ETS User Manual for Suppliers

(Part-II)
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Seven Critical Do’s and Don’ts for Bidders
SEVEN CRITICAL DO’S AND DON’TS FOR BIDDERS

Specifically for Supplier organizations, the following 'SEVEN KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS

2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of Marketing Authority (MA), ie a department within the Supplier/ Bidder Organization responsible for responding to tenders, users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.

3. Get your organization’s concerned executives trained on ETS well in advance of your first tender submission deadline on ETS

4. For responding to any particular tender, the tender (ie its Tender Search Code or TSC) has to be assigned to a MA. Further, an ‘Official Copy of Tender Documents’ should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading ‘Free Copy of Tender Documents’. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.

5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)

6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to ‘Annul Previous Submission’ from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)

7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) ‘ONLY IF’ your ‘Status pertaining Overall Bid-Submission’ is ‘Complete’. For your record, you can generate and save a copy of ‘Final Submission Receipt’. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission’ is ‘Complete’.

NOTE:
While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.
Supplier/ Vendor Training
## Supplier/ Vendor Training

Tendering is a serious process, and therefore any highly secure and transparent e-tendering process would require that training is taken with equal earnestness. Training of all users of Supplier/ Vendor organizations is strongly recommended. Furthermore, to avoid last minute hiccups, training should be taken sufficiently before the bid submission deadlines. For training, there are two broad options available to the users:

1. **Group Training Programs** conducted by the Application Service Provider (ASP) in coordination with Buyer organizations.

   **Contact Information:**
   
   **Telecommunications Consultants India Limited**
   
   (A Government of India Enterprise)
   TCIL Bhawan, Greater Kailash-I,
   New Delhi - 110048
   Tel: 011-26202020
   e-mail: tcil@tcil-india.com
   URL: http://www.tcil-india.com

2. **Individualized Training Programs**, **Customized Training Programs**, and **Specialized e-Tendering Awareness Programs**.

   These are conducted by ElectronicTender.com (India) [ETI], the global marketing and support partner of ElectronicTender. Such programs may be conducted at the premises of the organization requesting for the training, or at locations specified by ETI.

   **Contact Information:**
   
   **ElectronicTender.com (India) Pvt Ltd.**
   Customer Support Group
   Tel: 0124-4229071
   E-mail: support@electronictender.com

   Alternatively, the request for such trainings may be requested through the ASP.

## Importance of ETS User-Guidance Center and Online Help.

As stated earlier, tendering is a serious process, and therefore any highly secure and transparent e-tendering process would require that it is conducted with equal earnestness. For this, apart from user training, it is very important that the users peruse the instructions and guidelines provided in the ETS User-Guidance Center, and Online Help available on various screens.
Essential Computer Security Settings for Use of ETS
Security Zones of Internet Explorer Browser

Note: The procedure outlined below is assuming Windows 7 - Operating System and Microsoft Internet Explorer Browser 10.x. The procedure may slightly vary for other combinations of Microsoft Operating Systems and version of Microsoft Internet Browsers

Configuring Internet Zone

**Step-1**: Open the Microsoft Internet Explorer Browser, select 'Tools' menu and click on 'Internet Options'

**Step-2**: The following Microsoft setup screen would be displayed. Click on 'Security' tab
**Step-3:** The following Microsoft setup screen would be displayed. Click on 'Internet', and then click on 'Custom Level'.

**Step-4:** The following Microsoft setup screen would be displayed. Scroll down to sub-section titled 'ActiveX Controls and plug-ins'.
**Step 5:** The following security settings are essential for ETS

<table>
<thead>
<tr>
<th>Security Settings</th>
<th>Option required to be Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download signed ActiveX controls.</td>
<td>Prompt</td>
</tr>
<tr>
<td>Run ActiveX controls and plug-ins</td>
<td>Enable</td>
</tr>
<tr>
<td>Script ActiveX controls marked safe for scripting</td>
<td>Enable</td>
</tr>
</tbody>
</table>

The following Microsoft setup screen displays status for 'Download signed ActiveX controls'
The following Microsoft setup screen displays status for ‘Run ActiveX controls and plug-ins’ and ‘Script ActiveX controls marked safe for scripting’.

Configuring Trusted Sites Zone

The complete domain name of ETS (ie https://www.tcil-india-electronic.tender.com) should be added to the list of trusted websites.

To ensure that ETS Domain Name is added, the following steps should be executed:
**Step-1:** Open the Microsoft Internet Explorer, select *Tools* menu and click on 'Internet Options'.

**Step-2:** The following Microsoft setup screen would be displayed. Click on 'Security' tab.
Step-3: The following Microsoft setup screen would be displayed. Click on 'Trusted sites', and then click on 'Sites'.

Step-4: The following Microsoft setup screen would be displayed. Enter the ETS website address (ie https://www.tcil-india-electronic-tender.com) and click on [Add].
Step-5: The following Microsoft setup screen would be displayed. The ETS website address (ie https://www.tcil-india-electronictender.com) is now added to list of websites

Security Settings for Privacy – Popup Blocker

Step-1: Open the Microsoft Internet Explorer, select 'Tools' menu, and click on 'Internet Options'
Step-2: The following Microsoft setup screen would be displayed. Click on ‘Privacy’ tab.

Note: Step-3 would depend on the status of ‘Popup Blocker’ being ‘ON’ or ‘OFF’

Step-3 (Pop-up Blocker is turned ‘OFF’): The following screen would be displayed. Under ‘Popup Blocker’, if the current setting is ‘OFF’ (ie the corresponding Checkbox is Un-checked), no security settings are required to be changed.
**Step-4** (Pop-up Blocker is turned 'ON'): The following screen would be displayed. Under ‘Popup Blocker’, if the current setting is 'ON' (ie the corresponding Checkbox is Checked), then click on ‘Settings’.

**Step-5**: The following Microsoft setup screen would be displayed. Under ‘Address of Website to allow’, enter the ETS website address (ie https://www.tcil-india-electronicitender.com) and click on [Add].
Step 6: The following Microsoft setup screen would be displayed.
The ETS website address (ie https://www.tcil-india-electronic.tender.com) is now added to list of ‘Allowed sites’.
Step-1: Open the Microsoft Internet Explorer, select 'Tools' menu, and click on 'Compatibility View Setting'.

