

Frequently Asked Question



TABLE OF CONTENTS

Frequently Asked Questions (FAQ) on e-Auction

Bidder Registration	2
Digital Signature Certificate (DSC).....	4
What is an e-Token?	5
What is stored in e-Token?	
How to install the e-Token drivers?	
Care instructions for handling your e-Token!	
General FAQ	6
Process flow of e-Auctioning Activity	8

FAQs on Registration

1. **Is registration compulsory on e-Auctioning portal?**
Yes. Registration is compulsory on DDA's e- auction portal to participate in an auction event.
2. **How do I register on e-auction portal?**
Go to DDA's e-auction portal URL: www.ddaeauction.co.in and fill up online form using "Register with Us" or "Register" link. You can enter your preferred USER ID and system will provide with password which will be initially be in disabled state. Once your registration fee is paid, User ID will get activated. If any issue found in login, please contact our Helpdesk Number available under the "Contact Us" link. In case of Individual Registration, Bidders are required to select as **INDIVIDUAL** as Type of Organization and fill their Name in Company Name field as per their PAN Card. In case of **Group of Persons** Registration, Bidders are required to select **GROUP OF PERSON** as Type of Organization and fill all the Names in Company Name field as per their respective PAN Card
3. **What documents should I upload during registration, in case of online registration?**
At the time of Bidder registration, In case of **Individual** Registration, bidder is required to scan & upload their self-attested copies of PAN card and Aadhar card. In case of Registration in the name of **Company**, required documents to be uploaded are (1) Copy of GST Registration. (2) Company/Individual PAN CARD as applicable. (3) Company Registered Office Address Proof (4) if the firm is registering in joint venture; they also need to upload deed agreement. (5) All the documents should be attested by authorized signatory of the company. You need to scan the copy of the registration certificate (mentioned under Registration guidelines) or any other supporting documents and upload to the system along with one requisition letter. All the uploaded documents must be attested by authorized signatory with company stamp/ seal. In case of Group of Persons Registration, bidders are required to upload self-attested copies of PAN card and Aadhar card of all persons respectively.
4. **Do I get confirmation mail after registration?**
Yes. All successful registered bidders will get email communication. An authentication mail will be sent to a registered mail id provided in your profile during registration process which shall be used for authentication. User id will be enabled only after making Registration payment and email authentication from the bidders. Please check your email account as provided by you during registration as important notifications regarding auction activities shall be sent to the registered email id provided in your profile. Hence, ensure that email id provided is valid and correct.
5. **How frequently should I change / modify my Password?**
The Password has to be changed every 3 to 4 months. (It can be changed, after log-in using "Modify Password" link).
6. **When I log-in, it says "Login Failed, Please Retry". What should I do?**
If "Login failed" error appears, it means the User id and Password

combination entered is wrong or it may be in disabled state due to non-receiving of registration fee against the entered User Id. You may request from the e-auction Helpdesk through request mail to ddaauction@etenderwizard.com from the registered mail id, your request will then be authenticated and addressed by the Helpdesk team.

7. **Renewal of Registration**

When the Registration validity is nearing expiry, an alert message is displayed at log-in time. The alert message is displayed 30 days in advance from the end of validity period. Bidder should login to their account to renew their Registration through e-payment mode only.

FAQs on Digital Signature Certificate (DSC)

1. **Do I need Digital Signature Certificate (DSC) during registration process?**

Yes. Class-3 Digital Signature Certificate is compulsory for all the bidders to participate in the e-auction event.

2. **Where do I buy the Digital Signature Certificate(DSC)?**

Digital Signatures can be obtained from any of the Controller of Certifying Authority, India. (Refer to the CCA site www.cca.gov.in) or you may contact Helpdesk No. 080-45811365 for any assistance. If you have already obtained the certificate, then log-in with e-Token having DSC. The certificate number will be automatically updated in your profile during your first login. Alternatively, send the Certificate Serial Number to our representative with authenticated documents to update your profile with the DSC serial number.

3. **How do I update the digital signature certificate number to my user id?**

Send a mail to registration helpdesk as mention on contact us page. Mention your company name, user id, Department Name and digital signature certificate serial number for easy and immediate reference.

