Frequently Asked Questions (FAQ)

TABLE OF CONTENTS

General FAQ's

1. What is E-Procurement System?

e-Procurement System is a process of procuring the items electronically using internet. This facility drastically reduces the tendering cycle time and reduces most of the indirect costs and enhances transparency in procurement.

2. What are the requirements of the client machine to access the e-Procurement site ?

Refer this link:-
https://tenders.synise.com/secure/rfqupload/Digital_Certificate_Manual3feb.pdf

3. Can I access my eProcurement Account from a different client system?

You can use your account anywhere in the world with the above mentioned configuration (as in S. no.2). You need to carry your DSC with you.

4. What is the default Date and Time format used in the System?

The Default date time format is Indian Standard Time (IST), Which is (GMT +5:30). The format used is DD-MM-YYYY HH:MM AM/PM. This standard convention is followed in all the pages.

5. What are the basic features available in this Procurement Portal as a general user?

The users can use the link 'Live Tenders' available in the Home Page of this portal, to see all the tenders hosted on this Portal and download the Tender Schedule free of cost.

6. Should I have any Anti Virus software in my client system?

All are advised to install and keep an update of the signatures of the Antivirus. Bids with virus infected files are likely to be rejected by the eProcurement Portal.

7. How do I log on to e-Tendering portal once I get registered?

Once your user id and password is created, you can enter the same in the space provided on the home page and login to the portal.

8. What if I want to use my e-Tendering account on a different computer?

You can use your e-Tendering account anywhere in the world. You just need a computer with minimum Pentium IV configuration and a broadband internet connection. This detail is provided under the Systems Requirements link on the home page.

9. Is the password secured?

Password is encrypted at the database level. As a part of the security policy, we advise you to change the password frequently.

10. How do I change my password?

You can change your password by clicking on "Change password" link from the left menu.

12. How can I retrieve my lost my password?

Your current password can be retrieved. You can click on the link of "Forgot Password" on home page. Enter your User id which you had filled on registration form. The email will go to your email id specified by you in the registration form.

13. Is my information on e-Tendering portal secured?

The information provided by you is 100% secured. The data and sensitive information provided by you is used only by the respective departments for the purpose of evaluation and awarding.

FAQs on Tendering Activity

1. How do I know that a tender is published?

You can find the same through "Recent Online Tender" link on the home page of https://tenders.synise.com

2. How do I submit my tender to the department?

The tender documents can be downloaded from the e-Tendering portal. You can fill the tender documents along with EMD and submit online along with the scanned certificates required for the tender.

3. Can I download the drawings related to the tender if any?

Yes. Since drawings are part of the tender documents, while downloading the tender documents, these drawings can also be downloaded.

4. How do I submit the EMD?

BG/DD taken for EMD is scanned and should be attached to the tender during submission. The originals should be handed over to the department before tender opening.

5. How do I upload and attach my additional certificates to the tenders?

You can upload all your certificates or documents through "Briefacse" link. This link acts as a library where you can store any number of documents/ certificates at any point of time. These certificates can be attached to any number of tenders (for attaching the file through "Briefacse" link, see help file).

6. How do I confirm my tenders are submitted without any problem?

Once you submit your tender, you will be provided with an acknowledgement along with list of submitted documents which confirms that your tender has been successfully submitted in the portal.

7. Can I resubmit the tender repeatedly till the tender submission or closing date?

You can prepare your technical and commercial bid under "Prepare bid" and you can edit the tender any number of times till the tender submission or closing date.

8. If I change my bid after initial submission, do I need to click "submit" button once again?

Yes. Whenever you change your submitted bid, you should click "Submit" button compulsorily to attach the fresh bid to the tender. If you fail to do so, the previously attached bid will be valid and taken for evaluation.

9. How will I come to know that my bid has been opened?
On the opening date, you can login and see the tender opening process.

10. How should I confirm my tenders are not opened by any third party before the date of opening?
The system does not allow your bids to be opened before the due date specified in the Tender Schedule. The Tender Inviting Authority is given the rights to open the tender using his valid digital signature certificate.

11. Can I view the proceedings of opening of technical bid?
Once the tender is opened, you will view the competitors bid sheets under the 'Technical bid result and commercial bid result' links.

12. Can I refer to my tender documents submitted to the departments?
Yes. All the submitted documents can be viewed through "Briefcase" screen in your login.

13. How much space is provided to me for storing my documents online?
Maximum Files size should not exceed 250 MB in "Briefcase".

