

Instructions to bidders for participation in Online Auction

The instructions given below are meant to assist/guide the bidders in enrollment/registering on the eAuction Portal, prepare their documents in accordance with the requirements, submitting their document online, participating in the live auction and also helps in taking necessary action in various other processes involved in the eAuction Portal.

A. SYSTEM READINESS

- 1) Bidders are advised well in advance to keep ready their computer system in order like Original Operating System having sufficient RAM, high speed internet connectivity like broad band, with net work providing static IP (avoid using mobile data/network), right internet browser, right Java Runtime Environment, un restricted access to the eAuction portal from the bidder browser and also from the computer system that are being used. Some time, it may be required to clear cache memory of the browser.
- 2) Bidders are also advised to procure and keep ready well in advance valid Digital Signature Certificate (Signing) of Class III issued by CA under CCA India as per computer system they are going to use for eAuction.
- 3) Bidders are advised to visit the eAuction Portal at: <https://eauction.gov.in> to know about prevalent system requirements, portal enrollment, online bidding and other procedures. Bidders can also contact telephone number / email support available on the home page to avail centralized Help Desk facility.

B. ENROLLMENT/ REGISTRATION

- 1) The bidders are required to enroll/ register on the eAuction Portal, using valid Digital Signature Certificates (URL:<https://eauction.gov.in>) by clicking on the link “**Bidder Enrollment**” by following due process prevalent at that time on the eAuction Portal.
- 2) As part of the enrolment process, the bidders will be required to choose a unique Login Id and assign a password for their accounts. Bidders may be required to provide additional information during enrolment/registration process.
- 3) Bidders are advised to register their valid email address as well as mobile number as part of the registration process. These would be used for any communication from the eAuction Portal.
- 4) During enrolment, with their Login Id the bidders are required to attach their valid Digital Signature Certificate (Class III – Signing certificate only) issued by any Certifying Authority recognized under CCA India. DSC once mapped to an account cannot be remapped to any other account; it can only be inactivated and hence, due care should be taken while registering DSC.
- 5) Only one valid DSC should be registered by a bidder against their Login Id.

C. SEARCHING FOR ACTIVE AUCTION

- 1) Upon successful enrollment, Bidder can logs in to the portal through the secured log-in by entering their Login Id / Password and DSC.
- 2) There are various search parameters built in the eAuction Portal, to facilitate bidders to search active auctions. These parameters could include Keyword, Auction ID, Organization Name, Location, Date, Value, Lot Type, etc.
- 3) Once the bidders have selected the auction they are interested in, they can download the required auction related documents/ schedules published by auction inviting

authority. The bidder should make a note of the unique Auction ID assigned to each auction.

- 4) It is necessary that interested auctions shall be moved to the 'My Auctions' folder. This would enable the eAuction Portal to intimate the bidders through SMS/e- mail alerts in case there is any corrigendum issued against the Auction ID.

D. PREPARATION OF BID

- 1) Bidders are advised to go through the auction advertisement and its related document(s) carefully to understand the requirements of the auction.
- 2) Bidder should also take into account any corrigendum published on the eAuction portal before submitting their document (Auction Fee/ EMD and other requirements).
- 3) Bidders must read the terms and conditions of the eAuction very carefully before participating in bidding process. If there are any clarifications, they may be obtained offline through the contact details given in the auction inviting document(s).
- 4) Bidder, in advance should get ready with the required auction bid document(s) in the format desired by auction inviting authority that are acceptable for online submission.
- 5) Any deviations regarding non submission of required payments/ documents/ other information as advised by auction inviting authority may lead to rejection of their bid.

