ONGC Petro additions Limited

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General

Question: What is OPAL e-Procurement?
Answer: Selected OPaL tenders are hosted on OPaL e-Procurement site. All vendors can participate in such tenders. Vendors can pay tender fee, download tender documents, submit price bids and unpriced technical bids online through OPaL e-Procurement.

Question: Do I have to compulsorily submit my tender through OPaL e-Procurement?
Answer: Yes. For all OPaL tenders which are hosted on OPaL 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 offline to OPaL Vadodara Office.

Question: What are the prerequisites to submit tenders through OPAL e-Procurement?
Answer:
- Bidder should have a valid User Id to access OPAL e-Procurement site.
- Bidder should have a legally valid *class 3* digital certificate as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.

- Tender fee must have been paid, if applicable for the Bid Invitation. If Bidder is exempt from paying tender fee, Bidder must hold exemption from the Tender Officer.
- Bidder should fulfill any other prerequisites mentioned in the tender documents of a specific tender.

Question: How do I get a valid User Id to access OPAL e-Procurement?
Answer:

1. Click on *New Bidder? Apply for Access Authorization* link on the e-Procurement login page.
2. Fill the online form. After completion click on *Submit* button. Email with a url link from srmadmin@opalindia.in will be mailed to your email address.
3. Click on url link in email which opens up Questionnaire page in a browser.
4. Fill the Questionnaire, After completion click on *Send Questionnaire* button.
5. After creation of user id you will receive email with user id and password.

Note: User id will be created normally within 4 working days after reviewing sent data. In case you don't receive any user id please send an email to opalsrmhelp@opalindia.in.

Question: How to Obtain Class 3 Digital Certificate?
Answer:
- Visit the site of the licensed CA using internet browser.
- Apply online for a class 3 digital certificate for the designated individual with organization name. Ensure that Digital Certificate is legally valid in India.
- For making payment and submission of documents required for issue of the Digital Certificate, follow the instructions on the CA's website.

Licensed CA's in India

- Safescrypt
- TCS
- MTNL Trustline
- (n)Code Solutions
- e-mudhra

Question: What if I need help while submitting my electronic tender?
Answer: If you need help while submitting your electronic tender, please contact our web administrators during business hours at:

- Email :opalsrmhelp@opalindia.in
- Business Hours : 10:00 to 18:00 Hrs Indian Time (GMT + 5:30 Hrs)

Note: If you have vendor id please do mention your vendor id in your email.

Question: What if I don't submit my tender through the OPaL e-Procurement before tender submission deadline?

Answer: OPaL e-Procurement 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.

Question: What are the benefits in receiving / submitting tenders online?
Answer: 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, submit their bids.

Question: How Secure is it?
Answer: 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 (OPaL Officers / Bidders) cannot view the commercial bid of any Bidder till the date and time specified for the opening of the commercial bid is due. All the documents are encrypted.
- Unauthorised Access: The entire solution is behind a firewall and unauthorized access is not allowed. The login passwords of all users are 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.

Question: What is a Digital Signature?
Answer: 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. Digital certificates used to create digital signatures are issued by a trusted certifying authority authorized by the Controller of Certifying Authorities of India.