

Important Instructions for the e-Tendering System

Main Portal (Home Page)

The main e-tender portal (home page) is <http://etenders.dae.gov.in>. The links for the various Units/Departments (sub portals) are available in the main portal and users may navigate to the various sub portals by clicking the respective links

System Requirements

The e-tender system works only with Internet Explorer version 7.0 or above. The operating system should be Windows 7 Ultimate/Professional or Windows – XP with Service pack 3.

Help Manuals

Help manuals for e-tendering system are available under the e-Learning Toolkit in the home page.

Enrollment

A Supplier (Bidder) intends to participate in the e-tendering system needs to enroll in the e-tender portal. While enrolling, the supplier may choose one or more units. When the enrollment particulars are saved, the system will generate a Company ID. This Company ID is only for reference purpose and NOT for login to the system. On approving the enrollment by the respective department, the supplier will receive a UserId and password by e-mail. It may be noted that the UserId is different for different unit, which means that the UserId received from a particular unit should be used for login in the sub portal of that unit only. For Enrollment, please see the Help Manual.

Login Page

The 'Login' page is available in the sub portal only. The user may navigate to any sub portal from the link available in the home page and login to that sub portal using the UserId & password received from the respective unit.

Changing Password/Enrollment Details

The user can change the enrollment details by clicking the link 'Enrollment Details' after login to the sub portal. Similarly, the user can change the password also, if desired.

Machine Setup

The e-tender system requires one time machine setup. The machine setup involves three steps.

(i) Downloading and installing three utilities from the home page, (ii) Adding websites to Trusted Sites and (iii) Enabling ActiveX Controls & plug-ins. If the machine setup is not done

properly, the user is likely to get errors like 'Error in Hashing', 'Error Lading dll' etc. For machine setup, please see the Help Manual.

Digital Signature Certificate (DSC)

DSC is mandatory for e-tendering system. Department/Unit does not issue DSC to vendors. DSC may be obtained from any certifying agencies(CA) recognized by Govt. of India (<http://cca.gov.in>). Our service provider also issues DSC and their application form is available in the home page. DSC is of different classes, viz. Class I, II or III with validity of 1 year or more. This e-tender system works with Class II or higher DSC. DSC comes generally in e-tokens(similar to pen drives) along with a driver CD. DSC comes in a pair of Signing/verification and encryption/decryption certificate. You should have both the Signing/verification and Encryption/Decryption certificate for Signing and encryption, decryption purpose respectively. The driver needs to be installed once, without which the DSC will not be recognized. While participating on eTendering the DSC token should be connected to your system.

The DSC which you will be using in the stage of 'Submit Bid Hash' should be valid up to the completion of the tender as it is mandatory to use the same certificate in your further process (Re-encryption of Bids)

Viewing Tenders/Specification

Tenders of all units will be displayed in the Home Page. The tenders of a particular unit may be viewed by navigating to the sub portal of that unit. On clicking a particular, tender reference, the user can view the specifications by clicking the link 'Download'. For viewing the specifications, the user need NOT login to the system.

Tender Download

The Supplier/Bidder has to login to the e-tender portal and formally download the specification before submitting the offer. For more information, please see the Help Manual.

Tender Submission

The tender submission involves two stages viz. (a) Stage 1- Submit Bid Hash and (b) Stage 2 – Re-Encryption of Bid. The Stage 1 needs to be completed before the due date and the Stage 2 (Re-Encryption) needs to be completed after closing the electronic tender box by the department user, but before the opening of tender and as per the schedule available in the tender notice. If Stage 2 is not completed within the time frame, the bid will not be available for opening. It may be noted that the Stage 2 is unique to this e-tender system to provide additional security to the bid as part of the secure bid process technology patented by the service provider. Please see the Help Manuals 'Submit Bid Hash' & 'Re-Encryption'.

Uploading Documents

The system allocates a brief case for each vendor, where the documents like catalogues, brochures,

scanned copies of DD, registration certificates etc. could be stored. During the Tender Submission (Stage 1), the bidder fills up various forms like price bid, payment terms etc. There is also a form for uploading the documents and system takes documents only from the briefcase. For uploading documents to the briefcase, please see the Help Manual.

Viewing Opened Tenders

Suppliers/Bidders can view the bids online after the bid is opened, provided they have successfully submitted the offer (ie. after successful completion of Stages 1 & 2 mentioned above). Please see the Help manual 'Help Manual To View Open Tenders on DAE Portal'.

Awarding Contract

Currently, the e-tender portal is used only for receiving offers online. The received offers will be evaluated by the user department and purchase order will be released online or placed manually wherever applicable. Hence, information regarding awarding of contract/purchase order will not be available online.

ForceOut

If the user comes out of the e-tender portal, without logging out, the system will not allow to login again. Under this situation, please click on 'ForceOut' and may be forcibly logout. For more information, please see the Help Manual.

Technical Assistance/Help Desk

Technical Assistance/Support is provided by the service provider,

M/s.NexTenders and the Common Help Desk Numbers are: 0771- 4079 409, 0771- 4079 410 and help desk Email ID: support.dae@nextenders.com

More information on Technical Assistance and contact information of Departments/Units are available under 'Contact Us' in the respective sub portal. Whenever, an email is sent to Help Desk for technical assistance, a copy may be marked to the respective unit. It may be noted that the User Id & password are issued by the respective Units/Departments. Hence for non-receipt of User Id, resetting password etc., please contact the respective Units/Departments only.