

FREQUENTLY ASK QUESTIONS BY VENDORS ON THE OPERATIONS OF ELECTRONIC TENDER MANAGEMENT SYSTEM OF GOVERNMENT OF MAHARASHTRA

1. What is an Electronic Tendering System?

Electronic Tendering System is an end to end Tendering System which can be used and operated through a Computer System connected to the internet. All the activities related to processing of tenders are executed online starting from Tender Preparation to Award of Tenders.

The Bid Documents can be downloaded online, Bid response is to be prepared and signed online (through the use of Digital Signature), payment for Bid submission is to be done online (using Credit Cards, Debit Cards, Internet Banking Accounts and Cash Cards) and the Tender opening is done online.

2. What are the pre-requisites to use the e-Tendering portal?

Latest Version of Java Runtime Environment and PDF Reader will be required to be installed. If Java is not installed the application may not identify the Digital Certificate installed on the computer. If PDF Reader is not installed Tender Documents, Drawings and Reports will not be generated and open. System works best on Mozilla Firefox browser, so for doing smooth process we recommend that.

3. What do I need to participate in the Tenders process using the Electronic Tendering System?

1. To participate in the Tenders processed using the Electronic Tendering System, the Suppliers / Contractors are required to have a valid User ID on the Main Portal of the Electronic Tendering System of Government of Maharashtra – <https://mh.etenders.in>. The User ID is validated after the Suppliers / Contractors enroll on the Electronic Tendering System. Enrollment process requires submitting basic organization information including contact information along with a valid email address.

Additionally, based on the requirements of individual Departments / Agencies processing their Tenders using the Electronic Tendering System, the Suppliers / Contractors shall be required to empanel themselves on the Sub – Portals assigned to the respective Department / Agency e.g. Public Works Department, etc.

2. The bidder should have mechanism for making online payment towards Service Provider fees on the Electronic Tendering System. The System allows payments through Credit Cards, Debit Cards, Internet Banking Accounts and Cash Cards. For the most

updated list of modes of online payments, please see the home page – <https://mh.etenders.in>.

3. User should have a valid Class – II / Class – III Digital Signature in the name of Authorized Representative of the Organization for encryption of Bid Data and signing of online Bids.

4. What is JAVA, is it free and why am I required to download and updated it?

Java is a programming language and computing platform. Java is concern as fast, secure, and reliable platform without which some applications on this websites will not work properly, if JAVA is not installed.

Java and its updates are free for end-user. The latest Java version contains important enhancements to improve performance, stability and security of the Java applications that run on your machine. Installing this free update will ensure that your Java applications continue to run safely and efficiently.

5. What is a Digital Certificate?

Digital Certificate is a unique pair of a Public key and a Private key issued to an individual (either for his own use or use as an authorized representative of an organization such as partnership firm, private limited company or a public limited company). The data encrypted by a Public Key of a Digital Certificate can be decrypted only by matching Private Key of the same Digital Certificate and vice versa.

Additionally, the Private Key of a Digital Certificate is used to sign the data to ensure non – repudiation.

6. Who is responsible for issuing Digital Certificates in India?

A Digital Certificate is issued by Certifying Authorities registered with Controller of Certifying Authorities of Government of India. There are several organizations registered as Certifying Authorities and issue Digital Certificates through their authorized partners. The updated list of Certifying Authorities can be viewed at www.cca.gov.in.

7. What is e-Token device?

e-Token is a device to store Digital Certificates securely. A Digital Certificate installed on a secure e-Token cannot be copied.

8. What is encryption and decryption?

Encryption means changing a set of data information into non – readable format. Decryption means changing a set of encrypted data information back into original format.

9. What is Hashing?

Hashing means generating a thumbprint of a set of data information. Hash is well defined algorithm in the Information Technology Act, 2000. Hash is one – way. You can generate Hash value of a set of data information but not set of data information out of a Hash value.

Hash is unique to a set of data information. Any change in the original set of data information will result in change in the Hash value.

10. Why do I have to submit the Bid in two parts?

This is required to be done in order to maintain the sanctity and confidentiality of the Bid Data from the time it is prepared until its opening, and also thereafter at any time. In case the stages are reduced to one, there are chances that the sanctity and confidentiality of the Bid Data Bid Data may be compromised. This will be a fundamental flaw in the process of Electronic Tendering.

11. Does the completion of any one of the Bid Submission stages ensure that the Bid Data will be available to the Competent Authority at time of opening of the Tender?

No. The Bidder has to ensure that both the Bid Submission stages are duly completed within the allotted time frame to ensure that the Bid Data will be available to the Competent Authority at time of opening of the Tender.

12. Can I change my Bid Data after filling it once?

The Bid Data can be changed / modified by the Bidder as many times as required until the Hash of all the envelopes of the Bid Data (including Bill of Quantities). Once the Hash of the Bid Data is generated and submitted in the Electronic Tendering System, the Bidder cannot change / modify the Bid Data.

*For any other information or suggestions, please feel free to contact our **Helpdesk Support Team on – 020 2531 5555 or email us at support.gom@nextenders.com***

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