

## **FREQUENTLY ASKED QUESTIONS**

### **A. Vendor Registration**

**1. How do we register ourselves?**

ANS: Please check video help files in the "Help" Section on the SeTS home page. Also check procedure for vendor registration on SeTS home page.

**2. How should the payment be made?**

ANS: The payment has to be made online using credit/debit card or net banking. Please select Unit name of that unit where you wish to complete document verification.

**3. Our company has different branches or different product. Do we need different login for each?**

ANS: No, you only need a single vendor login. The different branches should co-ordinate among them and participate in tenders.

**4. While trying to login we are getting error data has been locked?**

ANS: Please complete procedure for vendor registration by getting the original document verification to the unit which you have selected while making payments.

**5. Our company has registered with one unit. Do we need different registration for each of Mahagenco's Unit?**

ANS: No, you only need a single registration to participate across all tender of Mahagenco. Please do not register yourselves twice. In case you have a doubt regarding registrations please contact [eestoresiqc@mahagenco.in](mailto:eestoresiqc@mahagenco.in) or [cgmstores@mahagenco.in](mailto:cgmstores@mahagenco.in) for clarifications.

**6. What is the status of registration?**

ANS: Please contact respective unit where you have made payment. The details of contact are given in contact Us in SeTS home page.

### **B. Tender Purchase**

**7. How do I purchase tender?**

ANS: Please check video help files in the "Help" Section on the SeTS home page.

**8. How should the payment be made?**

ANS: The payment has to be made online using credit/debit card, RTGS/NEFT or net banking. Please select Unit name of that unit whose tender you wish to participate.

The details of NEFT/RTGS details are available on weportal [sets.mahagenco.in](http://sets.mahagenco.in) under documentation section. Your bidder code is your vendor ID which is available when you login to your account. Please check top right hand side for details.

### **C. Tender Filing and submission**

**9. How do I fill tender?**

ANS: Please check video help files in the "Help" Section on the SeTS home page.

**10. How to submit tender?**

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ANS: Please check video help files in the "Help" Section on the SeTS home page.

## **11. Which digital signature is to be used?**

ANS: Please use class 2B or class 3B digital signatures. The representative name and Company name should match with that on the portal. Please see details of digital signature on SeTS homepage under documentation tab.

## **12. How to download secure sign?**

ANS: Please go to download page and download Secure Sign Digital Signature.

## **13. How to fill deviation bid?**

ANS: Please go to tender filing and submit the needed documents and submit the tender.

## **14. Error message**

### **a. The file has been tampered. Please upload correct file.**

ANS: there could be two possibilities:

- i. The name of representative and company is not matching.  
Please check the representative name and company name of the DSC and representative name and company name on SeTS in vendor dash board. The names should match perfectly.

In case representative name is not matching Change representative name from vendor dash board.

In case company name is not matching please issue a different digital certificate.

- ii. Same downloaded file is not being uploaded.  
Each time you submit a bid, a new file is generated. Please sign the same file that has been generated and upload.

### **b. Request not accepted by server**

**OR**

**Request timed out**

**OR**

**Files are not getting uploaded**

ANS: Please check the internet speed. Go to home page of portal and the go to check system requirement here.

Click on take speedtest here

If your speed is above 1Mbps for download and upload please contact [estoresiqc@mahagenco.in](mailto:estoresiqc@mahagenco.in) or [cgmstores@mahagenco.in](mailto:cgmstores@mahagenco.in) with screen shot of error.

### **c. You are not registered for items.**

**OR**

**While uploading Techno-Commercial Bid error message displays-Please submit atleast one item.**

ANS: Please use the following procedure

Step-1:

Approved VENDOR Login to SeTS

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Step-2:

Click - Vendor Dash Board --> Edit --> Primary Details --> Add Items

Step-3:

- Click "Search" option - Allows VENDOR to search ITEM by Name or Code
- Click "Select" option - Allows VENDOR to narrow-down selection as per ITEM Codification Logic

Step-4:

