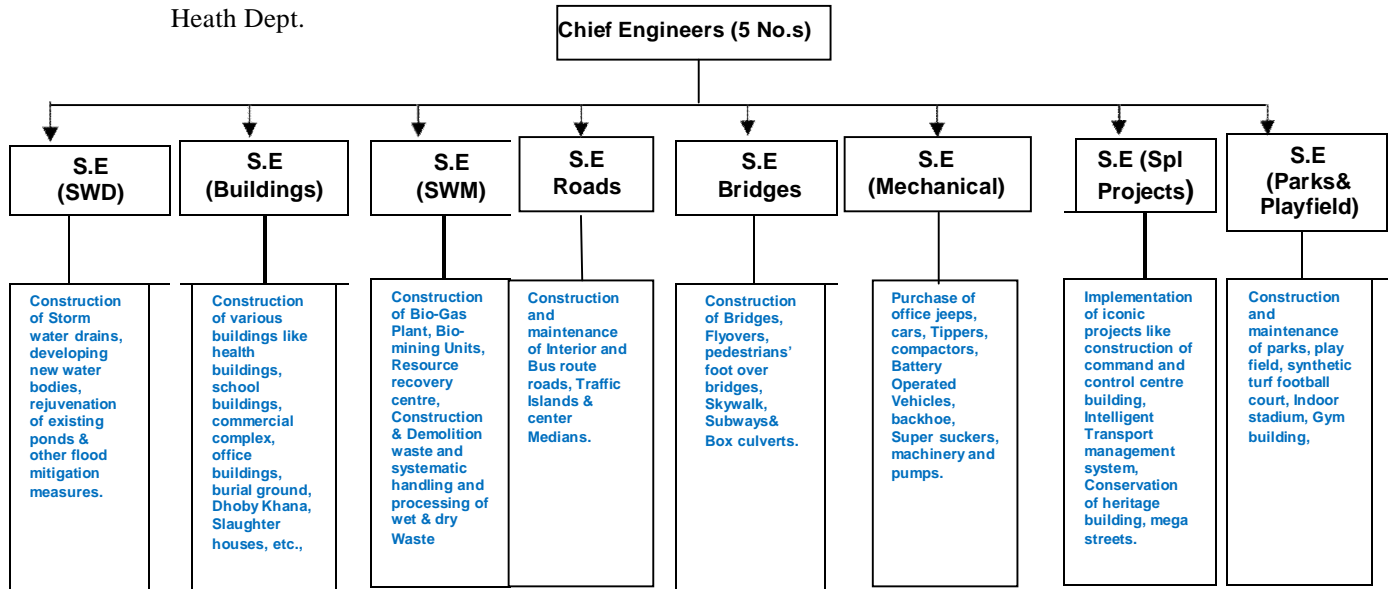
The Citizen's Charter consists of information regarding the services provided by various departments functioning under the Greater Chennai Corporation to address the specific needs of public.



- **Organisation Structure of Procurement**

Various verticals of GCC (Department wise) are listed below:

The Engineering departments covered under the CCP are Special Project Dept., SWM Dept. and Heath Dept.





