Power Grid Corporation of India Limited
Version History

Version No.	Release Date	Remarks
Version 1.0	06.03.2024	

E-tendering Portal - Frequently Asked Questions (FAQ)

1) What is "e-Tendering" on POWERGRID e-Tendering Site?

"e -Tendering" is a process for sending and receiving tenders by electronic means, in place of the old paper based method. Instead of inserting documents into an envelope and posting them, we and you will now exchange them in a secured manner electronically.

Selected POWERGRID Tenders are hosted on POWERGRID e-Tendering site (https://etender.powergrid.in). All interested bidders can view the published tenders and already registered vendors can directly participate in the tender process after remitting prescribed tender fee (where ever applicable). Whereas new bidders need to undergo a registration process (as explained in point 4) for enrolling themselves as POWERGRID approved vendor. Only enlisted vendors will be intimated for participation in Limited tenders.

2) Do I have to compulsorily submit my tender through POWERGRID e-Tendering?

Yes. For POWERGRID e-tenders which are hosted on POWERGRID e-tendering site (https://etender.powergrid.in), the Price Bid and Technical Bids (where ever applicable) have to be submitted online. However, Documents which necessarily have to be submitted in originals for EMD, Tender fee and any other documents mentioned in the tender have to be submitted at POWERGRID office.

3) What are the pre-requisites to submit tenders on-line?

Vendor should have a valid User id beginning with "v" to access POWERGRID e- Tendering

application. Internet/Broadband connectivity should be maintained throughout, for the smooth e-tendering process. Vendor's User should have a legally valid digital certificate from the licensed Certifying Authorities operating under the

Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. Vendor needs to pay tender fee wherever applicable.

At present online tender fee payment is not enabled. Alternatively payment through Demand Draft can be made at POWERGRID office. Vendors should fulfill all other prerequisites mentioned in the tender documents of a specific tender.

4) How do I get a valid User Id to access POWERGRID e-Tendering application?

If you are a registered vendor of POWERGRID , User ID and Password will be allocated to you on request and using the same one can participate in e-Tenders, by logging in directly to e Tendering Portal of POWERGRID.

For new bidders who are interested in participating in POWERGRID e-Tenders published on https://etender.powergrid.in, click on button "Register Now" available on the opening page of our e-tendering portal. Once a new bidder's details are verified at POWERGRID side, a system-generated user id and password will be issued by email. Users are requested to change their password when they first login, so that system-generated password can be replaced by the newly created password. This should be mandatorily done as the system generated password willnot be accepted by the system for any further processes.

5) What is a Digital signature?

Digital signature is a digital code that can be attached to an electronically transmitted message that uniquely identifies the sender. Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message really is who he or she claims to be. The Digital certificates used to create digital signatures are issued by a trusted certifying authority authorized by theController of Certifying Authorities of India.

6) How to Obtain Class 3 Digital Certificates?

In order to bid for POWERGRID e-tenders all the vendors are required to obtain a legally valid Digital certificate as per Indian IT Act 2000 from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.

Steps for obtaining Digital Certificate

- Visit the site of the licensed CA using internet browser.
- Apply online for a class 3 digital certificate for the designated individual with details such as organization name. Ensure the Digital Certificate is legallyvalid in India.
- For making payment and submission of documents required for issue of the Digital Certificate, follow the instructions on the CA's website.
- Use the class 3 Digital Certificate thus obtained for online bidding on POWERGRID e-Procurement site.

7) What should I do to get help while submitting my electronic tender?

If you need help while submitting your electronic tender, please contact the concerned person mentioned in bidding documents of the related RFx/Tender during Business Hours: 9:30 Hrs. to 17:30 Hrs. India Time (GMT + 5:30 Hrs.) on all working days.

8) What are the benefits of e-Tendering?

e-Tendering is just carrying out the same traditional tendering process in an electronic form, using the Internet. Using Online Tendering, the Bidders can:

- Receive notification of the relevant tenders.
- Receive tender documents online.
- Submit Bids Online
- Receive any changes to tenders online
- Time saving
- More secure than traditional tendering process.

