



## Special Instructions to the Bidder for participating in e-Tender

(Updated On: June 30,2025)

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## Special Instructions to the Bidder for participating in e-Tender

Indian Oil Corporation Ltd. has developed a secured and user friendly e-Tendering system through National Informatics Center (NIC), which enables Vendors / Bidders to Search, View, Download tenders directly and also enables them to participate & submit online bids on the e-Tendering site <https://iocletenders.nic.in> in a secured and transparent manner maintaining confidentiality and security throughout the tendering process.

Bidders are advised to download Notice Inviting Tender along with other tender documents from the e-Tendering portal <https://iocletenders.nic.in> free of cost using their digital signature & registered user ID. The bids should be submitted online on our e-Tendering portal only. EMD / any other document(s) as per Tender (to be submitted in original) must be submitted before the due date and time failing which the bid shall be summarily rejected.

Vendor should have a legally valid Digital Certificate as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India (For details regarding Digital Certificate Provider please refer to Point 8 of “Information about DSC” on the home page). Portal allows new mapping of only Class- 3 Digital Signature Certificate. However, Class -2 Digital Signature certificates already mapped in portal shall continue to function till their expiry and post their expiration, portal shall allow mapping of only Class - 3 Digital signature Certificate. All interested bidders are requested to register themselves using the link “**Online Bidder Enrollment**” on the home page and enroll their digital certificate during their first login attempt.

**It is advised to take extreme precautions while mapping digital certificate to a particular user profile. Once a digital certificate is enrolled to a user account, it cannot be used for any other registration in the system.**

Bidders are requested to read following conditions in conjunctions with various conditions, wherever applicable appearing with this bid invitation for e-Tendering.

The conditions mentioned herein under shall supersede and prevail over the contradicting conditions (if any) mentioned elsewhere in the tender documents.



## Special Instructions to the Bidder for participating in e-Tender

### **1.0 Procedure to submit On-line Bids**

For this purpose, Vendors/Bidders are advised to read the instructions available in the homepage of the portal where detailed procedure for submission of bids is available under the section “[Bidders Manual Kit](#)”.

### **2.0 System Generated Communication(s)**

The alerts / reminders in the form of SMS / e-Mail are given to bidders by the system at various stages of tender as mentioned below:

- Reminder for Registered Digital Certificate Expiry before 30 days;
- Issuance of Single / Limited Tenders to the selected bidder(s);
- Change in Password;
- Bids uploaded but ‘Freeze’ button not clicked;
- Reminder for Participation in case of Limited / Single Tender; (w.e.f. 28.07.2019)
- On Response of clarification sought by bidder; (w.e.f. 28.07.2019)
- On issuance of Corrigendum to all selected bidders in limited / single tender and in case of open tenders to those bidders who have saved the tender as favourite; (w.e.f. 28.07.2019)
- Raising of any Techno-Commercial Query by concluser to the respective bidder;
- On freezing Techno-commercial Evaluation by concluser;
- Date and Time for Opening of Price Bid to all technically accepted bidders;
- Intimation of Publication of Auction properties to all qualified bidders;
- Reminder mail for participation in Reverse Auction (w.e.f. 28.07.2019)
- AOC to successful bidder(s).

Please note, communication alerts in the form of e-Mail/SMS will be sent to the bidder if and only if bidder’s e-Mail/Mobile No. registered in the portal is correct and updated.

In addition to the above communication, the information is updated in portal in “Dashboard” option available under “My Accounts” menu like:

- Limited Tender(s) to be made as favourite;



## Special Instructions to the Bidder for participating in e-Tender

- TQ/CQ to be responded;
- Bids to be frozen;

### **NOTE:-**

The above mentioned are only indicative, all bidders must login and visit their **DASHBOARD** section on regular basis to get the timely updates related to the pending activities as mentioned above even if they have missed/ not received any communication sent in the form of e-Mail / SMS by system..

### **3.0 Tender Search**

All tenders available on the website can be searched by using the “Search Active Tenders” menu under Bidder’s profile. Use any of the searching criteria to search your tender. For a refined search, enter e-Tender ID under “Tender ID” or enter Work Title under “Work/Item Title” and click Submit. The intended tender(s) should be checked and saved as “Favorite” by clicking on the check box. The bid submission process will start by clicking the menu “My Tenders”.

### **4.0 Price Bid**

Price Bid (BOQ) as given in the tender must be downloaded and saved at bidders’ local PC / Laptop without any change. Bidders shall fill the required details/prices in BOQ, save it and upload the filled-in BOQ in the portal.

