It should be noted that Main Bid can be uploaded only after submission of ElectronicForm. Bid-Annexures should be uploaded prior to uploading the Main Bid. Once the Main Bid is uploaded, the option for uploading Annexures will be disabled.

iv) **Financial Part:** The steps as followed in the Technical Bid-Part also have to be followed for the Financial Bid.

Note on Pass-phrase: A Pass-Phrase is like a 'password', the major difference being that a Pass-Phrase can also be a multi-word sentence with spaces between words (eg I love India). Pass-phrase should be of a minimum of 11 characters and there should be two spaces in it. In other words it can be said that a Pass-phrase consists of three words having a minimum of 11 characters. **Pass-phrases for Technical and Financial Part of the tender must be different**.

It is important that the user does not forget the Pass-Phrase used for encrypting its bids (ie equivalent of sealing). In case the Pass-Phrase is forgotten during the process of Bid-Submission, the previous submissions made for that Bid-Part will have to be annulled, and fresh submissions made with a new 'Pass-Phrase'. **If a Pass-Phrase is forgotten after the 'Last Date and Time of Receipt of Bids' of a particular tender has elapsed, then it would not be possible to open (decrypt) the bid**, and such bids will be 'Archived Un-opened' during the Tender Opening Event (TOE). This is important from Security perspective and ensures that a bid can only be opened (decrypted) with the Pass-Phrase provided by the bidder himself '.

v) Once all the steps mentioned in Point i) to iv) is done the Status pertaining overall Bid-Submission will be shown as '**Complete**'.

vi) Even after completion of bid submission, if required, bidders can Modify or Substitute their bid before elapse of Bid Submission time by initiating Supplementary Bid.

vii) IMPORTANT (SUBMISSION OF PASS-PHRASE): The bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted into the 'Time Locked Electronic Key Box (EKB)' after the corresponding deadline of Bid Submission, and before the commencement of the Online TOE. The process of submission of this Pass-Phrase in the 'Time Locked Electronic Key Box' is done in a secure manner by first encrypting this Pass-Phrase with the designated keys provided by IREDA.

8. Bharat-ElectronicTender Helpdesk

Phone 0124-4229071, 4229072; E-mail: support@isn-ets.com
(900 hrs to 1800 hrs on all Working Days i.e. from Monday to Friday except on Government Holidays)

Bidders Training: To request for training, kindly send an email on support@isn-ets.com

This is subject to receipt of timely request by ISN-ETS from the concerned Bidder/ Supplier Organization, and availability of ISN-ETS trainer/support executive on the requested dates.
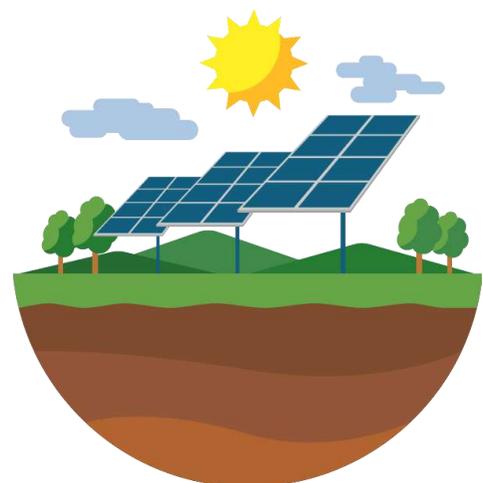
9. General Instructions

a. It is important to complete all initial activities required for bidding described above well in advance of the deadline of Bid-Submission.

b. It is important for each bidder to thoroughly read the 'rules and related criterion' for responding to the Tender as defined by IREDA in the Tender Documents.

c. There are many more facilities and features on ETS. For a particular e-Tender/ e-Auction, the screens viewed by a Bidder will depend upon the options selected by the concerned Buyer.

d. For further instructions, the vendor should visit the home-page of the portal **https://www.bharat-electronictender.com**, and go to the **User-Guidance Center**

The help information provided through 'ETS User-Guidance Center' is available in three categories:

- Users intending to Register / First-Time Users
- Logged-in users of Buyer organizations, and
- Logged-in users of Supplier organizations