

Guidelines to Vendors on the Operations of Electronic Tender Management System of Government of Maharashtra on <http://maharashtra.etenders.in>

I. These conditions will overrule the conditions stated in the Bidding Documents, wherever relevant and applicable.

II. Pre-requisites to participate in the Tenders processed online

1. Registration of Vendors:

The Vendors interested in doing business with any Department / Agency of Government of Maharashtra that have migrated their process onto the Electronic Tender Management System platform shall be required to enroll on the System.

In order to participate in the Open Tenders processed using the System by any Department / Agency, the Vendors are required have a valid enrolment on the System.

In order to participate in the Restricted Tenders processed using the System by any Department/ Agency, in addition to having a valid enrolment on the System, the Vendors are also required have a valid empanelment in appropriate category on the Sub – Portal assigned to the respective Department / Agency.

In order to participate in the Limited Tenders processed using the System by any Department / Agency, the Vendors are required have a valid enrolment on the System, in addition to having a valid enrolment on the System, the Vendors are also required have a valid empanelment in appropriate category on the Sub – Portal assigned to the respective Department / Agency.

The Bidder may obtain the necessary information on the process of enrolment and empanelment by visiting the 'enroll' option under e-Tendering Toolkit for Bidders on the Home Page of the System or from Helpdesk Support Team.

After online submission of application for enrolment on the System, the submitted enrolment application by the Vendor shall be auto approved.

After the approval of enrolment, the Vendor shall have to apply for empanelment on the respective Department / Agency Sub – Portal (if the process of empanelment is followed in a particular Department / Agency). The application for empanelment shall be approved by the Competent Authority of the respective Department / Agency.

After the application for enrolment of the Vendor is approved, the Vendor shall be able to participate in Open and after the application for empanelment of the Vendor is approved, the Vendor shall be able to participate in restricted Tenders.

2. Obtaining a Digital Certificate:

The Bid Data that is prepared online is required to be encrypted and the hash of the Bid Data is required to be signed electronically using a Digital Certificate (Class – II or Class – III) to maintain the security of the Bid Data and also to establish the identity of the Vendor transacting on the System. The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate which is used to encrypt the data / information and sign the hash during the Bid Preparation and Hash Submission stage. In case, during the process of preparing and submitting a Bid for a particular Tender, the Vendor User loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem); he / she may not be able to submit the Bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorised User of a Firm is used for signing and submitting a Bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the Bid on behalf of the firm. The firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same firm is required to authorise) to use the digital certificate as per Indian Information Technology Act, 2000.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Government of Maharashtra as per Indian Information Technology Act, 2000. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorised User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorisation Certificate will have to be signed by the Director of the Company.

3. Recommended Hardware and Internet Connectivity:

To operate on the Electronic Tendering System, the Participant are recommended to use Computer System with at least 1 GB of RAM and broadband connectivity with minimum 512 kbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and 3G connection is recommended for better performance.

4. Set up of Computer System for executing the operations on the Electronic Tender Management System:

To operate on the Electronic Tender Management System of Government of Maharashtra, the Computer System of the User is required be set up. The Users are required to install Utilities available under the section Mandatory Installation Components on the Home Page of the System.

The Utilities are available for download freely on the Home Page. The Vendors requested to refer to the e-Tendering Toolkit for Bidders available online on the page <http://maharashtra.etenders.in/mah/index.asp> to understand the process of setting up the System or alternatively, contact the Helpdesk Support Team on information / guidance on the process of setting up the System.

III. Steps to be followed by participants in the e-Tenders

1. Online viewing of Detailed Notice Inviting Tenders:

The Vendors can view the detailed Tender Notice along with the Time Schedule (Key Dates) for all the Tenders processed by the Departments / Agencies of Government of Maharashtra on their respective Sub – Portals on the System.

2. Online Download of Tender Documents:

The documents are available for free downloading. However to participate in the online tender, the bidder must purchase the bidding documents by paying the cost of tender form fee online. To purchase documents the participants must have valid enrolment on the System (and valid empanelment in case of Restricted Tenders) from the respective Sub - Portal of the Department / Agency on the System.

3. Preparation of online Briefcase:

All users enrolled on the Electronic Tendering System of Government of Maharashtra are provided with dedicated briefcase facility to store documents / files in digital format.

The participant can use the online briefcase to store their scanned copies of frequently used documents / files to be submitted as a part of their bid response. The participant are advised to store the relevant documents such as Registration Certificate, PAN Card, VAT Registration Certificate, Professional Tax Registration Certificate, EPF Registration Certificate, Certificates of Works completed, ownership of Plant and Equipment in the briefcase, etc. so as to avoid scanning / uploading process for each Tender.

In case, the participant have multiple documents under the same type (e.g. multiple Work Completion Certificates) as mentioned above, the Participant advised to either create a single .pdf file of all the documents of same type or compress the documents in a single compressed file in .zip or .rar formats and upload the same.