E. SUBMISSION OF DOCUMENT

- 1) The server time (which is displayed on the bidders' dash board after login) will be considered as the standard time for referencing the deadlines for submission of the document by the bidders, participation in live auction and other process during auction in the portal. The bidders should follow server time (Server System Clock) only for all activities in the portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30.
- 2) Bidder should log into the portal well in advance for document submission so that they can upload the document in time i.e. on or before the document submission due date & time.
- 3) Bidder should prepare payment details regarding Auction Fee / EMD / other instruments / documents well in advance as per the instructions specified in the auction inviting document against interested auction.
- 4) Bidder, in advance should also get ready with the required bid document(s) having correct file format / acceptable file name / optimal file size that are acceptable for online bid submission. Generally, the permitted file format in the portal is PDF / XLS / RAR / DWF / JPG formats. File name should not contain special characters like &, comma etc. File size of the bid documents can be reduced by scanning of bid documents with 100 dpi with black and white option and also some time it may require to increase local Java Runtime Environment memory at bidder end while uploading bid document having huge size.
- 5) The bidders are requested to go through Portal's Agreement and accept the same to proceed further to submit the document.
- 6) Bidder may be required to enter details of those payment related instrument details in the portal against the interested auction. The original should also be posted/couriered/handover in person to the concerned official as advised by auction inviting authority, latest by the last date of document submission or as specified in the auction inviting document. The details of the draft / cheque / bank guarantee /any

other accepted instrument, physically sent, should tally with the details available in the portal. Otherwise, auction inviting authority may reject the bid.

- 7) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the auction inviting document.
- 8) Upon the successful and timely submission of document (i.e. after Clicking “Send for Approval” in the portal or any other process prevalent at that time), the portal will display ‘Auction Bid Acknowledgment’ with the bid no. and the date & time of submission of the bid with all other relevant details. The Auction Bid Acknowledgment containing bid summary may be printed and kept as a proof for the successful submission of the online bid document.
- 9) **Non submission of payments details / relevant documents due to any reasons within due date / time following due process prevalent at that time in the portal for which bidder shall be held solely responsible. Neither National Informatics Centre nor concerned auction inviting authority will be held responsible for the same in any manner.**

F. PARTICIPATION IN LIVE AUCTION

- 1) After getting approval from the Auction Inviting Authority, Bidder will be able to participate in the live auction on the scheduled date & time for approved lot(s) / auction(s). In case of any clarifications regarding auction, bidders has to check with concerned Auction Inviting Authority well in advance so that they can participate in the live auction at scheduled date & time. Technical related clarifications or any other process in using the portal, the same may kindly be get clarified from the centralised help desk facility or any other established technical support mechanism prevalent at that time.
- 2) Internet connectivity and other paraphernalia requirements shall have to be ensured by bidder themselves. In order to ward-off such contingent situation like internet connectivity failure, power failure etc., bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the live auction successfully. However, the bidders are requested not to wait till the last moment to quote their bids to avoid any such complex situations. It is to be noted that neither National Informatics Centre nor concerned auction inviting authority will be responsible for these unforeseen circumstances.
- 3) **Important instructions for live auction:**
 - (a) To participate in the live auction, bidder has to click on ‘Live Auction’ and search by Auction ID or Title for the approved auction.
 - (b) On selecting of the particular auction, bidder can view auction details like their latest quote, the current L1/H1 quote (as the case may be) etc on the auction details page.
 - (c) Bidder can Click on ‘Participate’ tab to quote in the Live auction. Bidder will be allowed to submit their quote/rate/auction price as per auction criteria like Forward / Reverse Auction, Incremental/ Decremental Value, Max Seal%(ie permissible value), etc .
 - (d) Bidder has to enter the Auction Price (which should be well within the permissible value from the current price) and then required to digitally sign the quoted price and submit. Please further note that the bid will be recorded and considered accepted only after it has been digitally signed. The signing of bid may take some time; hence bidders are advised to register their bids well before the

closing time to avoid rejection of bid by the system due to closure of eAuction.

(e) Upon successful submission of their quote in the auction submit page, bidder can view the detail such as Current Auction Price, Auction submitted Date/Time (last successful quoted date & time) and Auction extended time up to (if any) etc.