Step-2: The following Microsoft setup screen would be displayed. Enter the ETS website address (ie https://www.tcil-india-electronic tender.com) and click on [Add].
**Step-3**: The following Microsoft setup screen would be displayed. The ETS website address (i.e. [https://www.tcil-india-electronic tender.com](https://www.tcil-india-electronic tender.com)) is now added to list of websites you’ve added to Compatibility View.

**Security Settings for SmartScreen Filter**

**Step-1**: Open the Microsoft Internet Explorer, select 'Tools' menu, and click on 'SmartScreen Filter' and then click on 'Turn Off SmartScreen Filter'.
Step-2: The following Microsoft setup screen would be displayed.

Select option ‘Turn Off SmartScreen Filter’ and then click on ‘OK’ button
### Security Settings of Folders and Files

If an error occurs while 'Uploading a File', please ensure the following:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The selected file is 'Not Open'</td>
</tr>
<tr>
<td>2.</td>
<td>The selected file should have 'Read' permission for the logged-in user</td>
</tr>
<tr>
<td>3.</td>
<td>The logged-in user should have 'Write' permission, to create new files in the folder from which the file to be encrypted has been selected</td>
</tr>
</tbody>
</table>

[Close]
Export Public Key
for Uploading Digital Certificate (DC) on ETS
Upload Digital Certificate (DC)

For integrity of data and authenticity/non-repudiation of electronic records, and to be complaint with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer http://www.cca.gov.in].

Note: It is recommended that DCs be obtained well in advance so that there are no last minute problems. Furthermore, it is also important to ensure that the necessary driver for the DC, as required by the operating system of the user’s computer is properly installed.

(Precautions to be taken at the time of DC Renewal)

It is important to note that a DC is never renewed. Always, a new DC is issued.

Even after a DC expires, it may be required for decrypting documents which have been encrypted using the corresponding Public-Key. Similarly, the Public-Key of the expired DC may still be required for verifying the digital signature affixed using the corresponding Private-Key. Keeping this in view, users are requested as follows:

A) Not to throw away their expired DCs, if they anticipate that the old DC may be required in future for activities outlined above

B) Always take a new DC on a new token-drive (also called USB-token). Alternatively, to reduce cost, if the USB-token of the old DC is to be used, care must be taken to ensure that the old DC is not erased.

Operational requirements of ETS mandate the use of Digital Certificate (DC) by all ‘users’. The DC to be submitted by the user should have been issued for the same e-mail Id which had been submitted on ETS for that user’s profile. If a user has not submitted a valid DC on ETS, then on login, a screen will appear for submitting (i.e. uploading) his DC. Necessary ‘Help’ would be available on that screen itself. However, the user is advised to keep his Public Key (i.e., .CER file) ‘ready’ on his computer before logging on to ETS. Essentially, this would consist of ‘Exporting’ the Public Key (.CER file) from the Digital Certificate. The procedure for exporting the Public Key (.CER file) is given below:

Export Public Key (.CER File)

Note: The procedure outlined below is assuming Windows 7 - Operating System and Microsoft Internet Explorer Browser 10.x. The procedure may vary slightly for other Microsoft Operating Systems and versions of Microsoft Internet Browsers.

Step-1: Open the Microsoft Internet Explorer Browser, select ‘Tools’ menu and click on ‘Internet Options’
Step 2: The following Microsoft setup screen would be displayed. Click on 'Content' tab, and then click on 'Certificates'.

Step 3: List of all Digital Certificates available on your system will be displayed on the following Microsoft setup screen. Select the Digital Certificate for which the Public Key (.CER file) is to be exported, and click on 'Export'.
**Step-4:** The following Microsoft setup screen would be displayed. Click on 'Next'.

**Step-5:** The following Microsoft setup screen would be displayed. From the available options, select 'No, do not export the private key' option, and click on 'Next'.

**Step-6:** The following Microsoft setup screen would be displayed. Click on 'Next'.
Step 7: The following Microsoft setup screen would be displayed. Click on 'Browse' and select the path/ location where the Public Key (.CER file) is required to be saved. Then click on 'Next'.

Step 8: The following Microsoft setup screen would be displayed. Click on 'Finish'.
Step 9: The following Microsoft setup screen would be displayed. The Message, 'The export was Successful' would be displayed. Click on 'OK'.

The Public Key (.CER file) of the selected Digital Certificate has now been successfully exported, and saved as a file with .CER extension at the selected location.
Search and View Tender/ Auction Notices
ElectronicTendering System® (ETS)

Search and View Tender/ Auction Notices

To close this Screen, click on the [Close] button located on the bar above, or at the bottom of the Screen

Search and View Tender/ Auction Notices

ETS offers user-friendly 'Search' facilities in different categories as outlined below.

TSC-based Search

TSC based search is for all users, registered, as well as, unregistered. A unique 'Tender Search Code' (TSC) is assigned to each Tender floated on ETS. To view the Electronic Tender Notice/ NIT of a tender whose 'Tender Search Code' (TSC) is known, go to the Home-Page and enter the TSC in the relevant field, 'TSC-based Search', and click on [Go] button.

Tender Notice(s) can also be searched through 'Advanced Search' (ie Advanced ElectronicSearch - Tenders) given on the Home Page of Portal.

RASC-based Search

RASC based search is for all users, registered, as well as, unregistered. To view the e-ReverseAuction Notice of a Reverse Auction whose 'Reverse Auction Search Code' (RASC) is known, go to the Home-Page and enter the RASC in the relevant field, 'RASC-based Search', and click on [Go] button.

e-ReverseAuction Notice(s) can also be searched through 'Advanced Search' (ie Advanced ElectronicSearch - Auctions) given on the Home Page of Portal.

FASC-based Search

FASC based search is for all users, registered, as well as, unregistered. To view the e-ForwardAuction Notice of a Forward Auction whose 'Forward Auction Search Code' (FASC) is known, go to the Home-Page and enter the FASC in the relevant field, 'FASC-based Search', and click on [Go] button.

e-ForwardAuction Notice(s) can also be searched through 'Advanced Search' (ie Advanced ElectronicSearch - Auctions) given on the Home Page of Portal.