### **5.0 Tampering of Documents**

The following shall be considered as Tampering of documents:

- Submission of Scanned copy or Photocopy of Price bid (BOQ);
- Submission of any file other than original Price Bid (BOQ);
- Insertion of additional sheet(s) in Price bid (BOQ);
- Change in content or context of the original file of Price bid (BOQ);
- Protection of Price bid (BOQ) Workbook over and above Sheet Protection done by IOCL.



## Special Instructions to the Bidder for participating in e-Tender

Such bids will be summarily rejected at the time of evaluation.

### NOTE: -

Bidders are advised not to use Information Rights Management (IRM) feature on BoQ and any other excel file submitted during bidding process. IOCL shall not be responsible for any consequential result due to same.

### **6.0 Uploading and Confirmation**

Bid along with all the copies of documents should be submitted in the electronic form only through IndianOil e-Tendering system. Bidder must ensure that their bid submission is complete in all respect by clicking on the '**FREEZE BID SUBMISSION**' button. Any revision or amendment in bid after bid submission shall be possible only up to the due date and time of submission of tender. Bidder in turn will receive an acknowledgement against his/her bid submission. Successful submission of bid can also be verified under "My Bids" section.

Bidders have an option to Resubmit their bid till due date and time of submission of tender by using "Resubmit" button. In this process only the technical and financial document submitted can be changed. Bidder(s) cannot change the profile details and preferential status availed during initial submission of bid. Bidders are advised to exercise caution during first submission of bid itself.

Bidders can withdraw their bid by using "Withdraw" option. Once a bid is withdrawn that particular bidder will not allowed to participate in the tender again.

#### File Format / Extension

IOCL e-Tendering application supports following four file formats.

- pdf (Portable Document Files)
- xls (Spreadsheet Files in Microsoft 97-2003 Format)
- jpg (Image Files)
- rar (Compressed Files)

Out of these four formats, different formats are supported at different events.



## Special Instructions to the Bidder for participating in e-Tender

### Packet/Cover

Packets/Covers in a Tender provide the space where tender creator shall specify the documents description and its file format to be uploaded by the bidders. Bidder can submit the specified documents in the same format only as asked by the tender creator.

## **7.0 In case of Online Earnest Money Deposit (EMD)**

### **A. Payment of Earnest Money Deposit (EMD)**

(a) The requisite EMD amount be submitted online by using either of the following methods **ONLY**:

- I. Through “**Online Net Banking**” (for stage wise process, please see below)
- II. Through “**NEFT / RTGS**” (for stage wise process, please see below)

(b) In case of online payment through Net Banking the bidder should have active bank account with internet banking facility. IOCL e-Tendering portal facilitates online transaction for all major banks.

(c) The Bank account used by the bidder for submission of EMD should remain available till the complete processing of the tender for refund (if any).

(d) **Freezing of Bid can be done only after completion of EMD submission process.**

### **B. Refund of Earnest Money Deposit (EMD)**

For detailed process of EMD refund, please refer **“FAQs-IOCL-Online-EMD”** document attached as part of Tender Documents.

## **8.0 Process for Online Earnest Money Deposit (EMD)**

A bidder will have to claim exemption on the EMD Exemption screen if:

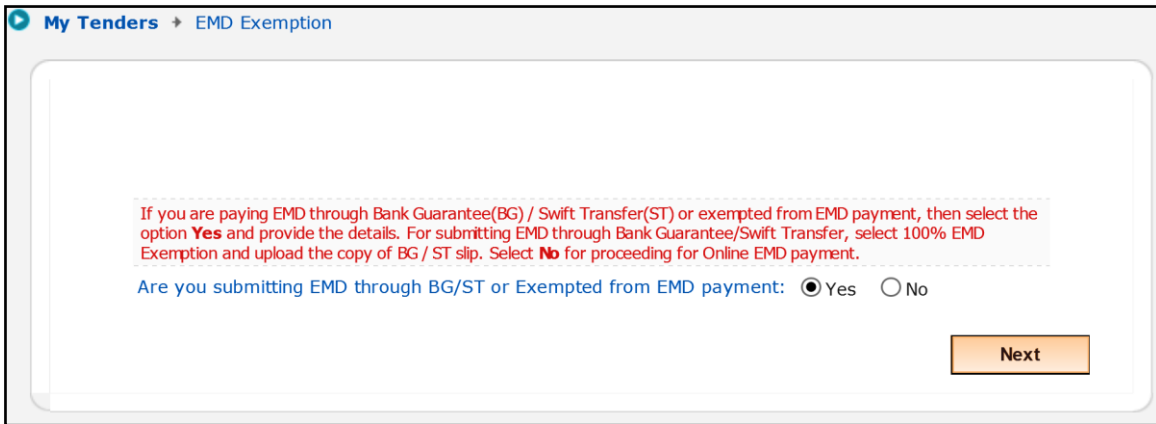
- Bidder is exempted from paying EMD under the provisions in tender terms and conditions
- Bidder is paying EMD through Bank Guarantee
- Bidder is paying EMD through Swift Transfer

