



Part 2 : Citizen Charter:

• Introduction

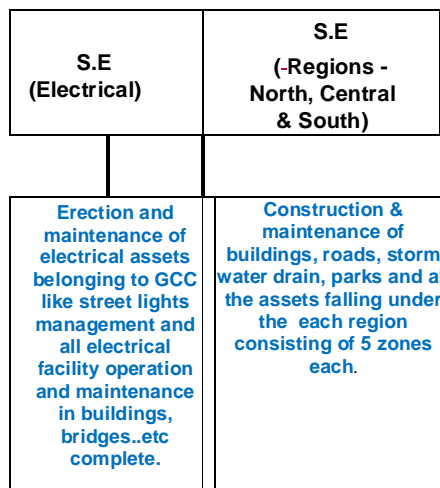
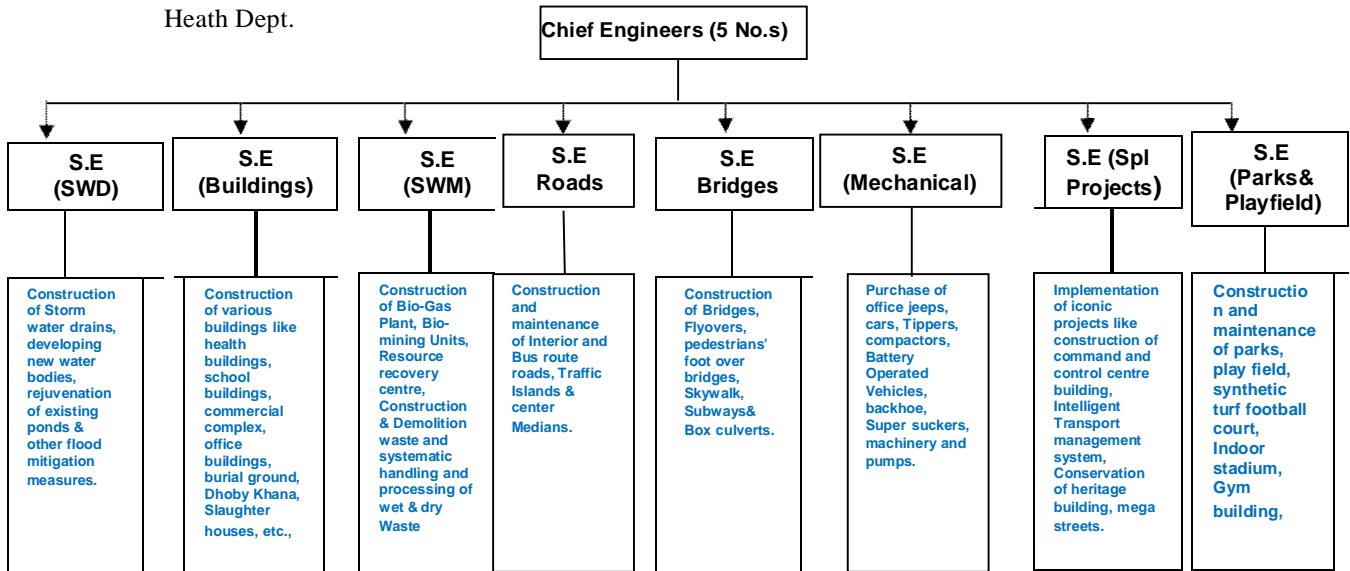
Citizen's Charter of GCC is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and procurements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