Advanced ElectronicSearch™ - Tenders

Advanced ElectronicSearch facility is primarily for registered users. If required, the licensee of ETS may provide the Advanced ElectronicSearch facility to unregistered users also. Related information pertaining the Tendering Opportunities to be searched (ie parameters like Organization Name, Buyer Reference Number, Tendering Objective/ Method, Schedule of Events, Estimated Tender Value (ETV), Classification of Products and Services) can either be keyed in/ selected as applicable. Search is based on the relevance of data entered by the users. Incompatible parameters will yield no result. It may please be noted that all parameters need not be furnished. The accuracy of results will depend upon the relevance and accuracy of the parameters entered.

Tender Notice(s) can be searched through 'Advanced Search' (ie Advanced ElectronicSearch - Tenders) given on the Home Page of Portal.

Advanced ElectronicSearch™ - Auctions

Advanced ElectronicSearch facility is primarily for registered users. If required, the licensee of ETS may provide the Advanced ElectronicSearch facility to unregistered users also. Related information pertaining the e-Reverse Auction/ e-Forward Auction Opportunities to be searched (ie parameters like Organization Name, Schedule of Events -- Start of Auction Bidding Event, Closure of Auction Bidding Event, Date of Auction Notice) can either be keyed in/ selected as applicable. Search is based on the relevance of data entered by the users. Incompatible parameters will yield no result. It may please be noted that all parameters need not be furnished. The accuracy of results will depend upon the relevance and accuracy of the parameters entered.

e-ReverseAuction/ e-ForwardAuction Notice(s) can be searched through 'Advanced Search' (ie Advanced ElectronicSearch - Auctions) given on the Home Page of Portal.

Advanced ElectronicSearch™ - Organization Profiles

Advanced ElectronicSearch facility is primarily for registered users. If required, the licensee of ETS may provide the Advanced ElectronicSearch facility to unregistered users also. Related information pertaining the Organization Profiles to be searched (ie parameters like Organization Name, Address, Classification of Products and Services, Approximate Turnover, Number of Tenders floated in the last three years, Approximate Value of Tenders floated in the last three years) can either be keyed in/ selected as
Search is based on the relevance of data entered by the users. Incompatible parameters will yield no result. It may please be noted that all parameters need not be furnished. The accuracy of results will depend upon the relevance and accuracy of the parameters entered.

Organization Profile(s) can be searched through ‘Advanced Search’ (ie Advanced ElectronicSearch - Organization Profiles) given on the Home Page of Portal.
Broad Sequence of Activities for Supplier Organizations
**ElectronicTendering System® (ETS)**

**Broad Sequence of Activities for Supplier-Organizations/ Bidders**

To close this Screen, click on the [Close] button located on the bar above, or at the bottom of the Screen.

While broad sequence of activities is given below, additional details are given in relevant sections of the 'ETS User Guidance Center/ETS User Manual'. Further, the user is requested to supplement these with detailed instructions/help which may be given on relevant screens.

**Preliminary Activities**

- Training (Optional)
- Essential Computer Security Settings for Use of ETS
- Registration
- Payment of Registration Fee
- Acceptance of Registration
- First Login
- Uploading of Digital Signature
- Changing Temporary Password
- Changing Temporary S-PIN
- Digitally Signing the Terms & Conditions of Site Usage
- Submission of ‘Additional Organization Information’
- Creating Marketing Authorities (at least one)
- Creating Virtual Hierarchy (MUs/AUTs/AUCs as required)

**Searching Tenders, Downloading Tender Documents, and other activities (before Bid Submission)**

- Searching a tender using various types of ETS Search
- Viewing Notice Inviting Tender (NIT)
- Assigning a tender to a Marketing Authority
- Visiting Tender-Overview page
- Authorization for Core Tendering Activities (CTA)
- Procuring/Downloading Official Copy of Tender Documents
- Procuring/Downloading Addenda (if any)
- Submitting Queries for Clarification to Tender Documents, if applicable
- Viewing Clarifications to Tender Documents, if applicable
- Participating in Online Pre-Bid Meeting, if applicable
- Viewing Minutes of Pre-Bid Meeting, if applicable

**Main Action-Steps for Bid Submission (Example: ‘Single-Stage Two-Envelope’ Bidding Methodology)**

- Visit Tender Overview page, and proceed for Bid Submission
- Pay ETS Bidding-Fee, if applicable
- Digitally Sign and submit Tender Documents and Addenda, if applicable
- Create, Encrypt, Preview, Sign and Submit ‘General Terms & Conditions (GTC)’, if applicable (*)
- Create, Encrypt, Preview, Sign and Submit ‘Special Terms & Conditions (STC)’, if applicable (*)
- Fill in EMD details, if applicable (*)
- Create, Encrypt, Preview, Digitally Sign and Submit Electronic Form of Technical Bid-Part, if applicable (*)
- Upload Bid Annexures (as required) of Technical Bid-Part (Note: Annexures are optional and these should be uploaded before uploading of the corresponding Main Bid) (*)
- Encrypt, Upload and Digitally Sign ‘Main Bid’ of the Technical Bid-Part (*)
- Create, Encrypt, Preview, Digitally Sign and Submit Electronic Form of Financial Bid-Part, if applicable (*)
- Upload Bid Annexures (as required) of Financial Bid-Part (Note: Annexures are optional and these should be uploaded before uploading of the corresponding Main Bid) (*)
- Encrypt, Upload and Digitally Sign ‘Main Bid’ of the Financial Bid-Part (*)
- Generate ‘Final Submission Receipt’ from ‘Status pertaining Overall Bid-Submission’
- Initiate and submit Supplementary Bid (Modification, Substitution), if required
- Withdraw Bid, if required

(*) On completion of a specific activity during Bid-Submission, ‘Confirmation of Submission’ for that particular activity is displayed by ETS. You can save/ print such confirmation of submission for your record.