Vendor Registration

1. Is registration compulsory on e-Tendering portal?
Yes. Registration is compulsory on e-Tendering portal.

2. How do I register on e-Tendering portal?
Go to https://tenders.synise.com fill up online form using "Register" link. You can enter your preferred USER ID and password which will be initially be in disable state.

3. Do I get confirmation mail after registration?
Yes. All successful Vendors will get email communication. Please check your email account as provided by you during registration. After registration, you can also modify / update the E Mail address through "Edit Profile" link.

4. Can I update my registration information?
Yes. You can modify / update the registration information after log-in under "Edit Profile" link.

5. How frequently should I change / modify my Password?
If you want to change the password, you can change it. (It can be changed, after Log-in using "Change Password" link).

Password

1. How do I change my password?
After logging into your account, you will find a link to "Change Password" in your dash board.

2. Is the password secured?
Password is encrypted at the database level. It is known only to you. Even the System Administrator does not know your password. As a part of the security policy, we advise you to change the password in regular intervals.

DSC Related

1. Do I need Digital Signature Certificate (DSC) during registration process?

No. Class-3 Digital Signature Certificate is compulsory for all the vendors to participate in the e-tendering system not for registration.

2. Where do I buy the Digital Signature Certificate (DSC)?

Digital Signatures can be obtained from any of the Controller of Certifying Authority, India. (Refer to the CCA site www.cca.gov.in) If you have already obtained the certificate, then log-in with e-Token having DSC.

3. I am displayed an error "Authentication Failed" during login, what do I do?

a. To use any of the digital signature certificates, you need to enable all the ActiveX controls in your browser. In internet explorer, go to Tools >> Internet options >> Security >> Custom Level and enable all the ActiveX controls and disable "Use Pop up blocker" and then submit.
b. Close the browser and open once more and try to log in.
c. Even then you are not able to login, please call our helpdesk to attend the same.

4. What is this DSC password that is given along with the e-Token?

The e-Token has one unique password to access the DSC certificate. For PKI Login, the Vendor has to enter this password.

5. Is there a separate password for the hardware e-Token?

There is no separate password for e-Token hardware.

6. What if my DSC gets blocked?

DSC gets blocked after certain no of unsuccessful attempts of entering the wrong PIN. A blocked DSC cannot be used in the e-tendering system unless it is unblocked. To unblock your DSC please contact the service provider who has issued the DSC.

Tender Related

1. How do I get clarifications for any doubt regarding Tenders Portal?

For tender related doubts, please get in touch with the Tender Inviting Authority through Email given in the tender. For system related technical doubts please contact 24x7 Help line at Mobile : +91 7774013248, +91 9146024172, +91 9075096218 and Landline +91-9028097465/62/63, Email ID-helpdesk@synise.com

Security Related

1. How secure are my bid documents in the e-Procurement portal? Can anybody see my price bid before bid opening?

All sensitive documents in the e-tendering site are encrypted and stored in the server using the Public Key Infrastructure (PKI) technology. Both the Technical and Financial Documents are encrypted and stored. Even the system administrator cannot view the bid documents before bid opening. Only after decryption by the authorized bid openers the documents are converted into readable format.

2. Can bids be modified / withdrawn and conditions thereto. Is it not contrary to GFR-2005?

The e-Procurement system allows the bidders to modify and resubmit their bid documents before the 'closing date and time for bid submission' for the tender. After the closing date of bid submission, the bidders are not allowed to make any changes to their bid documents. Further, the option for the bidders to withdraw or resubmit their bids is optional, and it is upto the procuring entity to enable these options in the system on a case to case basis for each tender. The System will overwrite the old bids and only the latest uploaded document is retained. If you are resubmitting even a single document, the entire packet is to be resubmitted. Hence, it is within the purview of GFR-2005.

3. What precaution needs to be taken to submit online bids in the e-procurement system?

Please prepare your documents well in advance and submit your documents well before the closing date and time. While scanning your documents (Scan in 75-100 DPI resolution) try to keep file size small so that bid submission is smooth. Also in the BOQ enter values only in the appropriate space provided. Do not make any change in file name or sheet name. If you are not able to submit at the last minute due to local power problem or internet problem, you may loose a chance to participate.

Bid Openers Related

1. Who is a Bid Opener?

Bid Opener is the Department Official, selected by the department at the time of tender creation and authorised to open/ decrypt bids received against the tender both for technical as well as financial packets.

2. What is the validity period of a Digital Signature Certificate?

The Certifying Authorities are authorized to issue a Digital Signature Certificate with a validity of two to three years. The maximum period for which the DSC issued is now only two years.