

Frequently Asked Questions

Please read this document before using this application.

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 RTGS NEFT) and the Tender opening is done online. EMD will also be refunded Online after tender finalization.

2. What do you need to participate in the Tenders processed using the Electronic Tendering System?

To participate in the Tenders processed using the Electronic Tendering System, the Suppliers / Contractors are required to

- a. Valid User ID on the Main Portal of the Electronic Tendering System of MMRDA – <https://etendermmrda.maharashtra.gov.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.
- b. 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. It is mandatory to have both Signing and Encryption certificate for the Buyers as well as Suppliers.
- c. Latest Version of Java Runtime Environment will be required to be installed. If Java is not installed the application may not identify the Digital Certificate installed on the computer. Users should verify from JAVA site if the latest version is installed.
- d. PDF Reader will be required to be installed. If PDF Reader is not installed Tender Documents, Drawings and Reports will not be generated and open.

3. What is a Digital Certificate?

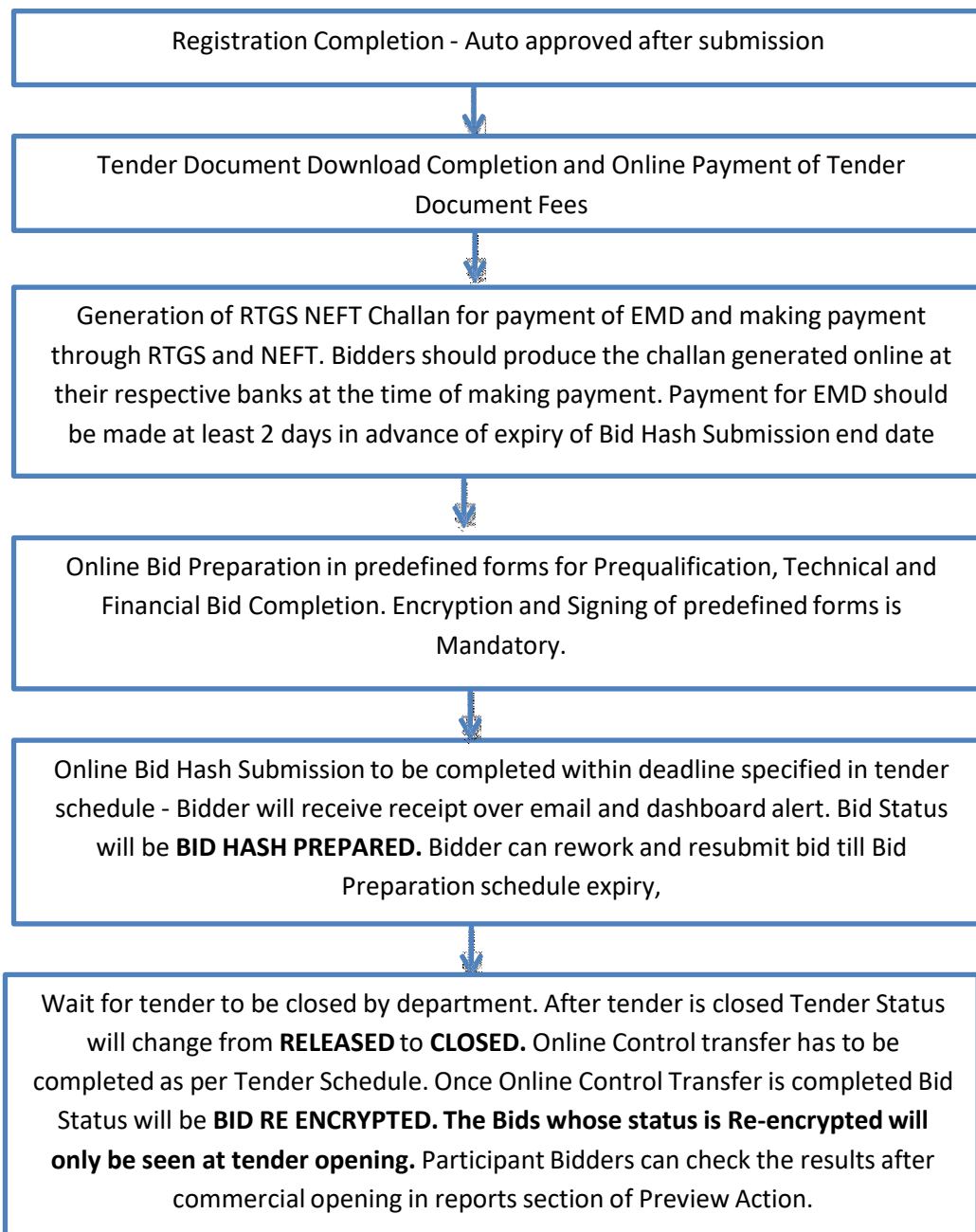
Digital Certificate is a unique pair of a Public key and a Private key issued to an individual (either for his own use or use as an authorized representative of an organization such as partnership firm, private limited company or a public limited company).

