



# Instructions to Bidders

For

Online Payment

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## **Instructions for payment through NEFT/RTGS** (If this option is allowed in respective e-Tender portal)

1. Vendors will get Unique bidder code / account details for NEFT / RTGS Payment, once their User ID is activated and it will take **24 hrs. To 48 hrs. (2 Working Days)** time to get the Bidder code from the approval of User ID.
2. Bidder Code will be sent on your Registered **Valid** e-Mail ID Address and it will be available on our e-Tender Portal also after login. (PI refer point no. 4 for screen shot)
3. Kindly note that the payment via RTGS / NEFT is required to be made **one working day** in advance in order to make it available in your Unique Bidder ID. Hence please ensure that you remit funds at-least one day in advance before you would like to make the document fee/EMD payment through RTGS / NEFT option on payment gateway.
4. We would request you to do the payment of NEFT / RTGS once your bidder code will be generated on **e-tender portal after login**. Bidder code will be shown on your screen as per below format on e-tender portal.

**NEFT/RTGS Instruction:**  
We are pleased to announce the new online payment option of RTGS and NEFT for payment of document fee/EMD of e-tenders for [cgmpfed.abcprocure.com](http://cgmpfed.abcprocure.com). With this you can now pay the document fees/EMD through RTGS or NEFT from your existing Bank account. Please find your registration code, which you shall require while making the payment.  
Read More...(Show/Hide)

Company Name :

Unique Bidder Registration Code :

Kindly mention the following details while making the RTGS/NEFT payment from your Bank:

- Beneficiary Name :
- Beneficiary account number :
- Beneficiary bank branch :
- Beneficiary IFSC code :
- Amount : As per your requirement

For further details, kindly contact our support team members or refer your registered email address.

5. Kindly note payment made for NEFT/RTGS will be credited to bidder's e-Wallet A/c within **24 hrs.**  
**Or one working day.**
6. Bidders can check their available balance on e-Tender portal by following mentioned steps.

**Logon to e-tender Portal → Utility → Refund Money → Select Security Deposit A/c**

7. In case of payment made for NEFT/RTGS and it does not reflect in bidder's Wallet/Security deposit A/c after 1 working day, bidders are requested to send payment details in **BELOW FORMAT** through mail on [Payment@eptl.in](mailto:Payment@eptl.in). **Request you to provide below details to serve you our best support in case of non-receipt of payment in your e-wallet.**

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Description	To be Filled by Bidder
Website URL and Dept. name	
Tender ID / Event ID:	
Issue for (Registration Charges / Doc Fee / EMD (Credit / Release/ Refund))	
Unique Bidder Code (If payment through NEFT/RTGS)	
Amount	
Transaction No.	
Payment Date and Time & Bank Name:	
User ID of Bidder	
Bank Statement / Payment Receipt	
Mode of payment which you have done (NEFT/RTGS, Net Banking, Debit Card, Credit Card)	

8. Bidders can use their NEFT/RTGS balance for payment of Tender Document/EMD Fee.
9. Please note that paid document fee is non-refundable.
10. **Payment made for Tender EMD fee through NEFT/RTGS will be credited to bidder's wallet/ Security deposit a/c after releasing the same from concern tendering authority / Department.**
11. For Refund money, bidders needs to first confirm with the concern department / tendering authority whether they have released your EMD or not?
12. **After releasing an EMD from department / tendering authority, it will be credited to bidder's Wallet/ Security A/c within 2 working days if payment has been made by e-Wallet.**
13. Bidders can raise refund request for their paid amount from their Wallet/Security deposit a/c to their desire a/c if they have available balance in their wallet A/c.
14. To raise refund request follow below mentioned steps.

**Login to e-Tender portal → Utility → Refund Money → Refund Request → Enter the Details**

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**Disclaimer:**

On successful Refund Amount request, system will debit this amount from your available balance in Escrow Account. However, actual Refund request processing may take 2 to 4 working days.

**Caution:**

On submitting refund request, Pl ensure that you have to mention correct beneficiary account number and IFSC code otherwise refund process will not to be happen further and you are fully responsible for such mistakes while making payment. Please ensure that you need to mention the correct beneficiary account number and IFSC code while making payment. In the event of funds remitted to wrong beneficiary account number, Tendering Authority or its Bank or its service provider would not responsible for the same.