**Main Action-Steps related to Online Public Tender Opening Event (TOE)**

- Authorize users for attending Online Public Tender Opening Event (TOE)
- Login to TOE from Tender Overview Page
- Participate interactively in various sessions of Online Public TOE, download information of competing bidders and comparison charts (as allowed by the Buyer), etc.

**Main Action-Steps related to Post-TOE Activities**

- View Bulletin Board (to view information relating to TOE, as well as, various post-TOE activities related information posted by the buyer)
- Respond to Buyer's Post-TOE Clarifications, if any
- Attending the next TOE (i.e., Financial Bid Opening), if applicable (i.e., if found technically responsive by the Buyer)

### ETS Reports and Audit Trails

- Generate 'Organization-Level' reports (i.e., relating to your organization), as required
- Generate 'Tender Specific' reports (i.e., relating to your organization's activities relating to the tender), as required
- Generate 'ETS Audit Trail' reports (i.e., relating to your organization's activities), as required
Overview of Initial Organization-Level Activities
ElectronicTendering System® (ETS)
Overview of Initial Organization-Level Activities

To close this Screen, click on the [Close] button located on the bar above, or at the bottom of the Screen

<table>
<thead>
<tr>
<th>Initial Organization-Level Activities</th>
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<tbody>
<tr>
<td>After the First Login by the Super User (SU) of a Supplier Organization, some initial activities for the Super User (SU) of that organization are as follows:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Organization Information</th>
</tr>
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<tbody>
<tr>
<td>In this module a Supplier organization registered with ETS has the facility to furnish some 'Additional Information' about itself.</td>
</tr>
<tr>
<td>For filling the Additional Organization Information forms, the SU of the Supplier organization has to select 'Additional Organization Information' under 'Allied Corporate Activities (ACA)' from the activity-menu, and thereafter following the instructions given on the relevant screen.</td>
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<thead>
<tr>
<th>Marketing Authority (MA)</th>
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<tbody>
<tr>
<td>ETS provides facility to a Supplier organization to create 'Marketing Authorities (MAs)' as part of the 'Virtual Hierarchy' of the organization. The concept of MA is elucidated below. In a Supplier organization, a division/unit of the organization may be responsible for responding to and processing of various tenders within its jurisdiction. Depending on the nature of the organization, there could be variation in how the division/unit is referred to. In a Corporate setup, this organizational division/unit may be referred to as Division, Department, Region, Strategic Business Unit etc. In a Government/administrative set up, such a division/unit may be referred to as Zone, Circle, Region, Department, Directorate etc.</td>
</tr>
<tr>
<td>The SU of the Supplier organization can initiate creation of 'Marketing Authority (MA)' by selecting 'Marketing Authority (MA)' under 'Allied Corporate Activities (ACA)' from the activity-menu, and thereafter following the instructions given on the relevant screen.</td>
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<thead>
<tr>
<th>Virtual Hierarchy</th>
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<tbody>
<tr>
<td>ETS provides a powerful facility to each registered Supplier organization for creating a 3-tiered hierarchical administrative structure on ETS, for handling various roles/duties of that organization pertaining the bidding process, as well as, allied activities. This is referred to as Virtual Hierarchy on ETS. If required, hundreds of users can be created and appropriately authorized under the 'Virtual Hierarchy' structure.</td>
</tr>
<tr>
<td>The SU of the Supplier organization can initiate creation of 'Virtual Hierarchy' by selecting 'Manage Virtual Hierarchy' under 'Allied Corporate Activities (ACA)' from the activity-menu, and thereafter following the instructions given on the relevant screen.</td>
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</table>
Overview of Electronic Bidding Instructions
(General)
**Overview of Electronic Bidding Instructions (General)**

These Instructions (for e-Tendering) are to be read in conjunction with 'Instructions to Bidders', as given in the Tender Documents of each tender, as well as, instructions given on individual screens of the bid-submission process.

E-Tendering is a new methodology for conducting Public procurement in a transparent and secured manner. Suppliers/ Vendors are the biggest beneficiaries of this new system of procurement. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender®. A portal built using ElectronicTender’s software is also referred to as ElectronicTender System® (ETS).

**Digital Certificates**

For integrity of data and authenticity/ non-repudiation of electronic records, and to be complaint with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer http://www.cca.gov.in].

**Note:** It is recommended that DCs be obtained by the Supplier organization well in advance so that there are no last minute problems. Furthermore, it is also important to ensure that the necessary driver for the DC, as required by the operating system of the user's computer is properly installed. For smart-login/ digital-signing, ETS accepts only valid DCs.

(Precautions to be taken at the time of DC Renewal)

- It is important to note that a DC is never renewed. Always, a new DC is issued.
- Even after a DC expires, it may be required for decrypting documents which have been encrypted using the corresponding Public-Key. Similarly, the Public-Key of the expired DC may still be required for verifying the digital signature affixed using the corresponding Private-Key. Keeping this in view, users are requested as follows:
  - A) Not to throw away their expired DCs, if they anticipate that the old DC may be required in future for activities outlined above
  - B) Always take a new DC on a new token-drive (also called USB-token). Alternatively, to reduce cost, if the USB-token of the old DC is to be used, care must be taken to ensure that the old DC is not erased.

**Creation of 'Virtual Hierarchy' by each Supplier Organization**

As mentioned before, ETS offers a unique facility for Supplier organizations to have multiple departments and multiple users (each user defined with some specific roles). In ETS terminology, this is known as 'Virtual Hierarchy'.

In a Supplier organization, a division/ unit of the organization may be responsible for responding to and processing of various tenders within its jurisdiction. In ETS, such a division/ unit would be referred to as 'Marketing Authority (MA)'. In order to respond to a tender, at least one 'Marketing Authority (MA)' should be created. The SU of the Supplier organization can initiate creation of 'Marketing Authority (MA)' by selecting options under 'Marketing Authority (MA)' under 'Allied Corporate Activities (ACA)' from the activity-menu, and following the given instructions thereafter.

The SU of the Supplier organization can initiate creation of 'Users' by selecting options under 'Manage Virtual Hierarchy' under 'Allied Corporate Activities (ACA)' from the activity-menu, and following the given instructions thereafter.