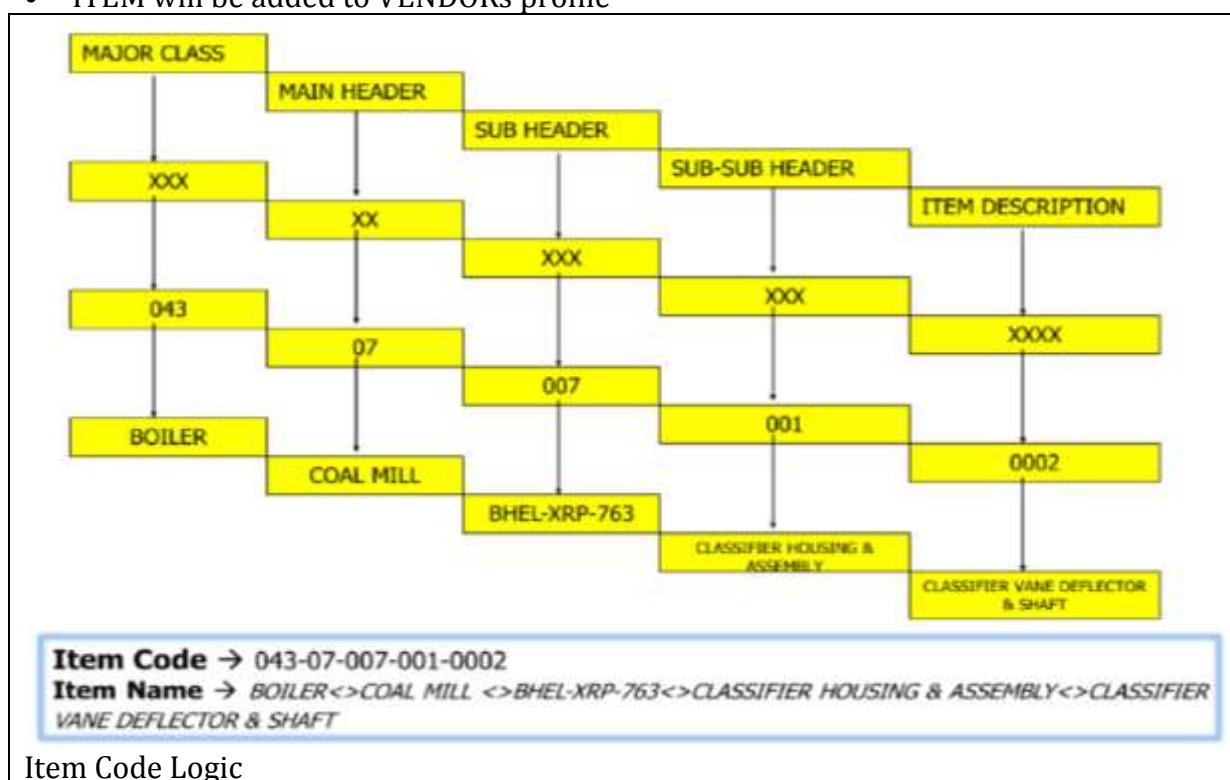
Click Select Items --> Add Details

Step-5:

Add each item of the tender

Step-5:

- Auto Approval of ITEM
- ITEM will be added to VENDORS profile



## 15. What is the status of tender?

ANS: The status of tender can be seen after logging in to account and in tender/enquiry. In case you need further clarification, Please contact respective unit of whose tender you have filled using details of contact are given in contact Us in SeTS home page.

## D. EMD Submission

### 16. How do I pay EMD?

ANS: Please check video help files in the "Help" Section on the SeTS home page. Please fill both the bids and then pay EMD.

### 17. When will the EMD be returned back?

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ANS: Once the tender process is completed. You have to apply for EMD refund at the power station in whose tender you have participated.

## **18. Are the netbanking/credit cards/debit card payments secure or successful?**

ANS: Please prefer RTGS/NEFT payment mode. Please note this mode of payment is only available after the vendor registration is successful. Please make payment atleast one day before. The details of NEFT/RTGS details are available on weportal sets.mahagenco.in under documentation section. Your bidder code is your vendor ID which is available when you login to your account. Please check top right hand side for details.

## **E. Opening of Tender**

### **19. How to participate in tender opening?**

ANS: Once the tender is scheduled, you will get a mail/sms regarding the scheduled time of the tender opening. At that time, login to your account and go to event-> tender opening-> select tender -> click on join now.

Alternately, if you were unable to participate in the tender opening and still want to see bids of competitors, please download bids. (Login to your account and go to event-> tender opening-> select tender -> download bids)

## **F. Payments**

### **20. Transaction problem?**

Please check terms and condition for making online payments on SeTS

#### **a. Transaction failed but payment debited. What can be done?**

ANS: Please wait for second week of the next month to get the refund. By that time please make another payment. If you do not get payment by the second week of next month please mail to cash.mahagenco@rediffmail.com and cc to chiefmanagerif@gmail.com your transaction details like transaction ID and amount, date of transaction etc.

#### **b. Transaction unsuccessful. What can be done?**

ANS: Please make another payment.

#### **c. Payment gateway window not visible. What can be done?**

ANS: The problem is mainly when you use internet explorer. Please do not use internet explorer browser. Contact us in case still invisible.