## Special Instructions to the Bidder for participating in e-Tender

- Bidder is paying partial EMD and claiming exemption for partial EMD amount as per Tender Terms & Conditions

Hence only those bidders who are paying 100% EMD and paying it through online modes available in portal i.e. either via Net Banking or via NEFT/RTGS will select “No” in EMD exemption screen. Steps to claim EMD exemption and make payment are as given below:

1. **Claiming EMD Exemption, (if applicable)** - Bidder to confirm whether he is submitting EMD through Bank Guarantee (BG) or via Swift Transfer (ST) or paying only partial EMD amount or if he is exempted from EMD payment. Upon selecting “Yes” for the same, portal will prompt the bidder to upload Exemption document.



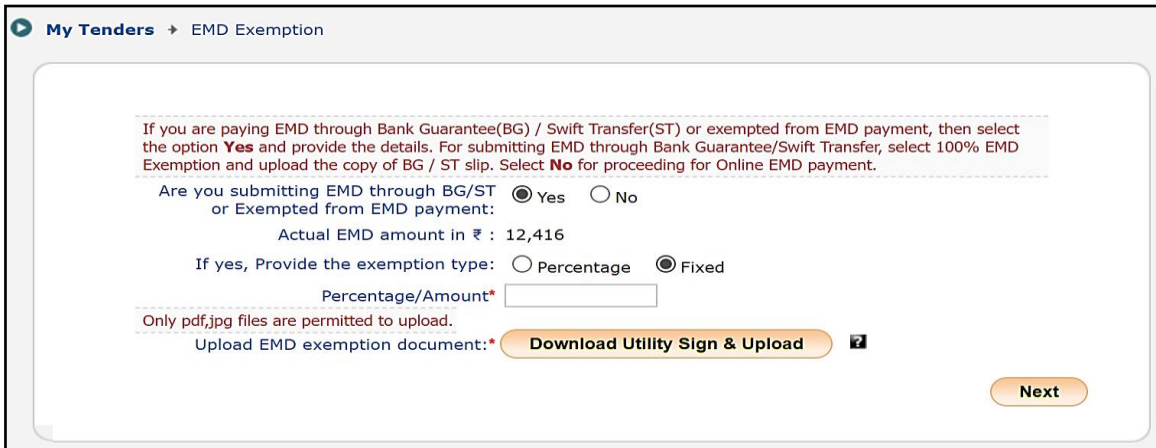
**My Tenders** → EMD Exemption

If you are paying EMD through Bank Guarantee(BG) / Swift Transfer(ST) or exempted from EMD payment, then select the option **Yes** and provide the details. For submitting EMD through Bank Guarantee/Swift Transfer, select 100% EMD Exemption and upload the copy of BG / ST slip. Select **No** for proceeding for Online EMD payment.

Are you submitting EMD through BG/ST or Exempted from EMD payment: ☒ Yes ☐ No

**Next**

For detailed process of EMD exemption, please refer **“FAQs-IOCL-Online-EMD”** document attached as part of Tender Documents.



**My Tenders** → EMD Exemption

If you are paying EMD through Bank Guarantee(BG) / Swift Transfer(ST) or exempted from EMD payment, then select the option **Yes** and provide the details. For submitting EMD through Bank Guarantee/Swift Transfer, select 100% EMD Exemption and upload the copy of BG / ST slip. Select **No** for proceeding for Online EMD payment.


Are you submitting EMD through BG/ST or Exempted from EMD payment: ☒ Yes ☐ No

Actual EMD amount in ₹ : 12,416

If yes, Provide the exemption type: ☐ Percentage ☒ Fixed

Percentage/Amount\*

Only pdf,jpg files are permitted to upload.