**Searching for a Tender on the portal**

To view the Electronic Tender Notice/ NIT of a tender whose Tender Search Code (TSC) is known, go to the Home-Page and enter the TSC in the relevant field, 'TSC-based Search', and click on [Go] button.

The Tender Notice can also be searched through 'Advanced Search' given on the Home Page of Portal.

**Assign TSC to a Marketing Authority (MA)**

For security and for streamlined operation, downloading of 'Official Copy' of Tender Documents can be done only by the authorized user of a Supplier organization specifically authorized for this purpose.

In order to respond to a tender, the SU of the Supplier organization has to first assign that tender (ie the TSC) to one of the Marketing Authorities (MA), ie to the nominated sales team. This can be done by the SU from Notice Inviting Tender (NIT) screen.

**IMPORTANT:** Please note the assignment of a tender to a Marketing Authority(MA) should be done before the 'Date and Time of Closure of Procurement of Tender Documents'.

**Tender Overview**

After the TSC is assigned to an MA, the module 'Overview of Tender specific Events and Activities' acts as a user-friendly 'Monitoring-Panel', as well as, an 'Action-Panel'. From 'Tender Overview', all concerned/authorized users can 'view and perform activities pertaining Tenders' with which they are associated/ authorized. This module can be accessed from 'Tender Overview' link under 'Core Tendering Activities (CTA)' from the activity-menu, and following the given instructions thereafter.

**Procurement of Tender Documents**

In addition to having a unique facility for downloading 'Official Copy of Tender Documents', ETS also offers a facility for downloading 'Free Copy of Tender Documents' from the relevant link on 'Tender Notice'. The 'Official Copy of Tender Documents' can be downloaded by the authorized user by clicking on the relevant link on 'Tender Overview' screen. For 'Online Bidding', it is mandatory for a Supplier organization to procure online, an official copy of the Tender Documents. Further instructions are as given on the relevant screens.
IMPORTANT: Please note that the downloading of 'Official Copy of Tender Documents' should be done before the 'Date and Time of Closure of Procurement of Tender Documents'. This has to be done even if the 'Cost of Tender Documents' has been paid offline to the Buyer organization, and the Buyer organization has acknowledged its receipt on ETS.

Corrigendum and Addendum

If Corrigenda and Addenda are posted on the site by a Buyer subsequent to downloading of the 'Official Copy of Tender Documents' by a Supplier, 'e-mail alerts' are sent to the concerned authorized users of the Supplier organizations.

Clarification of Tender Documents; Minutes of Pre-Bid Meeting

ETS has a unique facility for authorized users of Supplier organizations, who have procured 'Official Copy of Tender Documents' to seek 'Online Clarification to Tender Documents'. The response is posted by the Buyer on ETS, and alerts are automatically sent to all relevant prospective Suppliers. The identity of the 'Querist' is kept confidential. These screens can be accessed from relevant links on 'Tender Overview' screen.

Similarly, authorized users of Supplier organizations can access 'Minutes of Pre-Bid Meeting' which have been digitally-signed and posted by the Buyer, from relevant link on 'Tender Overview' screen.

General Help for Bid-Preparation and Bid-Submission

Bid Submission in ETS has very comprehensive facilities which allow duly authorized users of a Bidder organization to prepare and submit bids in a highly secure manner.

- ETS Bidding-Fee: The Tender Documents would state if 'ETS Bidding-Fee' is to be paid by each bidder for responding to that tender on ETS. Where applicable, a supplier would have to pay ETS Bidding-Fee online before proceeding to the Bid Submission page on ETS. In case the Online Payment Gateway is not available, 'ETS Bidding-Fee' can be paid offline. In the latter scenario, a screen would be provided on ETS for furnishing the offline payment details.

- Digitally Signed and Encrypted Bid-Parts (or Bid-Envelopes, viz Prequalification, Technical, Financial). Each Bid-Part would consist of the following:
  - ElectronicForms™ (Mandatory, if specified by Buyer organization): For each Bid-Part, the Bidder would be required to submit bid-summary of the tender in innovatively built, tender-specific 'ElectronicForms'. The Bidder should fill in various sections of the ElectronicForms, encrypt the data with ElectronicEncrypter™ in a highly secure manner, and submit it to ETS. After all sections are filled, the bidder should preview the filled ElectronicForm, digitally sign the content, and submit the ElectronicForm.
  - Main-Bid (Mandatory): Once the ElectronicForm for a Bid-Part is digitally signed and submitted, the bidder can encrypt the corresponding 'Main-Bid' (i.e. a single file containing 'sensitive details' of that Bid-Part) with ElectronicEncrypter™ in a highly secure manner, digitally sign and upload the encrypted 'Main-Bid' to ETS. Maximum file size of 'Main-Bid' on this e-procurement portal is 10 MB. File formats allowed for 'Main-Bid' are -- .ZIP, .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.
  - Bid-Annexures (Optional): Multiple digitally signed 'Bid-Annexures' ('Certificates', and other 'non-sensitive' information, et al) can be uploaded for each Bid-Part, as required. Maximum file size of 'Bid-Annexure' on this e-procurement portal is 10 MB. File formats allowed for 'Bid-Annexure' are -- .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.

IMPORTANT: All Bid-Annexures of a Bid-Part should be uploaded prior to submission of Main Bid of that Bid-Part.

- Digitally signed copy of Tender Documents & Addenda (Mandatory, if specified by Buyer organization)
- Payment of Earnest Money Deposit (EMD), or details of its off-line submission, or exemption, as applicable. The related information is digitally signed. (Mandatory, if specified by Buyer organization)
- Digitally Signed and Encrypted, 'Acceptance of General Terms and Conditions (GTC)', with/without deviations. (Mandatory, if specified by Buyer organization)
- Digitally Signed and Encrypted, 'Acceptance of Special Terms and Conditions (STC)', with/without deviations. (Mandatory, if specified by Buyer organization)

Once all the mandatory steps of Bid Submissions on ETS are completed the system shows the Overall Status of Bid Submission as 'Complete'.