4. **I am displayed an error “Authentication Failed” during login, what do I do?**

- a. Firstly, the above error might occur when your Digital signature certificate number is not updated to your user id. In that case, send a mail to our registration helpdesk as mentioned on contact us of e-auction portal.
- b. Even then you are not able to login, please call our helpdesk to get the issue resolved remotely through remote software i.e. Anydesk/ TeamViewer.

5. **What is this DSC password that is given along with the e-Token?**

The e-Token has one unique password to access the DSC certificate. For PKI Log-in, the Bidder has to enter this password. If the Bidder forgets the password, the token will be automatically blocked after defined wrong attempts for security reasons.

General FAQs

- 1. How do I log on to e-auction portal once I get registered?**

Once your user id is enabled, you can enter the same in the space provided on the Login page of e-auction portal and login to the portal.
- 2. What if I want to use my e-auction account on a different computer?**

You can use your e-auction account anywhere in the world. You just need a computer with minimum operating system Windows 8 and 10 or Ubuntu Linux Version 18.0 with Internet Data Cards / Dongle with 4G or Internet Broadband: Minimum 4 Mbps Broadband speed. This detail is provided under the Systems Requirements link on the home page of e-auction portal.
- 3. Which Internet browser should be used for e-Auction portal?**

E-Auction portal works well with Google Chrome (Latest versions), Mozilla Firefox (Latest versions) and Microsoft Edge.
- 4. Is the password secured?**

Password is encrypted at the database level. As a part of the security policy, we advise you to change the password frequently.
- 5. How do I change my password?**

When you log-on to the e-auction portal for the first time, system will compulsorily ask you to change your password. Please change the password and the same can be used for the future reference. You can also change your password by clicking on “modify password” link from the left menu after login.
- 6. How can I retrieve my lost my password?**

Your current password cannot be retrieved. However, you can request for a new password by clicking on “Forgot password” link. New password reset link will be send to the User’s registered email id or can reset the same through mobile OTP.
- 7. Is my information on e-auctioning portal secured?**

The information provided by you is 100% secured. The data and sensitive information provided by you is used only by the respective departments for the purpose of evaluation and awarding.
- 8. Are Live Auction Event Private or Public?**

The information provided by Each Auction is a highly confidential event conducted between the Auctioneer and a set of qualified Bidders on Auction platform. No outsider can view any aspect of an Auction event without proper authentication by Auctioneer. Therefore, all data like Items' specifications, pricing, Bidders' information and bid data are all confidential and available to respective Auctioneers only.

9. **What will be the time zone need to be followed?**
Bidder have to follow Indian standard time zone (IST) (GMT +5:30 Hrs.)
10. **How much space is provided to me for storing my documents online?**
Presently there is no restriction on storing capacity. Preferably, it is advised to have around 100 documents with the size limit of 5 MB each in the General “Documents Library”. Old records may be archived for your convenience.

FAQs on Process Flow of e-auctioning Activity

1. **How do I know that an auction is published?**
You can find the same through “Auction Free View” link available at homepage of e-auction portal and same will also be shown as scrolling on Homepage under Latest auctions. Bidders will active registration id’s will also get notification mail on their registered mail ids.
2. **How do I view Terms and Condition document with Site list put to auction?**
The tender documents can be downloaded from the e-auction portal from the “e-AUCTION OF PROPERTIES” link available at homepage under Support section.
3. **Can I download the Layout map related to the auction if any?**
Yes. Since drawings are part of the terms and condition documents, while downloading the terms and condition documents, these layout map can also be downloaded if uploaded by DDA.
4. **How do I upload and attach documents required by DDA against the auction sub item.**
You can upload all your documents (Annexures) through “Document Library” link. This link acts as a library where you can store any number of documents at any point of time. These document can be attached to any number of auctions (for attaching the file through respective link, see help manual). “N” numbers of files can be uploaded/ attached for any auction.
5. **How do I submit the EMD?**
The EMD is to be paid online through E-Payment/ NEFT mode available at e-auction portal.
6. **How do I confirm my auction request is submitted without any problem?**
Once you complete your request against any auction by attaching all required documents and successful payment of EMD, you will be provided with a system acknowledgement in .pdf along with auction number & auction sub item, which confirms that the auction request has been successfully submitted in the portal.
7. **Can I attach any additional document in an auction after successful completion of Auction request?**
Yes. You can attach any additional document till Auction request closing date & time.