The Participant are advised to keep the documents ready in the briefcase to ensure timely

bid preparation.

Note: Uploading of documents in the briefcase does not mean that the documents are available to department at the time of Tender Opening stage unless the documents are specifically attached to the bid during the online Submission of Hash stage.

4. Submission of Bid Hash (Seal) of online Bids:

Submission of Bids will be preceded by online bid preparation and submission of the digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key Dates) published in the Detailed Notice Inviting Tender.

Bid preparation will start with the process of EMD Payment which he has to pay Online using any one payment mode ICICI Online/NEFT/RTGS/Exemption.

1. ICICI Online: if participant opts for ICICI Online he can make the payment using available Net Banking option/ credit card/debit card.
2. NEFT/RTGS: if participant opts for NEFT/RTGS, a challan is generated in this case. The challan contains beneficiary details towards which participant has to make NEFT/RTGS in his bank. The beneficiary details/challan no is unique and specific to the Tender for the vendor. The participant will have to validate the EMD payment during the process of bid preparation. If the payment is not realized with bank, in that case system will not be able to validate the payment and will not allow the bidder to complete his Bid Preparation stage resulting in nonparticipation in the aforesaid e-Tender.
3. Exemption: In case participant is of exempted category he may use this option. The participant needs to ensure, to submit the required document in this regard during bid preparation in the tender. He also need ensure that the Exemption he is opting for, is applicable as per tender condition.

After completion of EMD payment process the Bid Data is to be prepared in the templates provided by the Tendering Authority. The templates may be either form based, extensible tables and / or uploadable documents. In the form based type of templates and extensible table type of templates, the Participant are required to enter the data and encrypt the data using the Digital Certificate.

In the uploadable document type of templates, the Participant are required to select the relevant document / compressed file (containing multiple documents) already uploaded in the briefcase.

Notes:

- a. Realisation of NEFT/RTGS payment normally takes 2 to 24 hours, so it is advised to make sure that NEFT/RTGS payment activity should be completed well before time.
- b. The Participant can upload a single document or a compressed file containing multiple documents against each up-loadable option.
- c. The Hashes are the thumbprint of electronic data and are based on one – way algorithm. The Hashes establish the unique identity of Bid Data.

- d. The bid hash values are digitally signed using valid Class – II or Class – III Digital Certificate issued any Certifying Authority. The Participant are required to obtain Digital Certificate in advance.
- e. After the hash value of bid data is generated, the Participant cannot make any change / addition in its bid data. If bidders choose to rework and change the bid data before due date. He should ensure that he has completed the stage within due date or time.
- f. In case of Item wise EMD, the participants will not be allowed to add/delete/change the Items who had made the EMD payment in the tender.

5. Generation of Super Hash:

After the expiry of the cut – off time of submission of digitally signed Bid Hashes (Seals) by the Bidder has lapsed, the stage is automatically locked and digitally signed Super Hashes (Seal) will be generated by the Competent Authority of the respective Department / Agency will generate a Super Hash.

6. Decryption and re-encryption of online Bids (submitting the Bids online):

After the generation of Super Hash, the Vendors have to decrypt their Bids using their Digital Certificate and immediately re-encrypt their Bids using the Public Key of the Competent Authority of the Department / Agency. At this time, the Vendors are also required to submit the uploaded files for which they had uploaded and generated the Hash values during the Bid Preparation and Hash Submission stage.

The Bid data / information of only those Vendors who have submitted their Bid Hashes (Seals) within the stipulated time (as per the Tender Time Schedule), will be available for decryption and re-encryption and submission of uploaded files. A Vendor who has not submitted his Bid Hashes (Seals) within the stipulated time will not be allowed to decrypt / re-encrypt the Bid data / information.

For submitting the Bids online, the Vendors are required to make a payment using the Electronic Payments Gateway Service of Rs 1092/- (Rupees One Thousand Ninety Two only) towards the fees of the Service Provider. The various options of making online payments are available on the Home Page of the System.

7. Opening of Electronic Bids:

The Competent Authority receiving the Bids shall first open the Earnest Money Deposit and cost of Tender Documents and verify with the details submitted online.

The bids of only those bidders shall be available for opening who have completed Decryption and re-encryption of online Bids (submitting the Bids online):

The Competent Authority shall then open the online envelope(s) (decrypt the Bid Data) through the System. The Authority shall generate the Hash value of each envelope of each Vendor and match it with the original Hash value of the envelope generated and submitted by the Bidder during the Bid Preparation and Hash Submission stage.

8. Tender Schedule (Key Dates):

The Participants are strictly advised to follow the Dates and Times allocated to each stage under the column "**Contractor Stage**" as indicated in the Time Schedule in the Notice Inviting Tender for each Tender. All the online activities are time tracked and the Electronic Tender Management System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and Time of the stage as defined in the Tender Schedule.