Greater Chennai Corporation

		7	PAN Card Details	Photocopy
		8	Solvency Certificate Details	Class-I Rs.30.00 Lakhs
				Class-II Rs.22.50 Lakhs
				Class-III Rs.9.00 Lakhs
				Class-IV Rs.4.50 Lakhs
				Class-V Rs.2.00 Lakhs
		9	EC for Solvency Property upto date	Photocopy
		10	Consent Letter from B.E.Civil (2 persons) with Degree Certificate	Class-I and II
			Consent Letter from B.E.Civil & Diploma Civil (each person) with Degree Certificate	Class-III
			Consent Letter from B.E.Civil (1 person) with Degree Certificate	Class-IV
			Consent Letter from Diploma Civil (1 person) with Degree Certificate	Class-V
		11	Proprietorship Registration if Co, name is different	Individual / Proprietorship Concern
		12	Partnership Deed	Photocopy
		13	Partnership Registration No. (Form C)	Acknowledgement of Registration of Firms
		14	Details of Partners from Registrar of Firms (Form A)	1. Name of Partners 2. Address 3. Date of Joining 4. Date of Ceasing
		15	Bank Statement (6 months)	Photocopy
		16	IT filing details upto date	Photocopy
		17	Address Proof	Aadhar Card / Ration Card / Driving Licence / Voter ID / Bank Pass Book
		18	Experience / Performance Certificate for Upgradation	Class-II to I Rs.375 Lakhs
				Class-III to II Rs.150 Lakhs
				Class-IV to III Rs.75 Lakhs
				Class-V to IV Rs.30 Lakhs
				Class-V - NIL
		19	Self-attestation for all pages	All related documents
		20	Eligible Contract Value for Class I to V	Class-I above 75.00 Lakhs
				Class-II Up to 75.00 Lakhs
				Class-III Up to 30.00 Lakhs
				Class-IV Up to 15.00 Lakhs



		Class-V Up to 6.00 Lakhs	
		Contract Renewal for All civil works for class I to V	
		Sl. No.	Details of Documents to be Submitted
		1	Renewal Fees Class-I to V - Rs 15000/- once in three years
		2	Requisition Letter
		3	Registration Copy
		4	Last Year Renewal Copy
		5	Solvency Certificate
		6	Encumbrance certificate upto date
		7	Form- GSTR-3B / GSTR9 / GSTR9C
		8	IT statement
		9	LOA / Work Order / Tender Participate Acknowledgement



**SETTLEMENT
OF TENDERS**

Procedures for Settlement of Tenders:

- The settlement of all the works, goods, Consultancy and Non-consultancy services other than the projects funded by external funding agencies are being carried out as per the Tamil Nadu Transparency in Tenders Act 1998 and Rules 2000 (TTT Act) & their subsequent amendments. The main object of this enactment is to
 1. Eliminate irregularities,
 2. Interference
 3. Corrupt practices
 4. Transparency
- GCC has been Inviting tenders, submission and opening of tenders through the NIC e-procurement portal, www.tntenders.gov.in.

Various types of tenders settled in Greater Chennai Corporation are,

- DBFOT
- PPP
- EPC
- Works' Tenders irrespective of value
- Consultancy Tenders
- Annual Rate Contract
- Operation & Maintenance

Depending on the value put to tender, the tenders are invited either single (or) two cover procedures as detailed below,

Single Cover Procedure:

- Tenders are invited for the works having value upto Rs.2.00 crore under:
 - Percentage Tender
 - Item wise rate Tender
 - Single cover system with specific qualification criteria

Two Cover Procedure:

- Tenders are invited under Two Cover for works more than Rs. two crore
 - Percentage Tender
 - Item wise rate Tender
 - Two cover system with Technical Bid & Financial Bid



Tenders invited under External Agency & Bank Funded Projects

- All the tenders for the works/ Projects funded by the External agencies are invited as per the procedure stipulated by the respective external agencies.



Information

- The required documents for tendering will be issued then and there by tender inviting authorities for the respective works.

Consortium bids

- Consortium bids are allowed only in tenders invited for works contract under two cover procedure. In such cases, all the Partners of the consortium have to satisfy the qualification criteria mentioned in the tender documents. Normally three members are allowed in a Consortium bid.

