24ETAX ERP · PROCESS GUIDE 13

Tenders

Covers: Tenders › Tender register, EMD & guarantees, Credentials, Win / loss

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Purpose

Keeps every bid you work on, from the day you spot a tender on GeM, CPPP, a state portal or a buyer's e-mail to the order you execute after winning. You prepare the bid here, get the approvals, track deposits and guarantees and record what happened on the portal.

WHAT THE SYSTEM DOES NOT DO

It does not submit bids and does not decide who is L1. You upload, sign with your DSC and submit on the tender portal itself. Here you prepare, approve, track and record.

Who does what

Step	Who
Open the tender, compliance, documents, BOQ and price, record submission and result	Preparer – Sales or Accountant (tenders manage right)
Bid / no-bid decision, price approval, deviations, approval for submission	Approver or Admin – never the person who prepared the item
EMD, fee and guarantee payments and refunds	Accountant (also needs the right to create vouchers); each posts a journal through normal approval
Convert an award into a project	Accountant or Admin (masters right)

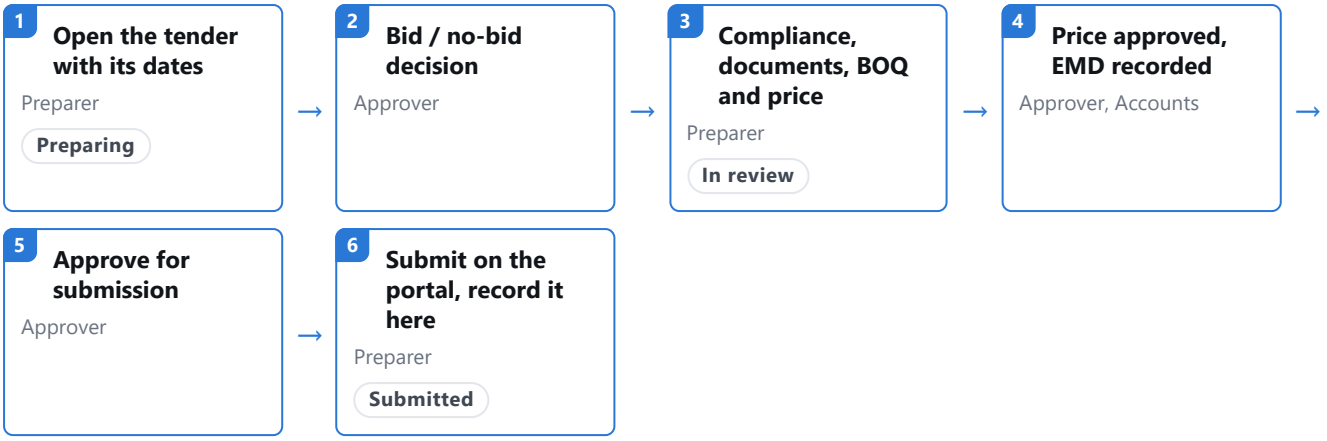
A salesperson sees only tenders they own, prepared, or hold a requirement on.

Before you start

- Record the company's standing documents once in **Tenders** › **Credentials**: GST registration, PAN, Udyam, ISO, turnover certificates, with number, issuer and **Valid until**. They can then be attached to any tender, and you are reminded before they expire.
- The buyer exists as a customer if you want the award to become a sales order.
- Items with cost exist if BOQ lines are to pick up cost from the books.

Process flow

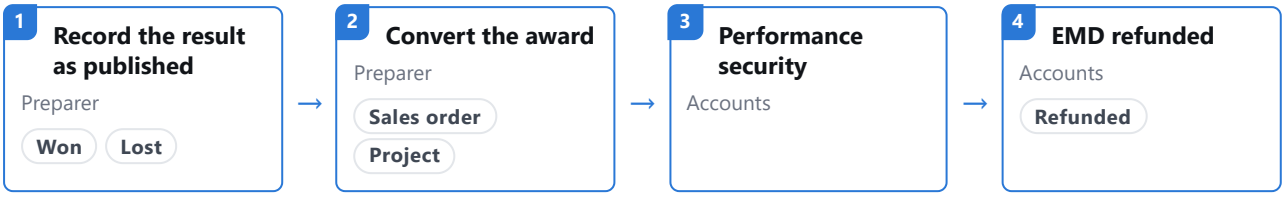
TENDER FROM NOTICE TO SUBMISSION



↳ A corrigendum that changes scope, price, eligibility or documents sends an approved tender back to review until someone acknowledges it.

↳ Approval for submission is allowed only when every mandatory requirement is cleared, the price is approved, the EMD is recorded and no corrigendum is pending.

AFTER SUBMISSION



Steps

1. Open a tender

1. Open **Tenders** › **Tender register** and start a new tender. Enter **Title *** , the portal and its reference number, the buyer, **Owner** , **Branch / GSTIN** and **Scope / notes** .
2. On the **Overview** tab fill **Key dates** : **Published** , **Pre-bid meeting** , **Queries due** , **Submission deadline** , **Technical opening** , **Financial opening** ; and **Estimated value** , **Tender fee** , EMD, **Performance security** percentage, **Bid validity** and **Contract period** .
3. A tender can also be started from a CRM deal ("Respond to a tender for this deal"), so it shows in the pipeline.