Upload EMD exemption document:\* **Download Utility Sign & Upload** 

**Next**



## Special Instructions to the Bidder for participating in e-Tender

2. **Payment Detail and “Confirm to Pay”**- Bidder to check the EMD amount details and subsequently confirm the EMD payable details by clicking on “Confirm to Pay” button as shown below:

Bid Payment Details				
S.No	Fee Type	Actual Fee (Inclusive of Taxes)	Exempted Fee	Fee To Be Paid
1	Emd Fee	12416.00 (INR)	0.00	12416.00 (INR)

**Portal Alert :**

- If payment of EMD through Bank Guarantee(BG) is enabled for the tender, sum of EMD Exemption and BG amount should not exceed the amount as mentioned below
  - ◆ EMD amount to be paid = EMD Amount - (Bank Guarantee + EMD Exemption) ◆ If Minimum Direct Payment of EMD is required, EMD amount to be paid should be greater than or equal to Minimum Direct Payment
- If Payments for variable EMD is to be made, avail EMD exemption for the amount for which payment is not to be made. .
- Bidders making payment through Swift Transaction, should use EMD Exemption and Tender Fee Exemption facility to upload the Swift transaction receipt.  
Beyond this stage, you will not be able to edit Fee, BG details and Exemption details.
- Please confirm that the BG details, exemption and amount to be paid are correct. .
- BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS. .

I hereby confirm that the above payment details are correct.

[Back](#) [Confirm to Pay](#)

Once the bidder clicks on “Confirm to Pay” button in the above screen, EMD details can NO LONGER BE CHANGED FOR THE BID. Bidders are advised to exercise due caution in the process.



## Special Instructions to the Bidder for participating in e-Tender

**Bid Payment Details**

S.No	Fee Type	Exempted Fee	Fee To Be Paid
1	Emd Fee	0.00	12416.00 (INR)

**Portal Alert :**

- If payment of EMD through Bank Guarantee(BG) is enabled for the tender, sum of EMD Exemption and BG amount should not exceed the amount as mentioned below
- ◆ ◆ EMD amount to be paid = EMD Amount - (Bank Guarantee + EMD Exemption) ◆ ◆ If Minimum Direct Payment of EMD is required, EMD amount to be paid should be greater than or equal to Minimum Direct Payment
- If Payments for variable EMD is to be made, avail EMD exemption for the amount for which payment is not to be made. .
- Bidders making payment through Swift Transaction, should use EMD Exemption and Tender Fee Exemption facility to upload the Swift transaction receipt. Beyond this stage, you will not be able to edit Fee, BG details and Exemption details.
- Please confirm that the BG details, exemption and amount to be paid are correct. .
- BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS. .

**I hereby confirm that the above payment details are correct.**

Back
Confirm to Pay

Also the bidder will be prompted to pay online EMD, along with details of the Date and Time when he has confirmed the EMD details in above page, as shown below:

**Bid Process List**

S.No	Bid Process	Data Source	Action
1	Profile	Internal	✔

**Bid Payment Details**

S.No	Fee Type	Actual Fee (Inclusive of Taxes)	Exempted Fee	Amount To Be Paid	Paid Fee
1	Emd Fee	12,416 (INR)	0.00	12,416 (INR)	0.00

Pay Online
Encrypt&Upload

**Note :**

- If you have initiated online payment, then you unable to proceed through offline mode.
- You have clicked on Confirm to Pay button on 30-Jun-2025 03:11 PM, hence editing of exemption will not be available.

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## Special Instructions to the Bidder for participating in e-Tender

**Online payment option**- There are two options i.e. **Online NetBanking** or **NEFT / RTGS** mode.

- a. In case of **Online Net Banking**, bidder must have net-banking user ID and password.
- b. In case of **NEFT / RTGS**, site will generate the Payment Challan, which bidder will submit to his bank in physical form for making payment. After making payment, bidder to update the payment detail on to e-Tender portal.

a. **Online Net Banking**

In case Net Banking is selected by clicking on - “*Online Net Banking*”, System will take bidder to Payment Gateway site where bidder has to select net-banking bank name, here in the example, State Bank of India is selected. Bidder can make payment as any other net-banking payment is being made.



## Special Instructions to the Bidder for participating in e-Tender

**OnLine Payment Gateway**

Organisation Chain :

Tender Title :

Tender ID :

Tender Ref No. :

Bid Payment Details			
Fee Type	Actual Fee (Inclusive of Taxes)	Exempted Fee	Fee To be Paid
Tender Fee	0	0	0.00
Emd Fee	12,416	0	12,416
<b>Total Fee</b>			<b>12,416</b>

**Choose Payment Option**

☒ Online Net Banking

☐ NEFT / RTGS

**Back** **Submit**

**Note**

BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS.