9) How secure is e- tendering system?

The security features incorporated in the application ensures that all activities are logged and no unauthorized person has access to data Digital Signature: The solution includes capturing Digital Signature, authorized and certified by approved agency nominated by Controller of Certifying Authorities under Ministry ofCommunications and Information Technology, Govt. of India.

Process Validation: The Solution has been configured in such a way that no one will be able to view the details which is in encrypted form till the tender opening, as the tender opening can happen only at the pre-fixed time with a designated tender opening committee using their certified electronic identity and decryption tool.

Unauthorized Access: The entire solution is protected by a firewall to avoid any unauthorized access. The login passwords of all users are encrypted at the database level itself with 128 bit SSL encryption. This ensures that all communication between browser and web server is encrypted and cannot be hacked.

Compliance to IT ACT: The complete e-Tendering solution is made in compliance with the requirements of IT ACT 2000 of the Govt. of India.

10) What are the types of document formats that can be attached while Bidding?

You may attach the Tender Documents such as specifications, accepted copies of our Documents like General Condition of Contract (GCC), Special Condition of Contract (SCC), Instruction to Bidders (ITB), Scope of Work (SOW), Annexures etc. in the form of Word, Excel or PDF format. Please ensure that the documents attached are free from any virus/malware or unsolicited contents. Scanned copy, wherever, required may also be attached.

11) Which Internet version & settings do I have to maintain for Bidding?

- Internet explorer v8.0 and above is recommended
- Web Browser Configuration : Refer to the System Settings Document uploaded on the website https://.etender.powergrid.in
- Proxy:

  If you are unable to access POWERGRID e-Procurement site or Bid Documents, check if you are using proxy to connect to internet or if your PCis behind any firewall. Contact your system administrator to enable Connectivity. Please note that Port 443 should be enabled on yourproxy/firewall for HTTPS connectivity. Dial-up internet connectivity without Proxy settings is another option.

- Pop-ups:

  Pop-ups should be enabled on POWERGRID e-Procurement URL and Bid Documents URLs.

- Recommended Screen Resolution: 1024 by 768 pixels.
- Internet Speeds:

  If you are experiencing slow connectivity to POWERGRID e-Procurement, then contact your system administrator/ISP provider for required speed.

- Text Size:

For the purpose of Clarity and Visibility we recommend to use text size setting as medium and above (Path on internet explorer: Click on view button -> Text size -> Medium).

12) What languages can I use?

The language for bidding/documents submitted by you should be English.

13) What should be the Size of Documents to be attached while bidding?

Preferably small sized documents shall be attached (Max.10MB) General Information not relevant to the Tender / Bid viz. entire product catalogue, Price List etc. shall not be attached unless it is requested in the Tender Documents.

14) Can I make changes to the bid submitted?

Yes. But the same is to be done before Submission Deadline.

15) Can I get intimations on changes/amendments applicable for bids published?

Yes. Every time any change/amendment is done, bidder will be intimated through an Email.

16) Can I search and find out details of a bid currently published?

Yes. The same can be done through simple search option available on first log in screen of bidder.

17) Who is a Guest User? And what are his privileges?

Guest User is a user who can view the Current (Open) Tenders without having user

ID and password. However, a Guest User cannot participate in Bidding. The Prospective bidders who do not have user ID may click on "Guest" button to view / download Tender related information. For participating in Bidding, you should be a registered Vendor of POWERGRID having a valid portal User ID beginning with "v" and password.

18) What if I want to operate my e Tendering account from a different computer?

Digital certificate is mandatory for submission of document. If you are using dongletype Digital certificate you can plug it to any system and use. Also if the user uses a different system for operating e- Tendering account, make sure all system specific settings are done. (Please refer to link "Guidelines and Help Documents for Bidders" at https://etender.powergrid.in)

21) Can I use the password provided by the system while registering? Is the password secured?

After registration, system will generate a onetime password, which user has tochange at first login to portal. Yes it is secured (refer point no. 8).