2. Bid / no-bid

1. Rate each **Criterion** : eligibility is a knockout (**Met** / **Not met**); fit, experience, capacity, competition, margin, the buyer's payment record and working capital are scored.
2. Click **Save scores & request decision** .
3. A different person decides: **Approve: bid** or **No bid** (a no-bid needs a reason).

3. Compliance matrix

1. Open the **Compliance** tab and click **Add the standard India checklist** . Then add the tender's own clauses: the **Requirement as stated in the tender** , its clause reference and **Cover** (fee, technical or financial).
2. Give each line an owner and its **Evidence** : a file, a text answer, or a company credential.
3. Move each line to "ready for review". A reviewer or approver – never the line's owner – approves it.
4. Where you cannot meet a requirement, record a deviation with the explanation; an approver must accept it.

4. Documents

1. On the **Documents** tab use **Upload file** and choose the cover it belongs to.
2. Uploading a new file for the same requirement creates a new version; the old one stays, marked superseded (**show superseded versions**). Every file is kept with its checksum.
3. Download the bid pack: a ZIP of the current files by cover with a manifest, ready to upload on the portal.

5. BOQ and price

1. Open **BOQ & price** and import the portal's BoQ workbook. Lines are read from every visible sheet; headings and totals are skipped. Lines can also be typed with **Add line**.
2. Match each line to an item (**Item / cost source**); the **Unit cost** comes from the books. **Refresh costs from the books** updates them.
3. Under **Assumptions** set **Overhead %**, **Contingency %**, **Freight ₹**, **Cost of money % p.a.** (money tied up in EMD and guarantees) and **Minimum margin %**. **Save assumptions**.
4. Enter a **Target margin %** and click **Price all lines**, or type rates. Read the **Price build-up**: total cost, margin and price.
5. Click **Freeze as a new version** and send it for approval. Another person approves; a margin below the minimum needs a written reason.
6. Any later change to the BOQ or assumptions makes the version stale – freeze and approve a new one.
7. **Rate sheet for the portal** gives the rates to type into the portal's own BoQ file.

6. EMD, fee and guarantees

1. On **EMD & securities** record each: EMD, **Tender fee**, **Bid-securing declaration**, exemption (with its basis, for example Udyam MSE registration), **Performance security**, **Security deposit**, **Retention**.
2. Choose the instrument: **Online payment**, **Demand draft**, **FDR** or **Bank guarantee**, with bank, number, amount, **Margin money ₹** and expiry.
3. Accounts records the payment, and later the refund or forfeiture. Each posts a journal through normal approval.
4. **Tenders** › **EMD & guarantees** lists everything outstanding across tenders: **Guarantees outstanding**, **Margin money with banks** and what is **Expiring within 30 days**.

7. Corrigenda and clarifications

1. On **Corrigenda** record each **Corrigendum**, **Addendum**, **Buyer clarification** or pre-bid query and response. A new deadline moves the tender's deadline.
2. Someone must acknowledge each one that affects the bid: **continue**, **revise** or **withdraw**.

8. Approval and submission

1. The approver clicks **Approve for submission**. If something is missing the screen says what.
2. Upload, sign with the DSC and submit on the portal.
3. On **Submission** record **Submitted at**, the **Portal acknowledgement / bid no. ***, **Signed by**, **DSC valid until** and attach the **Portal receipt** (or say why there is none). Failed attempts are recorded too.
4. After submission the bid documents are frozen.

9. Result and award

1. On **Result & award** record the **Outcome** as published: **Technically qualified**, **Won**, **Lost**, **Disqualified**, **Cancelled by buyer** or **Re-tendered**, with rank, L1 price and **Winner**. For a loss, **Why we lost ***. Click **Record result**.
2. For a win, under **Award → execution** choose **Sales order**, **Project** or **Both**, enter the **LOA / work order no.** and **Billing milestones**, and click **Create**. The performance security is proposed.

Converting twice never duplicates.

3. The linked CRM deal is marked won or lost.

10. Win / loss review

Tenders › **Win / loss** shows win rate **By portal**, **By category** and **By buyer**, how far above L1 lost bids were, why bids were lost, and awarded tenders against what has been invoiced.

Checks and controls

CHECKS AND CONTROLS

- Every approval (bid / no-bid, requirement, deviation, price, submission) refuses the person who prepared the item.
- A bank guarantee's face value is a commitment, not an entry; only margin money is booked. All deposit movements are journals under maker → checker.
- Files are versioned with checksums; the bid manifest is frozen on each submission record.
- Deadlines, pre-bid meetings and security and credential expiries appear in the compliance calendar with reminders.

Limits

LIMITS

- No connection to tender portals: no notice import, no submission, no DSC or e-sign, no reverse-auction support.
- The portal's own BoQ file is never rewritten; type the rates from the rate sheet into it.

Routine checklist

Weekly

- [ ] Register filtered to "Due in 7 days": each has price approved, EMD recorded and no pending corrigendum.
- [ ] Portals checked for corrigenda on every active tender.
- [ ] "Awaiting result": portal checked; results recorded.

Monthly

- [ ] EMD of lost or cancelled tenders claimed back; refunds recorded.
- [ ] Guarantees and credentials expiring within 30 days renewed.