Earnest Money Deposit

- Fixing of Earnest Money Deposit (EMD)/ Bid Security for all the works is calculated based on the value put to tender based on DPR cost.
- Only online EMD is accepted through NIC e- procurement Portal.



i	Planning, preparation of bidding documents.	<p>The Consultant/Department Staff engaged for preparation of DPR and bidding documents.</p> <p>The field officers (comprising of S.E, E.E, Assistant Executive Engineers and Assistant Engineers) will verify the DPR and the Review Committee will approve the DPR.</p> <p>The External Funding agency (or) the Funding agency under the GOTN or GOI, will issue the clearance for the bidding document respectively. For own sourcefund in house standard bidding document is being used.</p> <ul style="list-style-type: none">Adequate time is provided for the submission of tenders under Single Cover & Two Cover procedures as detailed below: Minimum time specified for each tender:<ul style="list-style-type: none">Value put to tender upto Rs.10.00 Cores – Minimum 15 days from the date of publication in the Tender BulletinValue put to tender above Rs.10.00 Crores – Minimum 30 days from the date of publication in the Tender Bulletin. <p>Any reduction in time will have to be subsequently authorized by an authority superior to the Tender Inviting Authority.</p>																																		
ii	Advertising, printing and publication.	<p>The Public Relation Officer will handle the advertising, printing and publication works.</p> <p>i. The following procedures are being followed in line with Government Order vide G.O. Ms No.103, dt.11.04.2022.</p> <table><tr><th colspan="3">Details of Newspaper</th><th colspan="2">Value of Procurement</th></tr><tr><th>Area</th><th>English</th><th>Tamil</th><th>Goods / Services</th><th>Works</th></tr><tr><td>District</td><td></td><td>1 District Edition</td><td>Above Rs.25 Lakhs and upto Rs.50 Lakhs</td><td>Above Rs.50 Lakh and upto Rs.75 Lakh</td></tr><tr><td>State</td><td>1 (All editions in the State)</td><td>1 (All editions in the State)</td><td>Above Rs.50 Lakhs and upto Rs.3 Crore</td><td>Above Rs.75 Lakh and upto Rs.10 Crore</td></tr><tr><td>South India</td><td>1 (South India Edition)</td><td>1 (All editions in the State)</td><td>Above Rs.3 Crore and upto Rs.5 Crore</td><td>Above Rs.10 Crore and upto Rs.20 Crore</td></tr><tr><td rowspan="2">All India</td><td>1 (All India Edition)</td><td>1 (All editions in the State)</td><td>Above Rs.5 Crore and upto Rs.75 Crore</td><td>Above Rs.20 Crore and upto Rs.100 Crore</td></tr><tr><td colspan="2">Indian Trade Journal</td><td>Above Rs.75 Crore</td><td>Above Rs.100 Crore</td></tr></table>	Details of Newspaper			Value of Procurement		Area	English	Tamil	Goods / Services	Works	District		1 District Edition	Above Rs.25 Lakhs and upto Rs.50 Lakhs	Above Rs.50 Lakh and upto Rs.75 Lakh	State	1 (All editions in the State)	1 (All editions in the State)	Above Rs.50 Lakhs and upto Rs.3 Crore	Above Rs.75 Lakh and upto Rs.10 Crore	South India	1 (South India Edition)	1 (All editions in the State)	Above Rs.3 Crore and upto Rs.5 Crore	Above Rs.10 Crore and upto Rs.20 Crore	All India	1 (All India Edition)	1 (All editions in the State)	Above Rs.5 Crore and upto Rs.75 Crore	Above Rs.20 Crore and upto Rs.100 Crore	Indian Trade Journal		Above Rs.75 Crore	Above Rs.100 Crore
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iii	Responses to Questions/ clarifications, pre-bid conferences.	The Procurement Staff will respond to questions/ clarifications, pre-bid conference queries. Bid Document containing the required Qualification criteria is prepared. Any clarifications in the tender schedules /bid documents can be sought by the prospective tenderer /bidders during Pre bid meeting /subsequently. However any further clarification can be sought upto 48 hours, prior to the opening of the Tender/bid. The reply for the same will be uploaded in the e-procurement website along with necessary modifications/ amendments, if required.																	
	<u>Bid validity:</u>	<table><tr><th>Sl. no</th><th>Description</th><th>Bid Validity Period</th></tr><tr><td>1</td><td>Bids invited under Single Cover System</td><td>Ninety days (90 days) after the due date specified for bid submission.</td></tr><tr><td>2</td><td>Bids invited under two cover system</td><td>Ninety days (90 days) after the due date specified for bid submission.</td></tr><tr><td>3</td><td>Bids invited under external aided funds</td><td>As per the norms of respective funding agencies.</td></tr><tr><td colspan="3">Based on the request of the Employer the bidders may extend the period of validity for a specified additional period.</td></tr></table>			Sl. no	Description	Bid Validity Period	1	Bids invited under Single Cover System	Ninety days (90 days) after the due date specified for bid submission.	2	Bids invited under two cover system	Ninety days (90 days) after the due date specified for bid submission.	3	Bids invited under external aided funds	As per the norms of respective funding agencies.	Based on the request of the Employer the bidders may extend the period of validity for a specified additional period.		
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Based on the request of the Employer the bidders may extend the period of validity for a specified additional period.																			
iii	Bid opening, bid evaluation – contract preparation.	<p>The tender/Bid document preparation is done by the Procurement Staff.</p> <p>The tenderer should submit the Tender Schedules only through online mode on the e-procurement portal.</p> <p>Bid/ opening is done by the bid opening committee members from the Procurement Staff (comprising of Superintending Engineer, Executive Engineers and Assistant Executive Engineers).</p> <p>Tenders is opened online in the presence of the Members of the Tender Scrutiny Committee and representatives of the tenderers / bidders.</p> <p>The bid evaluation is done online by the Procurement Staff and is approved by the competent authority based on the nature of work and project cost.</p>																	