(f) It shall be the responsibility of the Bidders to see the Item Details for correctness before bidding. Hence, the bidders are advised to take due care while bidding for the lots / auction and satisfy themselves that the bids placed are for the correct lot /auction. Subsequent claims by the bidders that they had placed wrong bids for any reason shall not be entertained in any manner.

(g) The live auction will be extended by **Auction Bid Auto Extensions in minutes** based on a valid and digitally signed bid has been successfully recorded in the system during **Auction Elapse Time in minutes**. The server time will be considered final and all bids that are received and recorded by the server before the e-auction close time (as per the server time) only shall be treated as valid bids. Please follow the auction end/close time as displayed on the screen.

(h) The bidders are also advised to keep refreshing their webpage to get the latest information about the status of the auction. The Live Auction window will remain same and also time remaining will be ticking, even in the event of disconnection of bidder computer system, Network/Internet. The bids submitted by other bidders during the time of disconnect of bidder computer system will not be displayed on your screen. The other bidder might have become L1/H1 (as the case may be) for the item during this time. This also not appears on bidder screen.

(i) Bidders are advised not to wait till the last minute or last few seconds to enter their bid during the auto-extension period to avoid complications related with internet connectivity, network problems, local system crash down, local power failure, etc. Bidding in the last minutes and seconds should be avoided in the bidders own interest, neither National Informatics Centre nor concerned auction inviting authority will be responsible for any lapses / failure in such cases.

- 4) Participation and bidding in this Auction shall be treated as conclusive evidence of the fact that the bidder is satisfied in all respects regarding quantity, quality, condition of the Auction property, taxes and duties, and other extraneous factors and the Principle of Caveat Emptor (let the successful bidder(s) beware) will apply. It shall also imply that the bidder has carefully gone through and understood the terms and conditions of Auction including the amendments if any, prevailing at the time of Auction. NIC as a Service Provider will not entertain warranty or guarantee of the quality, quantity, measurement, condition and about any complaints or objections once Bid is placed.
- 5) During live auction bidders are also advised to check regularly for any corrigendum like Suspend/Pause auction, Resume, Cancel, etc issued by auction inviting authority on the portal.
- 6) Once the auction end/ closing time is reached, system will not allow any bidding; all bidders will be displayed about the closing of the auction. The bidding information in the auction hall will be available in the 'auction history'.
- 7) Mail/SMSs alerts are in-built in the eAuction portal as an additional feature to inform auction inviting authorities as well as bidders on various events that are happening in the portal. However, delivery of such mail/sms to concerned individual will always depends on the configuration of individual account in the portal, receiver's mail / sms

server, mail box / mobile capacity and other factors. Hence, bidders are also advised to visit the website/portal regularly to keep themselves updated and to act upon with respect to changes/modification deemed fit in any manner carried out in the auction by concerned auction inviting authority.

8) Non submission of bid/quote during live auction within due date / time following due process prevalent at that time in the portal due to failure of computer system, power, network, internet connectivity or delay in performance or otherwise at Bidder's end or any other reasons for which bidder shall be held solely responsible. Neither National Informatics Centre nor concerned Auction Inviting Authority will be held responsible for the same in any manner.

9) However, it is informed that if there is any issue at hosting environment of NIC, auction would normally be extended as per System Malfunction Procedure prevalent at that time. Prior information will be sent to all the bidders of the auction regarding the re-scheduled date & time by email/sms and other communication mode. The auction will continue from the last successful bid price recorded, when the live auction was running earlier. The auction will not be conducted again due local computer system / Network problem at bidder end.

G. AUCTION EVALUATION

- 1) Once the Live auction is over, auction inviting authority downloads the results of the auction and put up to the Auction Committee/Competent Authority for approval.
- 2) On getting approval, the recommendations will be updated by the auction inviting authority on the portal.
- 3) Bidders can check the status of auction evaluation on the portal.

H. AUCTION AWARD

- 1) The award issued against an auction will be updated by the auction inviting authority. Mail / SMSs alert intimation will go to the bidder in this regard.
- 2) Bidder can also see the results of auction under Auction Status option available in the home page of the bidder dash board.