## Special Instructions to the Bidder for participating in e-Tender

**OnLine Payment Gateway**

**Payment Verification**

Organisation Chain :

Tender Title :

Tender ID :

Tender Ref No. :

**Pay Model : Online Net Banking**

**✓ Terms And Conditions.**

- You are being redirected to the Online Net Banking site.
- You have to complete the transaction with in the session time which is approximately 15 minutes.
- Money once transferred towards tender fee shall not be refunded at any point of time.  
This is applicable even in case you have not completed the tender process.
- Once payment is successfully completed, you will be automatically redirected back to e-Procurement site.
- It is the responsibility of the Individual to ensure that the payment is successfully completed and eProcurement system is not responsible for any malfunctions in the Bank payment gateway.
- please take print screen for bank acknowledgement page.
- **BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS.**

Back

Submit



## Special Instructions to the Bidder for participating in e-Tender

**Terms and Conditions For Online Payments**

The Terms and Conditions contained herein shall apply to any person ("User") using the services of Indian Oil Corporation Limited, hereinafter referred to as "IOCL", for making Earnest Money Deposit(EMD) payments through an online Payment Gateway Service ("Service") offered by ICICI Bank Ltd. in association with E Tendering Service provider and Payment Gateway Service provider through IOCL's website i.e. <https://ioclenders.nic.in/>. Each User is therefore deemed to have read and accepted these Terms and Conditions.

**A. Privacy Policy**

IOCL respects and protects the privacy of the individuals that access the information and use the services provided through them. Individually identifiable Information about the User is not willfully disclosed to any third party without first receiving the User's permission, as covered in this Privacy Policy.

This Privacy Policy describes IOCL's treatment of personally identifiable information that IOCL collects when the User is on the IOCL's website. The IOCL does not collect any unique information about the User (such as User's name, email address, age, gender etc.) except when you specifically and knowingly provide such information on the Website. Like any business interested in offering the highest quality of service to clients, IOCL may, from time to time, send email to the User and other communication to tell the User about the various services, features, functionality and content offered by IOCL's website or seek voluntary information from the User.

Please be aware, however, that IOCL will release specific personal information about the User if required to do so in the following circumstances:

- a. in order to comply with any valid legal process such as a search warrant, statute, or court order, or available at time of opening the tender
- b. if any of User's actions on our website violate the Terms of Service or any of our guidelines for specific services, or
- c. to protect or defend IOCL's legal rights or property, the IOCL's site, or the Users of the site or;
- d. d) to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of IOCL's website/offerings.

**B. General Terms and Conditions For Payment made via Payment Gateway**

Once a User has accepted these Terms and Conditions, he/ she may register on IOCL's website and avail the Services.

The transaction charges for conducting the transaction using net banking on IOCL portal will be INR10+app taxes

In case the bidder is using the ICICI bank corporate banking, it is mandatory to switch off the pop blocker in the browser while authorizer is authorizing the transaction

IOCL's rights, obligations, undertakings shall be subject to the laws in force in India, as well as any directives/ procedures of Government of India, and nothing contained in these Terms and Conditions shall be in derogation of IOCL's right to comply with any law enforcement agencies request or requirements relating to any User's use of the website or information provided to or gathered by IOCL with respect to such use. Each User accepts and agrees that providing of details of his/ her use of the Website to regulators or police or to any other third party in order to resolve disputes or complaints which relate to the Website shall be at the absolute discretion of IOCL.

If any part of these Terms and Conditions are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original

☒ I accept the Terms & Conditions

OK

### Indian Oil Corporation Ltd etendering

Reference No. : 10135440

Total Amount : INR 12416

ALL BANKS  
State Bank of India


Pay ₹12416.00

Cancel



Your transaction is processed through a secure 2048 bit https internet connection based on secure socket layer technology. For security purposes, your following details have been logged.

## Special Instructions to the Bidder for participating in e-Tender




### CONFIRMATION

Amount (in INR.)	12416
Convenience Fees (in INR.)	10.0
Tax (in INR.)	1.8
Total Amount (in INR.)	12427.80

BACK


CONFIRM



As per instructions from CBDT, we are migrating SBI Payment gateway from existing OLTAS Income Tax Payment functionality(maintained by NSDL) to new Income Tax Portal( TIN 2.0 Portal) from 1st

Personal Banking

Corporate Banking / yono BUSINESS

 Username & Password are case sensitive

User ID\*

Enter user ID

Password

LOGIN

RESET


Virtual Keyboard

~	!	@	#	\$	%	^	&	*	(	)	_	+
`	8	5	6	3	4	1	2	0	9	7	-	=
e	w	t	q	r	u	o	p	i	y	{	}	
a	f	s	g	d	j	l	h	k	[	]	\	/
z	v	c	x	b	n	m	<	>	:	;	'	"
CAPS LOCK				CLEAR				?	.	,		

