

भारतीय मानक ब्यूरो
(सतर्कता विभाग)

हमारा संदर्भ: Vig/20/1/2020-21/18/1165

08 July 2021

विषय: उचित संचार सुनिश्चित करना और निविदाओं में ग्राहकों/बोलीदाताओं के प्रश्नों/शिकायतों के जवाब में पारदर्शिता प्रदर्शित करना

उपरोक्त विषय पर दिनांक 07 जुलाई 2021 का एक परिपत्र आवश्यक कार्रवाई के लिए संलग्न है।

चित्र गुप्ता
(चित्रा गुप्ता) 8/7

वैज्ञानिक-एफ (सतर्कता)

सभी संबंधितों को बीआईएस इंटरनेट के माध्यम से आवश्यक कार्रवाई के लिए परिचालित।

प्रतिलिपि: उप महानिदेशक (प्रशासन)

संलग्नक: ऊपरोक्त अनुसार

BUREAU OF INDIAN STANDARDS
(Vigilance Department)

Ref: Vig/20/1/2020-21/18 | 1165

07 July 2021

Sub: Ensuring proper communication and displaying transparency in response to the queries/ complaints of clients/ bidders in tenders

The Vigilance Department, during one of the complaint investigations, has observed that anomalies in the BoQ (Bill of Quantity) template fed into the e-procurement/ CPP portal led to miscalculations in the financial bid evaluations, thereby causing incorrect listings of bid ranks on the portal. This paved way to the complaint wherein the complainant being one of the bidders, got incorrectly listed as L1 on the e-procure/ CPP portal and the tender was awarded to another bidder (the actual L1 bidder) which got incorrectly listed as L2. The complainant requested for clarification by stating that they were unable to understand the selection process and requested detailed calculations and explanation which should not deviate from the recorded documents.

2. It was observed that although there had been a swift response given to the complainant, but the complainant was not satisfied with the response and was therefore consistently writing further communications with Vigilance Department as well as the said department citing uploaded documents on CPP portal.

3. It was seen that the response to the complainant could have been more detailed especially with regards to individual aspects used in the calculation during financial bid evaluation, backed by the Terms & Conditions of the Tender document, which would fulfill the requirement of Rule 173 of GFR 2017 'Transparency, competition, fairness and elimination of arbitrariness in the procurement process.' Rule 173 (iv) of GFR 2017 states that:

"(iv) Suitable provision should be kept in the bidding document to enable a bidder to question the bidding conditions, bidding process and/ or rejection of its bid. The reasons for rejecting a tender or non-issuing a tender document to a prospective bidder must be disclosed where enquiries are made by the bidder."

Proper detailed clarifications to the prospective bidders, to their satisfaction would ensure adequate grievance redressal; and non-generation of potential future complaints.

4. Hence, the tendering departments should ensure proper communication with the client/ bidder and display transparency by providing appropriate detailed clarification to the satisfaction of the aggrieved complainant.

This is issued with the approval of the Competent Authority.


(Chitra Gupta)
Scientist-F (Vigilance)

Copy to: All concerned

DDG (Administration)