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

4. What are the steps involved for Successful Bid Submission on MMRDA e-Tendering System. How do I know that I have completed all the steps involved in e-Tendering.

Below are the steps involved in e-Tendering Submission



5. 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. Users should not procure certificates issued by CAs not Registered under Controller of Certifying Authorities of Government of India.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

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

The Bid Data can be changed I modified by the Bidder as many times as required until the Last Date and time of Bid Preparation and Hash Submission.

12. What to do if I already have installed JAVA but my Digital Certificates are not seen in Browser?

1. Uninstall JAVA from Control Panel and Reinstall the recommended version from JAVA site as per Java Installation process mentioned in this document.

http://java.com/en/download/faq/remove_olderversions.xml

2. Verify the JAVA version installed on your computer.

<http://java.com/en/download/installed.jsp>

3. Latest version should be installed based on the type of Browser and Operating System used by the individual user.

http://www.java.com/en/download/help/download_options.xml

4. Check if your e-Token drivers containing the certificates are installed correctly. This needs to be checked with the DSC provider.

5. Check if you have procured both Encryption and Signing Certificate. It is mandatory to have both certificates.

6. Install NSEU Utility to operate DSC

13. Whom to approach for queries related to details mentioned in tender document and tender schedule extension or expiry?

For queries related to the tender data you should approach the respective tender staff as mentioned in tender document. The service desk officers do not have any authority on tender document data and timelines. All extensions are performed only by the respective tender staff.

14. How do I identify myself with the Service Desk Officers and what details will I be required to share? Should I share my user ID and Password with any one?

Whenever you report any issue you should provide your details as mentioned below. ***Do not share your password any time with anyone including service desk officers.*** If you request for a password reset please ensure that you change it on first successful login. Your password cannot be read by any service desk officer or even the Server administrator since it is stored in HASH format.

15. Mandatory system Requirements for Usage

- ✓ Latest Version of Java Run Time Environment
- ✓ PDF Reader
- ✓ Firefox
- ✓ Windows 7
- ✓ Resources to make online payment using Credit Card / Debit Card / Net banking for Tender Document Fees and RTGS / NEFT for EMD.
- ✓ Always Allow plug-ins and pop-ups

Class 2 or Class 3 Digital Signature Certificates with Encryption and Signing Pairs obtained in the name of Authorized representative of participant bidder is mandatory

16. Should I allow Plug-ins and allow pop-ups for <https://etendermmrda.maharashtra.gov.in>?

Yes. You **should always allow Plug-ins and pop-ups** for <https://etendermmrda.maharashtra.gov.in>

17. Can I Rework on my Bid after Submission?

Yes Bidder can Re-work on their Bid but Bidder should **Re-Submit** the bid before Last Date and Time of Bid Submission, Bidder should ensure their final **Bid Status** should be: **Bid Hash Prepared**

Name and Contact details	Persons Name reporting issue along with contact details
Company Name	As registered on e-Tendering System
Email ID	Primary email used in e-Tendering
User Name / ID	As registered in e-Tendering
Issue	Describe your issue
Screenshot	Provide screenshot of issue

For any other information or suggestions, please feel free to contact our Service desk Support Team at etenderhelp@mailmmrda.maharashtra.gov.in or call on 022 26597445