Greater Chennai Corporation

	<u>Performance Security</u>	<p>The successful Bidder shall furnish a Security Deposit to the Employer, within 14 days of receipt of the Letter of Acceptance, in any of the forms given below:</p> <p>Bank Guarantee/ National savings certificate/ small savings instrument/deposit pledged in favor of The Commissioner, Greater Chennai Corporation</p>
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		<p>As per the council resolution No.456/2002, dated:28-11-2002 the amount of Additional Security Deposit to be paid by the contractor along with the tender for various percentage of rebates are as follows:</p> <table><tr><th>Percentage of rebate</th><th>Amount of Additional Security Deposit payable through RTGS only</th></tr><tr><td>5 to less than 15%</td><td>2%</td></tr><tr><td>15% to 20%</td><td>50% of Difference between office value of work and tender amount</td></tr><tr><td>above 20%</td><td>same as above</td></tr></table> <p>If percentage of rebate is above 20% tenderer should furnish the break up details of risk, cost and responsibility analysis and produce documents to prove the previous experience and work on hand with performance certificate showing the satisfactory completion of works entrusted in order to substantiate that the quoted rate is workable for complete execution as detailed in tender.</p> <ul style="list-style-type: none">• Upon acceptance within a reasonable time as indicated in the tender, the successful tenderer must execute the agreement in the prescribed format.	Percentage of rebate	Amount of Additional Security Deposit payable through RTGS only	5 to less than 15%	2%	15% to 20%	50% of Difference between office value of work and tender amount	above 20%	same as above
Percentage of rebate	Amount of Additional Security Deposit payable through RTGS only									
5 to less than 15%	2%									
15% to 20%	50% of Difference between office value of work and tender amount									
above 20%	same as above									
iv	Negotiation	In order to secure best possible procurement price, Online negotiation are done with the substantially responsive bidders.								
V	Award of Contract	Award of Contract to the Bidder whose Bid has been determined to be substantially responsive to the tender documents and who has offered the lowest evaluated Bid price								
Vi	Contract management	In the Contract management, the transaction advisory part is done by the procurement staff supported by PMU/PgMC. Project monitoring & billing is done by the field unit staff assisted by PMC.								
vii	Inspection	Frequent inspection is done by the The Commissioner, Respective Deputy Commissioner/RDC's, Chief Engineers, Superintending Engineers etc. The Departmental Staff's and supervision consultant do the Supervision and monitoring of the day to day activities.								
viii	Quality control	The Quality control team of GCC and Quality control consultants of the PMC ensure quality assurance and control.								
ix	<u>Price Adjustments</u>	<ul style="list-style-type: none">• Price adjustment is applicable for capital works having contract period more than 12 months.								
x	<u>Arbitration / Dispute Redressal Mechanism</u>	<ul style="list-style-type: none">• Settlement shall be in accordance with the Arbitration and Conciliation Act, 1996								



