

Frequently Asked Questions

Q1: Which type of Digital Signature is required for Registration? Whether Encryption Certificate is also required?

A: As a legal requirement, Class3 certificate (preferably with token) is required to access our Portal. Both Signing and Encryption certificates are required. Signing certificate will be used for Logging in and Encryption certificate will be used for Bid submission.

Q2: Can I get Digital Signature from ISRO?

A: ISRO cannot provide Digital Signature Certificate to any Vendor. One may approach a Certifying Authority in India for obtaining Digital Signature Certificates. Visit cca.gov.in for more details on Licensed Certifying Authorities in India.

Q3: My Digital Signature Certificate has expired. Can I login to the ISRO e-procurement portal with the expired Certificate?

A: No. ISRO e-procurement system will not allow you to login with expired certificates. The DSC has to be renewed.

Q4: I have obtained a New Digital Signature Certificate on expiry of the old one. But, I am not able to login with the New Certificate. What shall I do?

A: Use the “New Certificate” link on Home Page, which allows the User to send the Public Key of the New Certificate using the Password.

Q5: Is it necessary to preserve old Digital Signature Certificate, once I started using the New Certificate?

A: All users are advised to keep the old certificate including Private Key for at least one year after expiry, lest there could be a necessity for decrypting some bids which are encrypted with the old certificate, at a later date. The Bids encrypted with old Certificate can be decrypted only with the old Certificate.

Q6: Is it necessary to Register separately with each Centre of ISRO?

A: Registration is common for all Centres/Units of DOS/ISRO. One can participate in the Tendering Process of all Centres/Units with a single UserID.

Q7: Can I participate in ISRO Tenders soon after Registration?

A: Registration alone entitles Vendors to participate in Public Tenders of all Centres/Units of DOS/ISRO. In order to participate in Limited/Single Tenders of a Centre/Unit, Vendors have to get themselves Empanelled in the respective Centre/Unit against specific Category of Items.

Q8: I have forgotten the password. What shall I do?

In case, the user is not able to recollect the Password, a request may be sent to reset the password by sending an E-mail to support.isro@nextenders.com from the Registered E-mail ID specifying Company ID, Company Name and User ID.

Q9: Can additional Users register on the Portal against the same Company?

A: Additional users can register against a Company. However, the first user (called Primary User) has to authorize the additional users using the [Set Users](#) link available to the Primary User after logging-in. Once authorized, the additional users also can participate in Bidding activities. However, E-mail communications will be sent to the Primary User only. Also, Bids encrypted by one user cannot be decrypted by another user, as the Digital Signature certificates are different.

Q10: Why am I not able to use E-mail ID provided by yahoo or gmail to register on the Portal?

A: Free E-mail ID's provided by Mail Service Providers like Yahoo or Gmail are not acceptable as registered E-mail ID of Vendors. Official E-mail ID's provided by the Companies are to be submitted as registered E-mail ID of Companies.

Q11: How do I know whether some user has already registered for my company?

A: When a new user initiates registration process, the user has to mention the company name. Once the name is mentioned, the system provides the list of similar company names already registered. This helps the user to know if another user has already registered for the company.

Q12: I am able to login to the e-procurement portal from one PC. But, I am not able to login from another PC. Why is it so?

A: ISRO e-procurement system needs some configuration and some utilities to be loaded as part of the setup in each client machine. You are not able to login to the portal, as the client may not have satisfied the necessary pre-requisites. Please click on the link 'Pre-requisites for Vendor registration' and carry out machine setup.

Q13: The Primary User has left the Company. How do I make another user as the Primary User?

A: Ideally, the Primary User should have made an alternate user as the Primary User while handing over the charge, before leaving the company so that all future E-mail communications will be sent to the new Primary User. Alternately, an E-mail request may be sent to support.isro@nextenders.com from the Registered E-mail ID specifying Company ID, Company Name, User ID and E-mail ID of the alternate user, who has to be made the Primary User.

Q14: Is it necessary to carry out Item Empanelment process separately for each centre?

A: Yes. Every ISRO centre maintains individual item master directory and hence requests for empanelment has to be addressed to each centre separately, provided the Vendor is interested in responding to Limited tenders of that centre.

Q15: I have some queries related to Item Categorization. Whom should I contact?

A: All Empanelment related queries have to be addressed to respective centres. The contact details are available in the ISRO e-procurement portal, under [Contact us](#) link.

Q16: Does a vendor receive mail alerts when tenders are released on the portal?

A: Yes. In the case of a Limited/Single tender, mail alerts will be sent to vendors selected for the tender soon after tender release. However in the case of Public Tenders, no such mail alert will be sent on release of tenders. Instead, they will be published on the home Page of the portal. Vendors also receive alert mails during other critical stages of tender process.

Q17: Will all the users of the company receive mail alerts related to tenders?

A: No. Only the primary user will be receiving the mail alerts related to tenders. However any one of the users can submit bids against a Tender Enquiry received by the company.