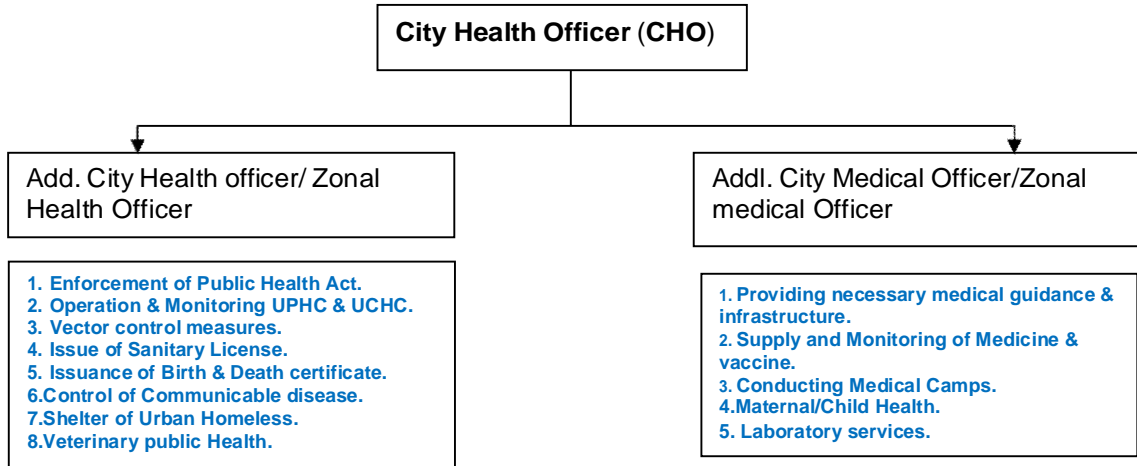
The Citizen's Charter consists of information regarding the services provided by various departments functioning under the Greater Chennai Corporation to address the specific needs of public.

• 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.





Function, Level of activity and Staffs engaged in Procurement and Contract Management

Activity	Level of officers		
Registration/ renewal of contractors	In GCC, registration of works contractor (renewal / registration / upgradation) is being carried out by the Special Project Department		
	<ul style="list-style-type: none"> Based on the class of Registration, the contractors can participate in the single cover tenders invited in their respective class. The contractors can participate in two cover tenders, based on the qualification criteria fixed for each tender. 		
	Activities involved are Registration, Upgradation & Renewal		
	The check list with documents required and charges applicable for renewal, registration and upgradation are listed below:		
	Special Projects Department		
	Contractor Registration for All Civil Works		
	Class-I to V / Check List		
	Sl. No.	Details of Documents to be Submitted	Enhancement
	1	Application Fee Class-I to IV	Rs.5000/-
	2	Registration Fee Class-I to IV	Rs.50000/-
	3	Application Fee Class-V	Rs.1000/-
	4	Registration Fee Class-V	Rs.10000/-
	5	Requisition Letter	with self-declaration
6	GST Registration Certificate	Photo-copy	
7	PAN Card Details	Photo-copy	



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		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	Photo-copy
		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	Photo-copy
		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		



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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	<p>Planning, preparation of bidding documents.</p>	<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 Bulletin Value 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	<p>Advertising, printing and publication.</p>	<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 border="1" data-bbox="438 1361 1460 1944"> <thead> <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> </thead> <tbody> <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> </tbody> </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.	<p>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.</p>														
iv	<u>Bid validity:</u>	<table border="1" data-bbox="424 589 1433 987"> <thead> <tr> <th data-bbox="424 589 512 674">Sl. no</th> <th data-bbox="512 589 928 674">Description</th> <th data-bbox="928 589 1433 674">Bid Validity Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="424 674 512 757">1</td> <td data-bbox="512 674 928 757">Bids invited under Single Cover System</td> <td data-bbox="928 674 1433 757">Ninety days (90 days) after the due date specified for bid submission.</td> </tr> <tr> <td data-bbox="424 757 512 840">2</td> <td data-bbox="512 757 928 840">Bids invited under two cover system</td> <td data-bbox="928 757 1433 840">Ninety days (90 days) after the due date specified for bid submission.</td> </tr> <tr> <td data-bbox="424 840 512 987">3</td> <td data-bbox="512 840 928 987">Bids invited under external aided funds</td> <td data-bbox="928 840 1433 987">As per the norms of respective funding agencies.</td> </tr> </tbody> </table> <p data-bbox="424 987 1433 1070">Based on the request of the Employer the bidders may extend the period of validity for a specified additional period.</p>			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.
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v	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>														
vi	<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 border="1"> <thead> <tr> <th>Percentage of rebate</th> <th>Amount of Additional Security Deposit payable through RTGS only</th> </tr> </thead> <tbody> <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> </tbody> </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
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Vii	Negotiation	In order to secure best possible procurement price, Online negotiation are done with the substantially responsive bidders.								
Viii	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								
IX	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.								
X	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.								
Xi	Quality control	The Quality control team of GCC and Quality control consultants of the PMC ensure quality assurance and control.								
Xii	<u>Price Adjustments</u>	<ul style="list-style-type: none"> • Price adjustment is applicable for capital works having contract period more than 12 months. 								
Xiii	<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/) . (-within Maximum of 15 working days)
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. (Maximum of 90 days)