22) I've lost my password. How can I retrieve it? How can I change my password?

"Logon Problems? Get Support" option is available at portal login screen, click on the option, system will ask for login ID, last name, first name and valid Email, submit it. User will receive the New one time Password on the specified Email, which user has to change at first login.

23) While entering the data for online submission of the bid, if my internet connectivity gets disconnected, whether I should start from the beginning again?

Not necessary. Similar to transactions in Microsoft office packages, you can draft save your bid, a unique number will be generated. In such cases user can always refer to the last successfully saved draft and edit for further update.

24) Can I take a print out of the bid submitted?

PDF download options such as Print Preview & Bid Price summary can be used.

25) Important Points to remember

1. Always check that your e-mail address in your registration is correct and valid. You will not receive any communication if this address is wrong.

2. Bidders are requested to make note of dynamic time being displayed on our e-tendering portal to ensure that the bids are submitted on time.

3. Please ensure that you have attached appropriate documents to the bid before submission.

4. Try to avoid responding at the last minute. Try to submit your Bids through e-Tendering well in advance.

5. Existing POWERGRID Vendors who do not have e-tendering portal user id beginning with "v" should request the concerned Tender coordinator for user id and password. For new bidders who are not registered with POWERGRID, have to go for vendor registration process through the link: New Bidder? Register here, provided in the e-tendering portal.

6. Please note that if you are targeting a particular bid, ensure that your registration process is completed and you are in possession of a valid user Id and password at least 7 working days before bid submission deadline. This is in order to avoid last minute rush. Also note that Vendor registration link is active throughout the year and is not linked to any specific bid publication.

26) If the bidder loses the certificate, is it possible to edit the saved/submitted bid without original certificate?

No the bidder shall not be able to make any further changes to the bid without the original certificate used for saving/submitting the earlier version of response.

27) Is it mandatory to install sapsign.cab when using digital signature for the first time in the etendering system?

Yes it is mandatory. When user runs the application for first time in IE browser it will ask you to install a cab file SAPSIGN.CAB.(Popup blocker should be de-active before you run this and always run IE as "Run as Administrator"(right click IE icon you can see this option)) . First time it will give a signing error next time it will ask a popup with the DSC. You can click sign and proceed.

28) If error – "Object not found" or "Done with errors" or No Active X POPUP for installation is encountered when you are trying install the ActiveX (sapsign.cab) for the first time.

In such cases first check that all the required system setting has been done. (Please refer to link "Guidelines and Help Documents for Bidders" at https://etender.powergrid.in). Alternatively check that Microsoft runtime Re-distributional library is installed on your PC. Go to the following URL https://support.microsoft.com/en-us/kb/2977003 and install it based on 32 or 64 bit OS.

29) Error "Java(TM) was blocked because it is out of date and needs to be updated." appears while running the application.

In such cases first check that all the required system setting has been done. (Please refer to link "Guidelines and Help Documents for Bidders" at

https://etender.powergrid.in). In case if the problem still persists user should add the portal URL under Trusted site in Internet explorer settings. For this go to Internet Options->Security->Trusted sites->Sites. Enter your portal URL https://*.powergrid.in and 'Add'.

30) What to do in case if message "No user Certificates available" is displayed during digital signing?

In such cases first check that all the required system setting has been done. (Please refer to link "Guidelines and Help Documents for Bidders" at https://etender.powergrid.in). In case if the problem still persists user should ensure that IE browser is run as administrator. You can always set this on IE (right click->properties->advance->Run as Administrator.

31) What to do in case if message "Signing Error" is displayed?

In such cases first check that all the required system setting has been done. (Please refer to link "Guidelines and Help Documents for Bidders" at https://etender.powergrid.in). In case if the problems still persists change machine or contact your token provider for suitable drivers.

32) What to do in case if RFx Screen & Technical Bid Opening Statement shows any inconsistency in terms of data displayed?

In such cases refresh/clear cookies of the browser & remove the temporary files from system.