Disclaimer

The privacy contract is between you and the service provider. Bank is only facilitating the payment mechanism and is not responsible for any discrepancy by the service provider

- Mandatory fields are marked with (\*)
- Do not provide your username and password other than this page
- Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
- Reversal/Refund of failed merchant payment usually take 1-2 days. Kindly wait for minimum 24 hours before raising a complaint.
- Please ensure your account has sufficient balance
- Please ensure valid OTP is keyed-in
- Please ensure to complete the payment transaction well within time limit





This site is highly secured with 256 - bit encryption certified by VeriSign



## Special Instructions to the Bidder for participating in e-Tender

Once, payment is SUCCESSFUL, payment complete message will flash and bidder can freeze the bid.

 **Print**

 **Your Online transaction has been completed successfully.**

**Back**

**Online Payment Details**

Organization Chain : IndianOil Corporation Limited

Tender Reference Number :

Tender Title :

Tender Id :

Bank Name : **ICICI Bank**

Bank Number : 1234

PRN Number : 123456789

Transaction Status : **Success**

---

Tender Fee (INR): 0.00

Availed Tender Fee Exemption (INR): 0.00

Tender Fee Paid (Tender Fee - Availed Tender Exemption Fee)(INR): 0

EMD Fee (INR): 5,400

Availed EMD Exemption Fee in Percentage : 0

Availed EMD Exemption Fee (INR) : 5,390

EMD Fee Paid (EMD Fee - Availed EMD Exemption Fee) (INR): 10

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Total Fee (Tender Fee + EMD Fee To be Paid) (INR): **10**

Click Freeze button to conclude your bid submission process.

**Freeze Bid Submission**



## Special Instructions to the Bidder for participating in e-Tender

### **b. NEFT / RTGS payment**

In case bidder selects payment mode as NEFT / RTGS, a payment challan will be generated for making payment. Bidder to note that they should make NEFT payment atleast two working days in advance to Bid Submission End Date of Tender.

#### **Note:**

1. Only after realization of payment at e-Tendering Portal, “Freeze Bid Submission” button shall be enabled and bidder can submit their offer by clicking on “Freeze Bid Submission” button.
2. If the bidder submits bid through claiming “Full Exemption” and uploads NEFT /RTGS payment proof as supporting exemption document for whatsoever reason (e.g. late submission of EMD to bank, wrong account selection etc.), such bids **shall be summarily rejected**.





## Special Instructions to the Bidder for participating in e-Tender

**OnLine Payment Gateway**

Organisation Chain :

Tender Title :

Tender ID :

Tender Ref No. :

Bid Payment Details			
Fee Type	Actual Fee (Inclusive of Taxes)	Exempted Fee	Fee To be Paid
Tender Fee	0	0	0.00
Emd Fee	12,416	0	12,416
<b>Total Fee</b>			<b>12,416</b>

**Choose Payment Option**

☐ Online Net Banking

☒ NEFT / RTGS

**Back** **Submit**

**Note**

BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS.

## Special Instructions to the Bidder for participating in e-Tender

OnLine Payment Gateway

Payment Verification

Organisation Chain :

Tender Title :

Tender ID :

Tender Ref No. :

Pay Model : NEFT / RTGS

✓ Terms And Conditions.

- You are being redirected to the NEFT / RTGS site.
- You have to complete the transaction with in the session time which is approximately 15 minutes.
- Money once transferred towards tender fee shall not be refunded at any point of time.
- This is applicable even in case you have not completed the tender process.
- Once payment is successfully completed, you will be automatically redirected back to e-Procurement site.
- It is the responsibility of the Individual to ensure that the payment is successfully completed and eProcurement system is not responsible for any malfunctions in the Bank payment gateway.
- please take print screen for bank acknowledgement page.
- BIDDERS ARE ADVISED TO KEEP THE ACCOUNT FROM WHICH THEY SUBMIT THE EMD, ACTIVE UNTIL THE BID IS AWARDED TO FACILITATE REFUNDS.**

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Submit

Terms and Conditions For Online Payments

The Terms and Conditions contained herein shall apply to any person ("User") using the services of Indian Oil Corporation Limited, hereinafter referred to as "IOCL", for making Earnest Money Deposit(EMD) payments through an online Payment Gateway Service ("Service") offered by ICICI Bank Ltd. in association with E Tendering Service provider and Payment Gateway Service provider through IOCL's website i.e. <https://iocletenders.nic.in/>. Each User is therefore deemed to have read and accepted these Terms and Conditions.

