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FAQs on Vendor Registration

1. Is registration compulsory on eTendering portal?

Yes. Registration is compulsory on eTendering portal.

2. How do I register on eTendering portal?

Go to <https://eprocurement.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)

FAQs on Digital Signature Certificate (DSC)

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 eToken having DSC.

3. How do I get the application form and how much should I pay for Digital Signature Certificate?

It is available in the homepage of our portal. Call any of the helpdesk numbers from the website to get more details.

4. 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. 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.

5. What is this DSC password that is given along with the eToken ?

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

6. Is there a separate password for the hardware eToken ?

There is no separate password for eToken hardware.

General FAQs

1. How do I log on to eTendering 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.

2. What if I want to use my eTendering account on a different computer?

You can use your eTendering 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.

3. 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.

4. How do I change my password?

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

5. 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.

6. Is my information on eTendering 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://eprocurement.synise.com>

2. Do I pay for the tender documents?

a) Check with the Buyer department. Few departments insist Vendors to remit the cost towards Tender Form Fee and then obtain the tender documents.

b) Some departments allow you to download the tender documents at the time of online request itself. Initially all the tender documents are issued free of cost, but while submitting the tender, you need to enter the DD details of Tender form fee, etender processing fees, wherever applicable.

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

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

4. 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.

5. 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.

6. 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).

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. How much space is provided to me for storing my documents online?

Maximum Files size should not exceed 250 MB in “Briefcase”.

For any clarifications, please refer “Contact us” link on the homepage.