Furthermore, after submission of the 'Original' Bids, ETS has a unique facility of allowing submission of 'Supplementary Bids' (eg. Modification, Substitution). The process would be similar to the corresponding 'Original Bid' submission. In addition, facility is also provided in ETS to 'Withdraw a Bid'.

IMPORTANT: It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s).

Security of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in ElectronicTender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter™ functionality, the contents of both the 'ElectronicForms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (eg I love this World). A Pass-Phrase is easier to remember, and more difficult to break. For encrypting bid-data, it is mandatory that a separate Pass-Phrase be created for each Bid-Part (also referred to as 'Envelope') of a given tender such as -- Prequalification, Technical, and Financial. However, for multiple submissions pertaining to the same Bid-Part, the same Pass-Phrase should be used. Similarly, it is also mandatory that a different set of Pass-Phrase(s) be used for different tenders being responded to by a Bidder organization. This method of bid-encryption (i.e. by using bidder generated symmetric-key based on Pass-Phrase) does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (OTOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.
Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (OTOE) is furnished online by each bidder during the OTOE itself, when demanded by the concerned Tender Opening Officer. As an optional alternative, in the Tender Documents the Buyer organization may have permitted submission of 'Encrypted Pass-Phrase' in Time-Locked Electronic Key Box before corresponding OTOE, and/ or offline in a sealed envelope.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

**Guidelines for ensuring Un-infected File Upload**

File upload would be done by the bidder at the time of bid-submission for – Main-Bids and corresponding Supplementary Bids, Tender Documents, Addenda and Bid-Annexures. The bidder must ensure that all files being uploaded to ETS (ie Main-Bids and corresponding Supplementary Bids, Tender Documents, Addenda and Bid-Annexures) are un-infected. If for example, any virus or any mal-ware is found in the submitted bids, the concerned user of the Supplier/ Bidder organization will be held responsible.

Furthermore, during the Public Online Tender Opening Event (OTOE), when the Buyer downloads various bids, such infected bid-related files may be deleted by the anti-virus/ anti-malware software installed in the computers of the Buyer organization. The concerned Supplier organization will be responsible for the consequent loss of bid data (including deletion of the infected file by the anti-virus/ anti-malware software).

For quick reference of the bidders, relevant excerpts of 'The Term & Conditions of Site Usage of ETS' are reiterated below:

**QUOTE:**

- You will not intrude/ hack or attempt to intrude/ hack into this site in any way.
- You will not interfere/ interrupt/ modify the operation of this site or its content in any way, or attempt to do so in any way.
- You will not infect or attempt to infect in any manner the site and its contents, its transmissions and receptions with any form of viruses, worms, or other destructive material, or attempt to do so in any way.
- You will not post any obscene, malicious, defamatory/ offensive material of any type on this site.
- You will not use the contents of the site in any manner to offend, intimate, defame or breach the rights of any person.
- You will not modify/ reproduce the information/ material in any way and use it for any public/ commercial purpose without the express consent of Service Provider. **UNQUOTE**

The user who is uploading/ posting any data on ETS, should keep the above in view.

**Public Online Tender Opening Event (OTOE)**

ETS offers a unique facility for 'Public Online Tender Opening Event (OTOE)’. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (OTOE) from the comfort of their offices. For this purpose, representatives of bidders (ie Supplier organization) should be authorized from relevant link on 'Tender Overview' screen.

Every nuance and legal requirement for a transparent and secure 'Public Online Tender Opening Event (OTOE)' has been implemented on ETS. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the OTOE itself, or through alternative optional methods permitted by the Buyer organization), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event’ is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (OTOE)'.

ETS has a unique facility of 'Online Comparison Chart’ which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (OTOE)' covering all important activities of 'Online Tender Opening Event (OTOE)’. This is available to all participating bidders for 'Viewing/ Downloading'.

**NOTE:** There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

**Post-TOE Clarifications**

ETS has a unique facility for authorized users of a Buyer organization to seek 'Online Post-TOE Clarifications' from the bidder(s). The query is posted by the Buyer on ETS, and alert is automatically sent to the relevant bidder. For viewing the query and responding, the authorized user of the bidder organization can access the relevant links on 'Tender Overview' screen.

**Typical Steps for Submitting Bid in a Single-Stage Two-Envelope Bidding Scenario**

**(ASSUMPTION)** Take the scenario of a tender where a Bidder has to submit a bid in which there is a 'Technical-Part', and a separate 'Financial-Part', and requirement of EMD/ Bid Security. The Bidder is also required to digitally sign and submit a copy of Tender Documents/ Addenda as part of bid submission. In addition, the Bidder is also required to accept the 'General Terms and Conditions (GTC)’ / 'Special Terms and Conditions (STC). The bidder also has to pay 'ETS Bidding-Fee' for the tender.

Further assume that the Bidder Organization (ie Supplier organization) has already procured an Official Copy of the relevant Tender Documents from ETS, and a duly authorized user of the Bidder Organization is now ready to initiate the submitting the bid for the tender.

**Tender Overview Page**

From the ‘Tender Overview Page’ of the selected tender, go to the section titled 'Bid Submission', and click on a link 'Submission of Bids’. If the link is disabled, then read the Current Status given against it and act accordingly. Initially, ETS would display information about details to be submitted as part of bid-submission for the selected tender, along with important guidelines related to electronic submission. The user should read this page thoroughly. Depending upon the applicability of ‘ETS Bidding-Fee' for the tender, the user is redirected to page titled 'ETS Bidding-Fee', or to a page titled 'Bid-Submission Overview Page'.

**ETS Bidding-Fee**

The Tender Documents would state if ‘ETS Bidding-Fee’ is to be paid by each bidder for responding to that tender on ETS. Where applicable, a supplier would have to pay ETS Bidding-Fee online before proceeding to the Bid Submission page on ETS. In case the Online Payment Gateway is not available, 'ETS Bidding-Fee' can be paid offline. In the latter scenario, screen would be provided on ETS for furnishing the offline payment details.
In ETS, the various activities/steps of bid-submission are defined by the Buyer. On this page, ETS displays all the activities/steps to be completed for that particular tender, as well as, the corresponding status. All bid-submission activities are initiated from this page and the bidder also visits this page frequently during bid-submission. This page has multiple sections related to various submissions required. At the bottom of the page a section titled 'Status pertaining overall Bid-Submission' displays the relevant status. The bidder should note that only after all the required submissions are completed, the 'Status pertaining overall Bid-Submission' would be displayed as 'Complete', and the bid would be available for opening in the Public Online Tender Opening Event.