Service standards in GCC Contracts: Timeline for Procurement of Works contract/ Goods/ Consultancy services

Sl.No	Description	Timeline
1	Time taken for bid evaluation and award of contract	To be completed within the initial bid validity period (90days)
2	Time taken for returning bid securities of unsuccessful bidders	After uploading the details of award of contract, EMD of unsuccessful bidders will automatically be transferred to their respective accounts directly from the common pooling account within 24 hours. The EMD amount of successful bidder alone will be on hold till he submits his Performance Security deposit. After Submission of performance security and execution of contract agreement, the EMD of the successful bidder will be refunded to his account directly within 24 hours.
3	Time taken for publishing award of contract	The details of award of contracts are being published in the GCC website under the tag: Public Information Portal – PublicProjects. (https://chennaicorporation.gov.in/gcc/citizen-details/project-type/) . <i>(within Maximum of 15 working days)</i>
4	Time taken for releasing payments	After execution of the work and based on submission of certified whole or part bills, payments will be released accordingly. <i>(Maximum of 90 days)</i>

SECTION 3: GRIEVANCE REDRESSAL MECHANISM FOR GCC

Grievances, if any, can be solved by either uploading it under online Public Grievance tab, through Namma Chennai App, Toll Free – 1913, Social Media like tweeter, Facebook & Instagram, Whatsapp service on the GCC website i.e. <https://chennaicorporation.gov.in> or Executive Engineer or the Superintending Engineer of the respective departments & Zones. If the complaint is against the Executive Engineer or Superintending Engineer then the complainant can approach the Chief Engineer (General) or Deputy Commissioner (Works).

PROVIDING INFORMATION UNDER RIGHT TO INFORMATION ACT, 2005:

Those who are seeking information under the Right to Information Act, 2005 can approach the Public Information Officers and the Appellate Authority as stated in the GCC website.



COMPLAINT HANDLING PROTOCOL

- Complaint from all the platform mentioned above are received in the portal from based on the jurisdiction and nature of complaint mentioned the process flow directs it to the concern officer in-charge to redressal the grievance, Every department has a timeline as per their Service Level Agreement (SLA) to complete the grievance redressal process. Within that time frame, the grievance will be addressed.
- Contractors' complaint / Right To Information / Chief Minister office petition etc., are some of the types of complaints. These complaints/grievances will be recorded in the complaints register and dashboard and addressed appropriately. The Complaints Register is maintained in the office of S.E.(C&M) and regularly updated. The Register contains information on the subject and all the details of the complainor the complainant(s)

S.no	Type of complaint	Submission	Redressal time
1	Right To Information	As per the prescribed procedure for RTI Act	30 days
2	Online Grievance	Through e-mail, upload on the website under complaint tab, or through post to the address mentioned in the tender document	Within 15 working days
3	Chief Minister office petition	Under grievance tab on the Tamil Nadu Chief Minister Special Cell website i.e. cmcell.tn.gov.in	Within 7 working days
4	Complaints related to any Fraud and corruption	Through e-mail, OR upload on the website under complaint tab, OR through post to the address mentioned in the tender document	After investigation by the in-house vigilance cell action will be taken

At present all the awarded contracts are being published on GCC website with the details of Name of work, Contract Number, Estimated cost on contract amount, tendered amount, Source of fund and Project title. The report is also sent to Director of Vigilance and Anti-Corruption. As per the World Bank target for Programme for results, all the awarded contracts will be disclosed within service standards and published in the portal.