15. In case of successful transaction, payment for refund request will be credited to bidder's mentioned a/c as per bank's TAT, 2-4 working days. **(As per Annexure - I)**
16. **Please Note: while raising refund request, bidders must enter correct A/c details in which they wants their money to be refunded, if they enter incorrect A/c details, e-Procurement Technologies Limited or Tendering Authority or Bank will not be responsible for their payment.**
17. In case of non-receipt of payment bidders are requested to send their payment details through mail to us on [Payment@eptl.in](mailto:Payment@eptl.in) . **(As per above point no. 7)**
18. **Bidders are requested to NOT to transfer the payment from ICICI Bank to ICICI Bank coz it will not be credited to your e-wallet, hence request you to transfer the payment by using other Bank except ICICI Bank this is applicable in only NEFT/RTGS Transactions.**

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## **Instructions for payment through Net banking, Credit Card, Debit Card**

**(If this option is allowed in respective e-Tender portal)**

19. Bidders can pay their Document Fee / EMD through Net banking, Credit Card, Debit Card too.
20. To pay Document Fee / EMD through Net banking, Credit Card, Debit Card follow below mentioned steps.
  - Logon to e-tender portal →Click on tender dashboard in your respective tender →Declaration →
  - I Agree →In Document Fee section Select Payment Mode as Online →
  - Click on Pay Now →Select Net banking, Credit Card, Debit Card from given option →Click on Confirm →Enter Required Details →Click on Pay →
21. Please note while making payment through Net banking, Credit Card, Debit Card you must add <https://www.tpsl-india.in> website in trusted zone (Mandatory). If you have not added this URL in trusted zone then you might be get an error message while doing online payment.
22. Do not use / open multiple tabs while making online payment.
23. Please note while transaction is processing do not Refresh or Close the webpage.
24. In case of failed transaction send us your payment details to us through mail on [Payment@eptl.in](mailto:Payment@eptl.in) (**As per above point no. 7**).
25. In case of successful transaction bidders will receive receipt for their successful transaction on screen.
26. For Refund payment, bidders needs to first confirm with the concern department whether they have release their EMD or not?
27. After releasing the EMD from department it will be credited to bidder's a/c from which he/she has made payment within 7-8 working days. (As per Annexure 1)
28. In case of non-receipt of payment, bidders are requested to send their latest bank statement and payment details to us through mail on [Payment@eptl.in](mailto:Payment@eptl.in) (**As per point no. 7**)
29. For any payment related queries bidders are requested to contact us on [Payment@eptl.in](mailto:Payment@eptl.in)
30. Payment via corporate internet banking is **not** available in e-Tendering and e-Auction. Since the tendering/auction portal requires real time confirmation and in corporate internet banking the response comes after one day hence only Net banking (retail) option is enable for e-Auction and e-Tendering. **Hence, for high value transactions bidders are advised to pay through NEFT/RTGS mode.**

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# Screens to pay Document Fees & EMD online