Q18: I am not receiving any mails from your e-procurement system. What shall I do?

A: There could be several reasons for this. Mails for ISRO e-procurement are sent from a mail ID eprocurement@isro.gov.in. Sometimes the mail would have gone to SPAM folder or the mail server may not be accepting mails from this ID. Vendors should ensure that they can receive mails from eprocurement@isro.gov.in by configuring their Mail system suitably.

Q19: Even though a tender is listed in my Task Manger page, I am not able to proceed for bid submission. What shall I do?

A: Look at the schedule for that particular Tender. For any tender, there is a specified tender schedule and any activity of the tender process cannot commence before the start date and time mentioned. You can proceed with Bid Submission only after the commencement of start date and time of the particular activity.

Q20: How can I get some clarifications on some of the contents of the Tender Document, where I feel that it lacks clarity?

A: One may use the [Post Query](#) feature provided in each Tender to seek more information on the Tender Content or the Schedule. The concerned Purchase Officer will be alerted by E-mail and is expected to post reply within reasonable time. The Queries and the Replies are viewable by all Vendors participating for that particular Tender.

Q21: Can I submit the Bids a few days before the Due Date? Is there any vulnerability associated with such act?

A: It is always advisable to submit the Bids well in advance to avoid last day nervousness or risks associated with it. The Bid data gets encrypted with the Public Key of the Vendor User on the Client machine itself and only encrypted data is transferred to the server. It remains encrypted until Open Authorization is given by the user after the Bids are sealed.

Q22: Can I request ISRO to extend the due date and time, if I need more time to prepare a particular bid?

A: Yes. One can request for due date extension. But ISRO reserves the right to extend the due date or keep the existing date.

Q23: Against Tender Enquiries received through e-procurement portal, can I submit the bids in hard copy form?

A: No. For tenders released through e-procurement portal, bids in hard copy form or as PDF files will not be accepted.

Q24: Can I submit multiple bids against a Tender Enquiry?

A: No. ISRO e-procurement system is a template driven system and only one bid can be submitted against a Tender Enquiry.

Q25: Can I authorize some other party to quote against a limited tender on my behalf through the system?

A: No. You cannot authorize another party to quote against a Limited Tender. Invitation is not transferrable.

Q26: Is it necessary to fill the Bid templates online? Can I not prepare the Bids offline and attach the PDF file at the time of Bid submission?

A: Bid Templates can be filled only online and saved in encrypted form. Bid Templates cannot be downloaded or filled offline so as to submit in PDF form. PDF files attached are treated as supporting documents only. Any price indicated in PDF files is ignored and only the values entered in Bid Templates are taken as valid. The PDF files are not encrypted and hence not safe for furnishing price details. In the case of 2 Part Bids, showing price information in attached files can even render the Bid invalid leading to rejection.

Q27: Is it possible to modify Bids after Submission, if time permits? Will my first bid be accepted, in case I could not complete the rework of my bid before the due date and time?

A: It is possible to modify the Bids even after Submission by invoking the [Rework](#) option. Once the [Rework](#) option is invoked, the Status changes from *Completed* to *Pending* and the user has to complete the entire cycle of Bid Submission with or without modifying the Bid contents before the expiry of Due Date and Time for Bid Submission. Failure to complete the cycle after initiating Rework makes the Bid inadmissible even when no modification has been made to the Bid submitted earlier.

Q28: I have completed the bid submission step. Is my bidding process completed?

A: No. Bid Submission process has one more step called Open Authorization step where in the vendor authorizes ISRO to open the bids. Unless this step is completed, bidding process is not complete. Bids, where Open Authorization step is not completed, cannot be opened by ISRO.

Q29: What is meant by Open Authorization in the bidding process of ISRO EGPS system?

In ISRO EGPS, bidding process consists of two steps to be completed by Vendors. The first step is Bid Submission during which the vendor prepares the bid by using the templates available in the e-tender. Typically, ISRO e-tender will contain specification templates, vendor specified terms template and price bid template. Bid data gets encrypted at the time of submission. The second step is Open Authorization where the vendor authorizes ISRO to open the bids submitted earlier. During this step, the Vendor decrypts the bid data.

Q30: When can I do the open authorization step?

After the bids are submitted, bid sealing is done by ISRO as scheduled. After this step, vendor can perform the Open Authorization step.

Q31: Do I get a mail alert for performing the open authorization?

A: Yes. After ISRO completes the bid sealing, a mail alert will be sent to the registered mail id of all vendors who have participated in the bidding process, requesting them to proceed for Open Authorization.

Q32: Can I view the contents Bids submitted by me at a later time or after opening the Bids?

A: One can View the contents of the Bids at any time after submission, irrespective of whether the Bids are opened or not. As the Bids are stored in encrypted form, the user will have to decrypt them using the Private Key of the Certificate used at the time of Bid submission. To locate the Tender, use [Live Tender](#) option after invoking the respective Child Portal of the Centre/Unit. The Vendor will not be able to modify or alter the contents at this stage.