GCC GRIEVANCE REDRESS MECHANISM (GRM)

Operating Procedures

Section I Introduction and Background

- The Grievance Redress Mechanism (GRM). The GRM facilitates a prompt response to grievances by providing necessary grievances reference no. to Complainant for future references if required and necessary inputs are shared with respective staff in a quick and effective manner.
- Competent authority who is authorized to close the complaint shall start from the Assistant Engineer and if the grievance is not redressed within the stipulated time, the grievance is elevated to the next higher authority for necessary intervention.



Section II Submission of a Complaint

• Who May Submit a Complaint?

3. Complainants - A complaint may be submitted by one or more individuals, or their representatives, who believe they are directly and adversely affected by an active GCC Project.
4. Identity of Complainants - The complaint must identify the individual(s) submitting the complaint, and whether they are Project-affected individual(s) and/or a community or representative.
5. Confidentiality - Complainants may ask that their identity be kept confidential. The request for confidentiality should be submitted with the complaint. The GRM will maintain confidentiality of personal or classified information if requested.

How to Submit a Complaint

6. A complaint can be submitted by anyone in any of the ways outlined below.
 - Through Online grievance in website.
 - Through Mail to the concerned H.O.D (Contact Details available in the Website).
 - Through Social Media like Facebook, Instagram & Twitter.
 - Through Whatsapp service available in portal.
 - Through Toll Free no. 1913.
 - Through Contact Details of respective Officers.

Format and Language of a Complaint

7. Complaints may be submitted in Tamil or English. All of the GRS correspondence with the complainant will be in English or Tamil only.
8. Complainants may choose any of the formats available in portal.

Content of a Complaint: Required Information

9. A complaint must provide details of complete grievance regarding actual or potential harm resulting from directly and adversely affected by an active GCC completed Project/Ongoing project/Projects proposed for implementation/Planning GCC
10. Substance of a complaint - The complaint must amplify the necessary information /reference duly supported by relevant documentation and correspondence, as and where possible and appropriate, or upon the GRM's request at a later date. The complainant(s) may indicate the desired outcome/expectation from the authorities.
11. Procurement related complaints under the Project, as an option, may be submitted to the GRM by bidders or potential bidders (companies or individuals). These complaints will be reviewed and addressed as per the grievance redressal mechanism which is specified in this document.



Section III Admissibility

Scope and Admissibility of Complaints

12. Complaints are admissible if they meet the following criteria:
- The Project is active, i.e., appraisal has begun and the Project has not yet closed;
 - The complaint is filed by the stakeholders, Project-affected individuals and/or communities, or their representative;
 - The complaint alleges that the Project has caused or will cause harm to the individuals and or communities submitting the complaint.
 - The complaint specifically confirms a gross noncompliance to the existing procedures or contract terms etc.
13. Complaints that are determined frivolous or absurd shall not be admissible.
14. Complaints lodged with the GRM - If complainant(s) file a complaint on a Project with the GRM the complaint will be forwarded to concerned wing for taking action to sort out the issues.

Mechanism for Resolution

Determination of Admissibility

15. Registration of complaints - After receipt of a complaint, the GRM immediately registers. The following takes place:
16. Immediately after the complaint, system automatically notifies and classifies the complaint as follows,
- *Notification of receipt* -The Website /GRM notifies the complainant(s) of receipt of the complaint. With the notification of receipt, the GRM may also request additional information from the complainant(s).
 - *Classification of complaint* – The Website / GRM determines the classification. If the complaint is related to procurement, the GRM forwards the complaint to the responsible Procurement Officer.
17. Time for Evaluation - Within 10 business days of receipt of complaint, the complaint officer assigned reviews and evaluates the complaint and determines whether the complaint meets the admissibility criteria set forth above, in consultation with relevant staff and an acknowledgement shall be sent to the complainant regarding looking into the complaint.
18. Request for additional information - During the 10-day admissibility assessment period, the complaint officer may request additional further information from the complainant(s) providing reasonable time to respond. If no response is received from the complainant(s) within 10 business days of the request, the GRS contacts the complainant(s) again. If no response is received within 10 business days of the second request, the complainant officer will mark a copy to the procurement manager for needful due diligence and close the complaint. Admissible and non-admissible complaints - If the complaint is admissible, the complainant(s) are notified of admissibility.