**ETS Bidding-Fee**

Displays the amount of 'ETS Bidding-Fee', and 'Status' pertaining its payment by the Bidder.

**Documents to be Digitally Signed**

If specified by Buyer organization for the tender, submission of 'Digitally signed copy of Tender Documents & Addenda' would be mandatory. The bidder would need to digitally sign and submit Tender Documents and all Addenda issued till date. The status pertaining to the activity is also displayed.

**Acceptance of Terms and Conditions**

**General Terms and Conditions (GTC):**

If specified by Buyer organization for the tender, submission of 'Digitally Signed and Encrypted, Acceptance of General Terms and Conditions (GTC)', with/without deviations would be mandatory. The status pertaining to the activity is also displayed.

**Special Terms and Conditions (STC):**

If specified by Buyer organization for the tender, submission of 'Digitally Signed and Encrypted, Acceptance of Special Terms and Conditions (STC)', with/without deviations would be mandatory. The status pertaining to the activity is also displayed.

**Earnest Money Deposit (EMD)/Bid Security**

If specified by Buyer organization for the tender, 'online payment of Earnest Money Deposit (EMD)', or details of its off-line submission, or exemption, as applicable would need to be submitted and the related information would also be digitally signed by the bidder. The status pertaining to the activity is also displayed.

**Bid-Parts (Technical-Part & Financial-Part)**

**Technical-Part:**

- *Digitally Signed and Encrypted Technical-Part would consist of the following:*
  - ElectronicForms™ (Mandatory, if specified by Buyer organization): For Technical-Part, the Bidder would be required to submit bid-summary of the tender in innovatively built, tender-specific ‘ElectronicForms’. The Bidder should fill in various sections of the ElectronicForms, encrypt the data with ElectronicEncrypter™ in a highly secure manner, and submit it to ETS. After all sections are filled, the bidder should preview the filled ElectronicForm, digitally sign the content, and submit the ElectronicForm.
  - Main-Bid (Mandatory): Once the ElectronicForm for Technical-Part is digitally signed and submitted, the bidder can encrypt the corresponding ‘Main-Bid’ (ie a single file containing ‘sensitive details’ of Technical-Part) with ElectronicEncrypter™ in a highly secure manner, digitally sign and upload the encrypted 'Main-Bid' to ETS. Maximum file size of ‘Main-Bid’ on this e-procurement portal is 10 MB. File formats allowed for 'Main-Bid' are -- .ZIP, .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.
  - Bid-Annexures (Optional): Multiple digitally signed ‘Bid-Annexures’ (‘Certificates’, and other ‘non-sensitive’ information, et al) can be uploaded for Technical-Part, as required. Maximum file size of ‘Bid-Annexure’ on this e-procurement portal is 10 MB. File formats allowed for 'Bid-Annexure' are -- .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.

**Financial-Part:**

- *Digitally Signed and Encrypted Financial-Part would consist of the following:*
  - ElectronicForms™ (Mandatory, if specified by Buyer organization): For Financial-Part, the Bidder would be required to submit bid-summary of the tender in innovatively built, tender-specific ‘ElectronicForms’. The Bidder should fill in various sections of the ElectronicForms, encrypt the data with ElectronicEncrypter™ in a highly secure manner, and submit it to ETS. After all sections are filled, the bidder should preview the filled ElectronicForm, digitally sign the content, and submit the ElectronicForm.
  - Main-Bid (Mandatory): Once the ElectronicForm for Financial-Part is digitally signed and submitted, the bidder can encrypt the corresponding 'Main-Bid' (ie a single file containing 'sensitive details' of Financial-Part) with ElectronicEncrypter™ in a highly secure manner, digitally sign and upload the encrypted 'Main-Bid' to ETS. Maximum file size of ‘Main-Bid’ on this e-procurement portal is 10 MB. File formats allowed for 'Main-Bid' are -- .ZIP, .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.
  - Bid-Annexures (Optional): Multiple digitally signed 'Bid-Annexures' ('Certificates', and other 'non-sensitive' information, et al) can be uploaded for Financial-Part, as required. Maximum file size of 'Bid-Annexure' on this e-procurement portal is 10 MB. File formats allowed for 'Bid-Annexure' are -- .DOC, .DOCX, .XLS, .XLSX, .PDF, .DWF.

**Status pertaining Overall Bid-Submission**

Section displays the 'Status pertaining Overall Bid-Submission' as 'Incomplete' or 'Complete'. A button [View Final Submission Receipt] to generate 'Final Submission Receipt'. This receipt can only be generated if the 'Status pertaining overall Bid-Submission' is 'Complete'. For your record you can generate and save a copy of 'Final Submission Receipt'.
Frequently Asked Questions (FAQs)
**ElectronicTendering System® (ETS)**  
**Frequently Asked Questions (FAQs)**

To close this Screen, click on the [Close] button located on the bar above, or at the bottom of the Screen