## To Pay Document Fees:

### DOCUMENT FEES ONLINE

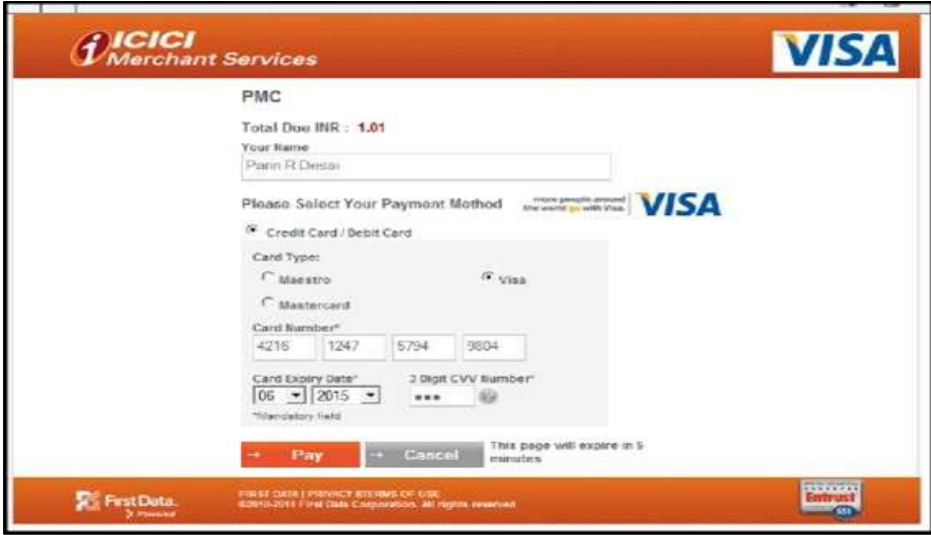
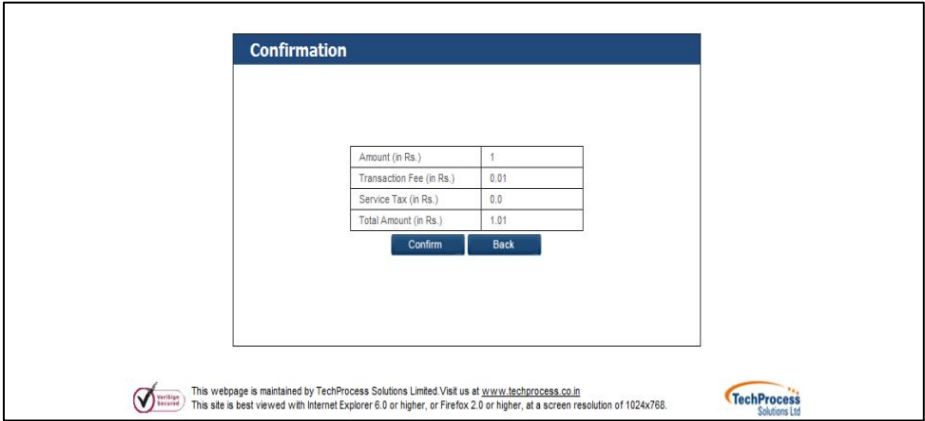
A) NET BANKING, CREDIT CARD / DEBIT CARD/ SECURITY DEPOSIT ACCOUNT [NEFT/RTGS]

**Note: - Bidder needs to add the URL: - <https://www.tpsl-india.in> to the trusted zone. (Mandatory)**

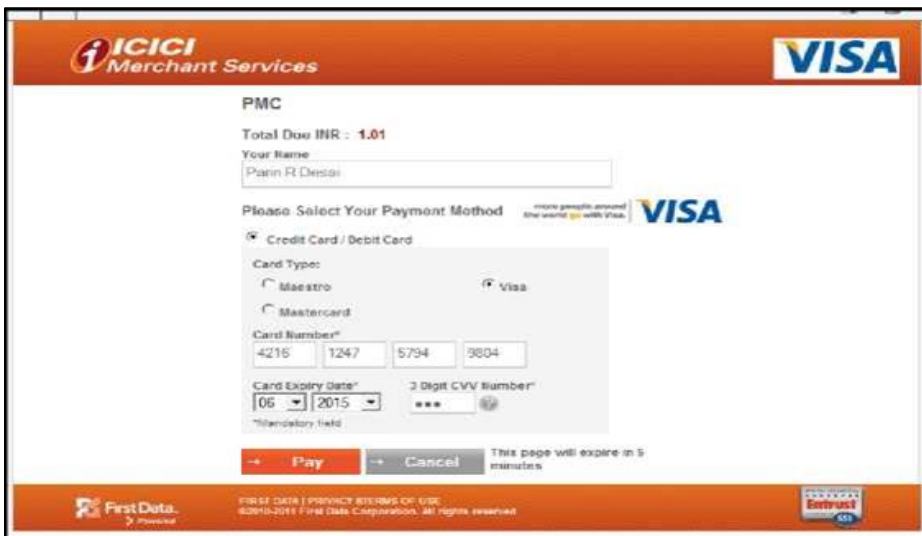
Declaration	<b>Document Fees</b>	EMD	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>Document Payment Detail</b>						
<b>Instruction:</b> <ul style="list-style-type: none"><li>o Please note that before initiating the transaction, ensure that the Pop-Up Blocker in Tools options is Turned Off.</li><li>o Bidders are requested to add <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> website in trusted site, For that perform below given steps: Go to the Tools menu of the Internet Explorer -&gt; Internet options -&gt; Security -&gt; Trusted Site -&gt; Sites -&gt; type <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> -&gt; click on Add -&gt; Close -&gt; then click on OK button</li><li>o Bidders are requested that "Do not open the Multiple tab / Multiple window during the payment process"</li></ul>						
Document Fees :	1					
Payment Mode :	<input checked="" type="radio"/> Online					
<input type="button" value="Submit"/>						