19. Admissible and non-admissible complaints –

- *Admissible complaints* - If the complaint is admissible, the complainant(s) are notified of admissibility.
- *Non-admissible complaints* - If the complaint is non-admissible, the complainant(s) are notified of this decision and the reasons for it, and are referred to relevant institutions, where appropriate. The GRS then closes the case.

Case Closure

20. **Resolution** - The GRM considers to act upon a complaint within thirty days of receipt of the complaint. Upon resolution close the complaint documenting the final resolution reached and date of closure.

21. **No satisfactory resolution** - If complainant(s) believe that the complaint has not been addressed, the GRM engage with the complainant(s) to determine whether and how a satisfactory outcome can be achieved, takes appropriate actions and with consent of competent authority mark 'unresolved' by explicitly stating the reason for non-resolution and option of reopening as and when required.

22. In addition, In-house auditing is carried on closed complaint through Quality Assurance(QA) mechanism by the In-house staff handling the GRM. If any Unsatisfactory comment is received the complaint is re-opened through QA process.

Section III Other Provisions

Information Sharing and Communication with Complainants

23. The GRM shares with the complainant(s) all information relevant to the case, including updates on the status and progress of the complaint handling process, to the extent possible for the completed tenders alone.
24. The GRM maintains consistent communications with the complainant(s) throughout the process via email or by surface mail based on the mode of complaint or as preferred by the complainant(s).
25. The existence of the GRM is advertised through Bid Documents, and internal websites. The principles and operating procedures of the GRS are made available in the website.
26. The Complaints Register is maintained in the office of S.E. and regularly updated. The Register contains information on the subject, details of the complaint or the complainant(s).
27. The GRM is responsible for external communications regarding complaints.

**Consolidated table of activities to be completed as per the roadmap**

Sl no	Roadmap milestones	Responsible authority	Timeline (by when to be implemented)
Section 1	e-procurement Roadmap		
1	Use of e-Procurement & procedures followed in GCC:	Respective Head of the Department	Implemented
2	Government e-Marketplace (GeM):	Respective Head of the Department	Implemented
3	Development and adoption of Standard Bidding Documents for Works	Joint Commissioner (Works)	July 2024
4	Development and adoption of standard Bid document for goods	Joint Commissioner (Works)	July 2024
5	Development and adoption of Standard Tender Document for services	Joint Commissioner (Works)	July 2024
6	Appointment and training of staff in use of e-procurement	Senior System Manager	Under implementation
7	Paperless Procurement Process	Respective Head of the Department	November 2024
8	Setting-up of a helpdesk for bidders	Senior System Manager	August 2024
9	Purchase of adequate number of Digital Signatures Tokens (DSC)	Respective Head of the Department	Implemented
10	Procurement and Contract Management MIS (PCMIS)	Senior System Manager	August 2024
11	Procurement Process	Respective Head of the Department	Implemented
12	Procurement review and audit	Respective Head of the Department	Implemented
Section 2	Adoption of Citizen Charter	Senior System Manager	Implemented
Section 3	Grievance redressal mechanism	Senior System Manager	Implemented

1. Citizen Charter : <https://chennaicorporation.gov.in/rti/Citizen%20Charter%20-%20E-%20Procurement.pdf>

2. Standard operating procedure : <https://chennaicorporation.gov.in/gcc/SOP/>