

Frequently Asked Questions

NTPC - e- Tender

What is "e-Tendering" on NTPC e-Procurement Site?. 2
How do I get a valid User Id to access NTPC e-Procurement application?. 2
What are the pre-requisites to submit tenders on-line ?. 2
How do I upload my tender documents?. 2
Do I have to compulsorily submit my tender through the Internet?. 2
What if I can not download a softcopy of the tender or I have some problem/queries regarding your website? 2
What if I need help while submitting my electronic tender?. 3
What if I don't submit my tender through the Internet before the closing time of the tender?. 3
What are the benefits in receiving / submitting tenders online?. 3
How Secure is it?. 3
What is a Digital Signature?. 4
Who is a Certifying Authority?. 4
What is a Firewall?. 4
What is downloading & uploading?. 4

What is "e-Tendering" on NTPC e-Procurement Site?

Selected NTPC Tenders are hosted on NTPC e-Procurement site. All interested vendors can participate in such open/press tenders through this site. Vendors need to pay tender fee (wherever applicable) to get accesses to the online tender documents and can submit bids online from their desktops. For Limited tenders selected vendors can participate.

How do I get a valid User Id to access NTPC e-Procurement application?

If you are existing supplier to NTPC and interested in participating in eTenders of NTPC, please write a mail to srm@ntpc.co.in with your, vendor code and other details as in form B See Annexure #2.

For new suppliers interested in participating in eTenders in NTPC, please apply with filled form A and DD for open tender at NTPC office. See Annexure # 1

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

Vendor should have a valid User id to access NTPC e-Tendering application.

should have internet connectivity / Broadband connectivity.
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.

Tender Fee where ever applicable should have been paid. For paying online tender fee credit card will be required. Alternatively payment through DD can be made at NTPC office.

Vendors should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

How do I upload my tender documents?

You can upload your tender documents directly from your PC in the designated folder created for you in On-line Bid form under un-priced bid tab page.

Do I have to compulsorily submit my tender through the Internet?
Yes. For NTPC e-tenders which are hosted on NTPC e-procurement site, the Price Bid and Unpriced Technical Bids have to be submitted online only.

However, documents which necessarily have to be submitted in originals like EMD and any other documents mentioned in the tender documents have to be submitted at NTPC office.

What if I can not download a softcopy of the tender or I have some problem/queries regarding your website?

If you are having trouble downloading a Softcopy of the tender from the Internet, first contact your network/internet administrator, if its still not resolved please contact our web administrators during Business Hours at:

Name : SRM Administrator
Email : srm@ntpc.co.in
Business Hours : 09:00 to 17:00 Hrs India Time (IST) (GMT + 5:30 Hrs)

Or you can also contact as per the contact details in the Tender Documents.

What if I need help while submitting my electronic tender?

If you need help while submitting your electronic tender, please contact our web administrators during Business Hours at:

Name : SRM Administrator
Email : srm@ntpc.co.in
Business Hours : 09:00 to 17:00 Hrs India Time (IST) (GMT + 5:30 Hrs)

Or you can also contact as per the contact details in the Tender Documents.

What if I don't submit my tender through the Internet before the closing time of the tender?

NTPC e-Tendering system does not allow you to submit the tender, once the submission deadline is passed. You have to submit your tender before the submission deadline.

What are the benefits in receiving / submitting tenders online?
Electronic or Online 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
Go to top

How Secure is it?

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 of IT, Govt. of India.

Process Validation: The Solution has been so architected that a user (NTPC Officers / Bidders) cannot view the commercial bid of any Bidder till the date & time specified for the opening of the commercial bid is due.

Unauthorised Access : The entire solution is behind a firewall and Unauthorized access is not allowed. The login passwords of all users is encrypted at the database level. 128 bit SSL Certificate from verisign is used for communication between the browser and the web server. This ensures that all communication between browser and web server is encrypted and cannot be hacked.

Compliance to IT ACT: The complete e-Tendering process is compliant with THE INFORMATION TECHNOLOGY ACT, 2000 of the Govt.of India.

What is a Digital Signature?

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 the Controller of Certifying Authorities of India.

Who is a Certifying Authority?

A trusted third-party organization or company that issues digital certificates used to create digital signatures and public-private key pairs. The role of the CA in this process is to guarantee that the individual granted the unique certificate is, in fact, who he or she claims to be. Usually, this means that the CA has an arrangement with a financial institution, such as a credit card company, which provides it with information to confirm an individual's claimed identity. CAs are a critical component in data security and electronic commerce because they guarantee that the two parties exchanging information are really who they claim to be.

What is a Firewall?

A firewall is a set of related programs, located at a network gateway server that protects the resources of a private network from users from other networks. Basically, a firewall, working closely with a router program, filters all network packets to determine

whether to forward them toward their destination.