### Registered Supplier Organization

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
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<tbody>
<tr>
<td><strong>As a Supplier organization, how can I renew my Registration on ETS?</strong></td>
<td>To renew the Registration, a Supplier organization needs to contact the Service Provider, and pay the applicable 'Registration Renewal Fee'.</td>
</tr>
<tr>
<td><strong>Can details of the Super User (SU) be changed?</strong></td>
<td>Some details of the SU can be changed by the SU himself/ herself, and the remaining details by making a written request to the Service Provider.</td>
</tr>
<tr>
<td><strong>Can the details of our organization given at the time of registration be changed, if required?</strong></td>
<td>Some details can be changed by the SU, and the remaining details by making a written request to the Service Provider.</td>
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</tbody>
</table>
ETS Acronyms/ Glossary
### ETS Acronyms/ Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form [Meaning]</th>
</tr>
</thead>
<tbody>
<tr>
<td>AU-C</td>
<td>Authorized User-Corporate [A person duly authorized in an organization (at the corporate/organization level) to perform specified activities.]</td>
</tr>
<tr>
<td>AU-T</td>
<td>Authorized User-Tendering [A person duly authorized in an organization (at the Department/Division level) to perform specified activities of a particular tender.]</td>
</tr>
<tr>
<td>C-RAN</td>
<td>Consolidated Requirement Approved Note [Consolidation of two or more approved indents/requisitions.]</td>
</tr>
<tr>
<td>CTA</td>
<td>Core Tendering Activities [The main tendering activities related to a tender, such as -- Tender Creation, Tender Notice/Corrigenda, Tender Documents/Addenda, Clarification to Tender Documents, Pre-bid Meeting, Bid Submission and Public Online Tender Opening Event, etc.]</td>
</tr>
<tr>
<td>CVC</td>
<td>Central Vigilance Commission/Commissioner [Central Vigilance Commission/Commissioner of the Government of India.]</td>
</tr>
<tr>
<td>DC</td>
<td>Digital Certificate [Digital Signature Certificate issued by CA under CCA India and issued as per the IT Act 2000.]</td>
</tr>
<tr>
<td>DeitY</td>
<td>Department of Electronic and Information Technology [Department of Electronic and Information Technology of the Government of the India]</td>
</tr>
<tr>
<td>DIT</td>
<td>Department of Information Technology [Department of Information Technology of the Government of the India]</td>
</tr>
<tr>
<td>DIT-G</td>
<td>DIT's e-Procurement Guidelines dated 31st August 2011 [e-Procurement Guidelines dated 31st August 2011 issued by the Department of Information Technology of the Government of the India, titled 'Guidelines for compliance to Quality requirements of eProcurement Systems']</td>
</tr>
<tr>
<td>EC</td>
<td>Evaluation Committee [Evaluation Committee of a Buyer organization for a particular tender.]</td>
</tr>
<tr>
<td>EKB</td>
<td>Electronic Key Box</td>
</tr>
<tr>
<td>EMD</td>
<td>Earnest Money Deposit [Earnest Money Deposit, i.e. Bid Security for a particular tender.]</td>
</tr>
<tr>
<td>ETE</td>
<td>Electronic Tendering Engine [Name of ElectronicTender's e-Procurement / e-Auction software.]</td>
</tr>
<tr>
<td>ETS</td>
<td>ElectronicTender System [An e-Procurement/ e-Auction portal using ETE.]</td>
</tr>
<tr>
<td>FASC</td>
<td>Forward-Auction Search Code [A unique electronic reference code for each forward auction created on ETS.]</td>
</tr>
<tr>
<td>IFB</td>
<td>Invitation for Bid [An advertisement/letter issued by a buyer organization for inviting tenders. This is also referred to as 'Tender Notice', 'Invitation for Bid', etc.]</td>
</tr>
<tr>
<td>I-RAN</td>
<td>Imported Requirement Approved Note [An indent approved outside ETS, and imported into ETS for floating a tender]</td>
</tr>
<tr>
<td>ITFP</td>
<td>Initiating Tender Floating Process</td>
</tr>
<tr>
<td>MU</td>
<td>Master User [A duly authorized person heading a Department/Division/ Tendering Authority on ETS.]</td>
</tr>
<tr>
<td>NIT</td>
<td>Notice Inviting Tender [An advertisement/letter issued by a buyer organization for inviting tenders. This is also referred to as ‘Tender Notice’, ‘Invitation for Bid’, etc.]</td>
</tr>
<tr>
<td>RAN</td>
<td>Requirement Approved Note [An approved request/indent for procuring goods/services.]</td>
</tr>
<tr>
<td>RASC</td>
<td>Reverse-Auction Search Code [A unique electronic reference code for each reverse auction created on ETS.]</td>
</tr>
<tr>
<td>RIN</td>
<td>Requirement Initiation Note [A request/indent initiated for obtaining approval for procuring goods/services.]</td>
</tr>
<tr>
<td>S-PIN</td>
<td>Security PIN [Security Personal Identification Number created by a user as part of his/her authentication.]</td>
</tr>
<tr>
<td>STQC</td>
<td>Standardisation Testing and Quality Certification [STQC Directorate is an attached office of the Department of Information Technology (DIT), Government of India]</td>
</tr>
<tr>
<td>SU</td>
<td>Super User [The person who registers on ETS on behalf of a user organization.]</td>
</tr>
<tr>
<td>TOE</td>
<td>Tender Opening Event [A publicly held event in a public procurement process where all the submitted sealed-bids are opened in a transparent manner in the simultaneous presence of bidders.]</td>
</tr>
<tr>
<td>TSC</td>
<td>Tender Search Code [A unique electronic reference code for each tender created on ETS.]</td>
</tr>
</tbody>
</table>
Seven Critical Do’s and Don’ts for Bidders
SEVEN CRITICAL DO’S AND DON’TS FOR BIDDERS

Specifically for Supplier organizations, the following ‘SEVEN KEY INSTRUCTIONS for BIDDERS’ must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS

2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz ‘Date and Time of Closure of Procurement of Tender Documents’ and ‘Last Date and Time of Receipt of Bids’. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of Marketing Authority (MA), ie a department within the Supplier/ Bidder Organization responsible for responding to tenders, users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.

3. Get your organization’s concerned executives trained on ETS well in advance of your first tender submission deadline on ETS

4. For responding to any particular tender, the tender (ie its Tender Search Code or TSC) has to be assigned to a MA. Further, an ‘Official Copy of Tender Documents’ should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading ‘Free Copy of Tender Documents’. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.

5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)

6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to ‘Annul Previous Submission’ from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)

7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) ‘ONLY IF’ your ‘Status pertaining Overall Bid-Submission’ is ‘Complete’. For your record, you can generate and save a copy of ‘Final Submission Receipt’. This receipt can be generated from ‘Bid-Submission Overview Page’ only if the ‘Status pertaining overall Bid-Submission’ is ‘Complete’.

NOTE: While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.