**A. Privacy Policy**

IOCL respects and protects the privacy of the individuals that access the information and use the services provided through them. Individually identifiable information about the User is not willfully disclosed to any third party without first receiving the User's permission, as covered in this Privacy Policy.

This Privacy Policy describes IOCL's treatment of personally identifiable information that IOCL collects when the User is on the IOCL's website. The IOCL does not collect any unique information about the User (such as User's name, email address, age, gender etc.) except when you specifically and knowingly provide such information on the Website. Like any business interested in offering the highest quality of service to clients, IOCL may, from time to time, send email to the User and other communication to tell the User about the various services, features, functionality and content offered by IOCL's website or seek voluntary information from the User.

Please be aware, however, that IOCL will release specific personal information about the User if required to do so in the following circumstances:

- In order to comply with any valid legal process such as a search warrant, statute, or court order, or available at time of opening the tender
- If any of User's actions on our website violate the Terms of Service or any of our guidelines for specific services, or
- To protect or defend IOCL's legal rights or property, the IOCL's site, or the Users of the site or;
- d. to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of IOCL's website/offers.

**B. General Terms and Conditions For Payment made via Payment Gateway**

Once a User has accepted these Terms and Conditions, he/ she may register on IOCL's website and avail the Services.

The transaction charges for conducting the transaction using net banking on IOCL portal will be INR10+app taxes

In case the bidder is using the ICICI bank corporate banking, it is mandatory to switch off the pop blocker in the browser while authorizer is authorizing the transaction


IOCL's rights, obligations, undertakings shall be subject to the laws in force in India, as well as any directives/ procedures of Government of India, and nothing contained in these Terms and Conditions shall be in derogation of IOCL's right to comply with any law enforcement agencies request or requirements relating to any User's use of the website or information provided to or gathered by IOCL with respect to such use. Each User accepts and agrees that providing of details of his/ her use of the Website to regulators or police or to any other third party in order to resolve disputes or complaints which relate to the Website shall be at the absolute discretion of IOCL.

If any part of these Terms and Conditions are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original

☒ I accept the Terms & Conditions

OK

## Special Instructions to the Bidder for participating in e-Tender


 **ICICI NEFT/RTGS**


Organisation Chain :

Tender Title :

Tender ID :

Tender Ref No. :

 **Response from Bank: Pending**

 [Download ICICI Bank NEFT/RTGS Form](#)

ICICI Bank Response On Payment Details

Instrument Type : ICICI NEFT/RTGS

Reference No : 1957211079843


Amount : 12416.00

Bank Reference No : 10135319

Status : P

Status Description : Pending

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 **Note:**

1. Success - Payment Status has reached the eprocurement system from Bank.Please proceed bidding.
2. Pending - Payment Status has not been reached the eprocurement system from Bank.Please try after some time.
3. Failure - Payment Failure, please contact the remitted bank.
4. Initiated - Please download NEFT/RTGS form and proceed further.

## Special Instructions to the Bidder for participating in e-Tender

Bidder to download the NEFT Challan to make payment. Sample Challan is shown below.

NATIONAL ELECTRONIC FUND TRANSFER (NEFT)/ REAL TIME GROSS SETTLEMENT (RTGS)		
(To be filled by Applicant in BLOCK LETTERS)		
Bank's Copy		
30/06/25		
Sr No	Details of Beneficiary	
1	E-Proc Ref No	1957211079843
2	Beneficiary Name	IOCL
3	Account No.	IOCL10135319
4	IFSC code	ICIC0000104
5	Bank	ICICI Bank
6	Branch	ICICI Bank, CMS Mumbai
7	Amount in Rs.	12416.00
8	Amount in words	Rupees Twelve Thousand Four Hundred And Sixteen Only

**1.** It is advised that all bidder make payment via RTGS/NEFT atleast one day in advance to the last day. In the event bidder making payment on the last day and same is not available for the bidder for validation on account of any reason whatsoever, IOCL its banker, or e-procurement service provider or payment gateway service provider would not be held responsible in any manner. In such cases bidder may not be able to submit the tender.

**2.** It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan. In the event of any discrepancy, payment would not be considered and would not be available for validation of EMD payment.