What is downloading & uploading?

Downloading means to download a particular file from a remote server using the Internet or any kind of Network.

Uploading means to upload a particular file into a remote server using the internet.

Pop up for Digital Signature not coming

Check the following as mentioned:

Digital Signature expired.

Popup blocker On.

Active X control disabled (internet / trusted site).

Digital signature not installed at Personal, Trusted Publisher, Intermediate Certification Authorities & Trusted Root Certification Authority

Internet explorer version should have a version 6.0 or above.

Only Internet Explorer 6.0 & above is to be used. Mozilla firefox or Netscape are not allowed.

Delete Temp files & Cookies.

Reverse Auction cockpit not getting opened

Check the following as mentioned:

Java applet not properly installed.

Older version prior to 1.6 of java is installed.

Multiple java versions installed. In such case uninstall all versions and install latest version (control panel - add/ remove programs)

Delete Temp files & Cookies

Output Preview not getting opened while preparing the BID

Check the following as mentioned:

Pop up blocker off.

Adobe acrobat reader not installed.

Delete Temp. Files & cookies.

Change to bid after submitting

Bid once submitted can not be changed. Bidders must exercise extreme caution and check the factual details and final prices before clicking on "Submit". Till such time Bidder can save the bid by clicking on "Hold". In an exceptional event of any requirement to change the Bid after Submitting, the Bidder needs to ask for the "Return of Bid" after which Bidder can change the Bid and submit the Revised Bid.

Submit the Earnest Money Deposit

EMD, in case applicable is to be submitted in hard copy to the C&M Coordinator/ Contact Person. The Bidder is to ensure that EMD of requisite amount and validity reaches the concerned C&M person well before Bid Submission Closing time so as to avoid Bid Rejection due to non receipt of EMD.

Tender fee payment

Tender Fee can be paid either on line using the ICICI Bank payment gateway using the credit card. Alternatively, the Tender Fee can be paid through Demand Draft of requisite amount in favour of NTPC Ltd. On receipt of the Demand Draft, the concerned C&M coordinator would authorize the bidder to process the Bid Invitation.

I have Class-II Digital Signatures. Will they be enough or do I have to obtain Class-III Digital Signatures?

Class III Digital Signatures are required as per the IT Act 2000.

Can I see the prices of other bidders in Bid Opening?

Since formal Bid Opening is not there now, in case you so desire, you can visit our office and see the prices of all the bidders from C&M Coordinator.

Annexure No 1

Request for Login ID on NTPC e-Tender.

If you are not a supplier of NTPC, and interested in participating in e-tenders in NTPC, please fill in the following.

Form A
New Vender (prospective)

Name: _____

Address: _____

State: _____ City: _____

Country: _____

Pin: _____

Telephone NO: _____ Extn: _____

Fax Number: _____

Email ID: _____

Your Company's Bank Name _____

Account Number: _____

Branch: _____

Address: _____

PAN number: _____

CST number: _____

Excise Regn Number: _____

SSI Number: _____

Contact Person's Name: _____

Designation: _____

Bid Invitation number interested in: _____

DD details as tender fee: Issuing Bank: _____

No: _____ Date of Issue: _____

Amount: _____ DD

Valid till: _____

Note: Please download, print and fill this form. Submit it to the Package in charge/ Contact person as mentioned in the Bid Invitation along with the DD of required amount.

DD should be in favor of "NTPC Ltd" payable at the ordering location mentioned in the Bid Invitation.

Annexure No 2

Request for Login ID on NTPC e-Tender.

If you are already a supplier of NTPC, and interested in participating in e-tenders of NTPC, please fill in the following form.

Form B

For Existing Venders:

Existing Vender Code with NTPC: _____ Pre ERP

Post ERP

Phone Number: _____ Extn: _____

Email ID: _____

Contact Person's Name: _____

Designation: _____

Bid Invitation number interested in: _____

DD details as tender fee: Issuing Bank: _____

No: _____ Date of Issue: _____

Amount: _____ DD

Valid till: _____

Address and other detail

Name: _____

Address: _____

State: _____ City: _____

Country: _____

Pin: _____

Telephone NO: _____ Extn: _____

Fax Number: _____

Email ID: _____

Your Company's Bank Name _____

Account Number: _____

Branch: _____

Address:

Note: Please tick the appropriate box in front of vender code to indicate whether the vender code given is Pre-ERP or Post ERP.
Tender fee payment can be given through DD or payment Gateway. In case the option of DD is opted should be in favor of "NTPC Ltd" payable at the ordering location mentioned in the Bid invitation.
Request for Login may be sent through E-mail or manually sent to Package in charge / Contact person as mentioned in the Bid Invitation.