Declaration	<b>Document Fees</b>	EMD	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>Document Payment Detail</b>						
Document Fees :	1					
<input type="button" value="Pay Now"/> <input type="button" value="Back"/>						

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**Transaction Completed Successfully**  
Please wait for 8 Seconds.  
You will be redirected automatically to Tender Portal.  
(Please do not Close/Refresh this Page.)

Declaration	<b>Document Fees</b>	EMD	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>Document Payment Detail</b>						
Document Fees :	1					
Receipt No :	DF/2013/22251					
Payment Date :	15/11/2013					

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# To Pay EMD

## EMD

NET BANKING, CREDIT CARD / DEBIT CARD, SECURITY DEPOSIT ACCOUNT [NEFT/RTGS])

Note: - Bidder needs to add the URL: - <https://www.tpsl-india.in> to the trusted zone. (Mandatory)

Declaration	Document Fees	<b>EMD</b>	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>EMD Payment Detail</b>						
<b>Instruction:</b>						
<ul style="list-style-type: none"><li>o Please note that before initiating the transaction, ensure that the Pop-Up Blocker in Tools options is Turned Off.</li><li>o Bidders are requested to add <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> website in trusted site, For that perform below given steps: Go to the Tools menu of the Internet Explorer -&gt; Internet options -&gt; Security -&gt; Trusted Site -&gt; Sites -&gt; type <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> -&gt; click on Add -&gt; Close -&gt; then click on OK button</li><li>o Bidders are requested that "Do not open the Multiple tab / Multiple window during the payment process"</li></ul>						
EMD :	1					
Payment Mode :	<input type="radio"/> Online					
<input type="button" value="Submit"/>						

Declaration	Document Fees	<b>EMD</b>	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>EMD Payment Detail</b>						
<b>Instruction:</b>						
<ul style="list-style-type: none"><li>o Please note that before initiating the transaction, ensure that the Pop-Up Blocker in Tools options is Turned Off.</li><li>o Bidders are requested to add <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> website in trusted site, For that perform below given steps: Go to the Tools menu of the Internet Explorer -&gt; Internet options -&gt; Security -&gt; Trusted Site -&gt; Sites -&gt; type <a href="https://www.tpsl-india.in/">https://www.tpsl-india.in/</a> -&gt; click on Add -&gt; Close -&gt; then click on OK button</li><li>o Bidders are requested that "Do not open the Multiple tab / Multiple window during the payment process"</li></ul>						
EMD :	1					
Payment Mode :	<input checked="" type="radio"/> Online					
Payment Type :	<input type="radio"/> Net Banking / Credit Card / Debit Card <input checked="" type="radio"/> Security Deposit Account (Available Balance : 114.00000)					
<input type="button" value="Submit"/>						

Declaration	Document Fees	<b>EMD</b>	Prepare Bid	Final Submission	Result	Online Payment Detail
<b>EMD Payment Detail</b>						
EMD Fees :	1					
<input type="button" value="Pay Now"/> <input type="button" value="Back"/>						

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Transaction Completed Successfully

Please wait for 5 Seconds.  
You will be redirected automatically to Tender Portal.  
(Please do not Close/Refresh this Page.)

Declaration

Document Fees

EMD

Prepare Bid

Final Submission

Result

Online Payment Detail

EMD Payment Detail

EMD	1
Receipt No :	EMD/2013/22252
Payment Date :	15/11/2013

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## Annexure - I

### Fund Deposition and Release TAT for all the following payment modes with respective Bank types.

- ✓ **Debit Card- It will take 7 working days after released an EMD**
- ✓ **Credit Card- It will take 7 working days after released an EMD**
- ✓ **Net Banking- It will take 2 working days after released an EMD**
- ✓ **NEFT- Same day; if file processed NEFT cut off @ 06:30 PM every working day including a working Saturday**
- ✓ **RTGS- On real time basis**

End of the Document

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