**3.** Bidder is required to generate challan for every tender since details in the challan are unique to the tender and bidder combination. Bidder is not supposed to use challan generated in one tender for payment against another tender

**4.** Under no circumstance, including whether the bidder has made duplicate/incorrect payments or correct payments not validated by the bidder for which tender validity has expired, IOCL Division or its Banker or its service providers are under no obligation to disclose the details of payment made by any bidder.

Remit the amount as per above details, by debiting my/our account for the amount of remittance plus Bank charges.

Customer's Signature  
Contact Phone No:

FOR BANK'S USE ONLY

Rupees  
Debited Applications A/c. Date of Transfer  
Remittance No.


Authorised Signatory


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**WORLDLINE**

## Special Instructions to the Bidder for participating in e-Tender

Once, payment status is SUCCESS, Transaction completion message will flash and bidder can freeze the bid. Here it is showing as 'Paid -Subject to Bank Clearance', status will change to Success on next day.

 **Print**

 **Your Online transaction has been completed successfully.**

 **Back**

**Online Payment Details**

Organization Chain : **Pipelines HO||Contracts**

Tender Reference Number : **Online EMD Payment Testing -- COIS**

Tender Title : **Online EMD Payment Testing**

Tender Id : **2015\_PLHO\_20229\_2**

Bank Name : **00031020004581**

Bank Number : **N203150083143537**

Ref Number : **30311133518**

PRN Number : **30311133518**

**Transaction Status : Paid - Subject to Bank Clearance**

Tender Fee (INR): 0.00

Availed Tender Fee Exemption (INR): 0.00

Tender Fee Paid (Tender Fee - Availed Tender Exemption Fee) (INR): 0

EMD Fee (INR): 30

Availed EMD Exemption Fee in Percentage : 0

Availed EMD Exemption Fee (INR) : 0.00

EMD Fee Paid (EMD Fee - Availed EMD Exemption Fee) (INR): 30

**Total Fee (Tender Fee + EMD Fee To be Paid) (INR): 30**

Click Freeze button to conclude your bid submission process.

**Freeze Bid Submission**



## Special Instructions to the Bidder for participating in e-Tender

### 9.0 Help Desk

#### A. Helpdesk Nos. for portal related issues:

Bidders may contact the following resource persons for any assistance required in this regard.

Mr. Ravi	Kolkata	+91-33-24145981 +91-8981665512	Mr. Deepak	Mumbai	+91-9820177883
Mr. Shashi	Noida	+91-120-2448446 +91-8130634323	Mr. Ankit	Gurugram	+91-124-2861416
Mr. Sawan	New Delhi	+91-8130269544	Mr. Darshan		+91-124-2861417
Mr. Mayank	Mumbai	+91-22-26722904	Mr. Shamsher		+91-124-2861418

Help Desk Email ID : [etenderinghelpdesk@indianoil.in](mailto:etenderinghelpdesk@indianoil.in)  
[ethdmkhonic@indianoil.in](mailto:ethdmkhonic@indianoil.in)  
[mkteroetenderhd@indianoil.in](mailto:mkteroetenderhd@indianoil.in)

Business Hours: Mon - Fri, 09:00 to 16:45 Hrs India Time (IST) (GMT + 5:30 Hrs)

#### B. Help Desk Nos. for Payment Gateway (PG), EMD Refunds and RTGS/NEFT transactions related issues:

e-Tendering Payment Gateway Support Team			
Escalation Levels	Name	Email ID	Contact No.
Escalation Level- 1		<a href="mailto:cmssupport@icicibank.com">cmssupport@icicibank.com</a>	
	Sneha Ega	<a href="mailto:sn.s@icicibank.com">sn.s@icicibank.com</a>	022-6137-6752
Escalation Level- 2	Sushil Kumar Gupta	<a href="mailto:sushilkumar.gupta@icicibank.com">sushilkumar.gupta@icicibank.com</a>	022-6137-6644
Escalation Level- 3	Pradeep Kadam	<a href="mailto:pradeep.kad@icicibank.com">pradeep.kad@icicibank.com</a>	



## Special Instructions to the Bidder for participating in e-Tender

### 10.0 Special Note

- Bids can only be submitted / resubmitted before the last (and extended last) date and time of submission as per tender.
- The system time (IST) displayed on e-Tendering web page shall be considered as the reference time for all transactions 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 physical bid shall be accepted except the documents as specified in tender.
- IndianOil does not take any responsibility in case bidder fails to upload the documents in the portal within specified time.
- Bidders are requested to provide correct/latest “e-Mail address” and “Mobile No.” for receiving updates related to e-Tender from time to time.

for and on behalf,  
Tender Inviting Authority,  
Indian Oil Corporation Limited