I. ASSISTANCE TO BIDDERS

- 1) Any queries relating to the auction and terms & conditions contained therein should be addressed to the Auction Inviting Authority or the relevant contact person indicated in the auction inviting notice / document.
- 2) Any queries relating to the process of online auction participation or queries relating to eAuction Portal in general may get clarified from the Helpdesk prevalent at that time.

Important Auction Glossary

- a. **Forward Auction:** In which several buyers bid for seller's goods, so bidder can quote over and above the Starting Price or Current Auction Price (which is in multiples of incremental value but well within permissible value).
- b. **Reverse Auction:** In which several sellers bid for buyer's order, so bidder can quote below the Starting Price or Current Auction Price (which is in multiples of decremental value but well within permissible value).
- c. **Lot /Single Lot:** An individual object or group of objects that are similar in nature, offered at auction as a single unit.
- d. **Multi Lot:** Multiple identical items /objects with varying quality /price / other factors are auctioned and each lot can be conducted in parallel.
- e. **Submission Start Date & Time and Approval End Date & Time:** - Bidder can able to submit required auction related documents against the interested auction during this period.
- f. **Approval Start Date & Time and Approval End Date & Time:** - The bid documents submitted for an auction by the bidders will be scrutinized and approved accordingly during this period by concerned auction inviting authority.
- g. **Auction Start Date & Time and Auction End Date & Time:** - Live auction would be conducted during this period.
- h. **Display Bidder Details –**
Show- displays 'Name of Bidder' along with 'Price quoted' during Live Auction.
Mask- displays 'Masked ID' of bidder along with the 'Price Quoted' during Live Auction.
Hide- displays only the 'Price quoted' during Live Auction.
- i. **Auction Elapse Time in minutes:** It is the time factor in minute(s) before the 'Auction End Time' and acts as a trigger for auto extension of the current live auction. If a bid is received successfully within these minutes, the auction will be extended by specified time period defined by Auction Bid Auto Extensions in minutes and Number of Extension permitted.
- j. **Auction Bid Auto Extensions in minutes:** The Auction End Time will be extended by this 'Auto Extension Time in Minutes', if a bid is received successfully within 'Elapse Time in Minutes'. Process will continue till no bid is received (or number of permitted extension) during the Auction Elapse Time.
- k. **Max Seal Percentage:** This parameter is important to control the successive decrement or Increment value (as the case may be) during live auction. This factor can be used to control the flow of Auction as required so that spurious values of decrement or increment (as the case may be) can be controlled. It defines a permissible value a bidder can quote in multiples of incremental / decremental value which is over / below the Starting Price or Current Auction Price (as the case may be).

In case of Reverse Auction, in order to displace a standing lowest bid and to become “L1”, a bidder can offer a minimum bid decrement or in multiples of decremental value up to above Max Seal %.

For ex: Current price: -Rs. 49,000 Decrement value: -Rs. 1000 System Defined Maximum Seal %:- 50, in this case a bidder can quote minimum decrement amount as Rs 49,000-1000= Rs. 48,000 and maximum decrement amount is $49000 - (24500 + 1000) = 23500 = 24000^*$. Hence the next successful quote /auction price should be within Rs 48,000/- and Rs.24,000/-

In case of Forward Auction, in order to displace a standing highest bid and to become “H1”, a bidder can offer a minimum bid increment or in multiples of incremental value up to or below Max Seal %.

For ex: Current price: - Rs. 49,000 Incremental value: - Rs. 1000 System Defined Maximum Seal %:- 50, in this case a bidder can quote minimum increment amount as Rs 49,000+1000= Rs. 50,000 and maximum increment amount as $49000 + (24500 + 1000) = 74500 = 74000^*$

Hence the next successful quote /auction price should be within Rs 50,000/- and Rs.74,000/-
*-To match with the nearest Increment / Decrement Value (in this case Rs. 1000)