8. How do I come to know of any change/s, if any, in auction schedule program/ Reserve price/ EMD?

Successfully registered on e-auction portal and their ids are active will receive system generated notification on their registered mail in respect to any changes.

9. How should I Start bidding for the auction for which request has been completed successfully?

The system does not allow you to bid before the defined Auction Start Date and Time. The Auction Inviting Authority is given the rights to start the auction using his valid digital signature certificate on live bidding schedule date & time.

10. How do I Bid in a live auction?

When the Auction starts, Auction will be shown in “Live Auction” section and bidder need to click on “Hammer” icon to enter the auction room. Once clicked, bidder will be directed to the “My Dashboard” page; here bidders will be able to view the following on their screen along with the necessary fields in the E Auction:

- a) Leading Bid in the Auction (current H1 – Highest Rate)
- b) Reserve Price
- c) Minimum Increment Value.
- d) Time Left/ Auction Extension
- e) Items put to auction (Description of work/ Auction Sub item)

Reserve price in online e-Auction is open to all the registered bidders. Bidder can start bidding, in the online e-Auction, by one increment, or higher than the auction's Reserve price by multiples of increment. After entering the desired bid value in “My Bid section”, bidders need to click on the “Bid Now” tab. Once clicked on the “Bid Now” tab, a pop up window will open which will show the bid in words and % increment in your bid from the prevalent highest bid. On clicking “OK”, another pop up window will open asking whether you are sure to submit your bid or not. If the bid entered is correct, bidder need to click on “OK”. If the bidder clicks on OK, the bid will be accepted; otherwise click on Cancel to go back to bidding screen. Please ensure that your computer settings do not prevent any pop up message from appearing on screen as otherwise the said alert will not be available. The time left for the auction to end will be displayed on the extreme right hand side of the screen.

In case of being the “H1” bidder at any time, there will be a Hammer icon shown against Current Bid section with message flashing as “Currently you are the H1” at My Dashboard page. Refer below screen.

My Dashboard CONTACT US

Auction Number >> TEST AUCTION/17-02-2022 Vendor: TWZ

Auction Type : Value Bidding

Sl.No	Auction Sub item	Auction Description of Work	Auction Quantity	Auction UOM	Increment Value	Auction Ceiling Price/Estimated Cost (₹ / Auction UOM)	My Bid (₹ / Auction UOM)	Rank/Current bid	Time Left/Auction Extension
1	TEST PLOT 1	TEST AUCTION. PLEASE DO NOT PARTICIPATE	1	102 Sqm	10,000	30,00,000	3100000.00	H1: 3100000 Currently you are the H1	00:10:39 (hh:mm:ss)

"Rank/Current bid/Time Left" column will be auto refreshed for every 15 seconds.

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. When the auction ends, there will be a message displayed at the extreme right hand side of the screen as

“Auction Has Ended”. Once Auction has ended, no further bids shall be accepted by the system.

My Dashboard [CONTACT US](#)

Auction Number >> FWAR1 RELEASE Vendor: TWZ

Auction Type : Value Bidding

Sl.No	Auction Sub item	Auction Description of Work	Auction Quantity	Auction UOM	Increment Value	Auction Ceiling Price/Estimated Cost (₹ / Auction UOM)	My Bid (₹ / Auction UOM)	Rank/Current bid	Time Left/Auction Extension
1	<u>TEST 1</u>	TEST AUCTION R1. PLEASE DO NOT PARTICIPATE	--NA--	102 Sqm.	50,000	50,00,000	7900000.00	H1: 7900000 Currently you are the H1	Auction has Ended Extension 1/ Unlimited

"Rank/Current bid/Time Left" column will be auto refreshed for every 15 seconds.

11. **How the auction are running in extension despite reaching its defined end date & time.**

If a bidder places a bid in the last xx minutes of closing of the e-Auction and if that bid gets accepted, then the auction’s duration shall automatically get extended for xx minutes, from the closing date & time. Please note that the auto-extension shall be for unlimited times and will take place only if a valid bid comes in last xx minutes of auction closing. If valid bid is not received, the auto-extension will not take place. In case, there is no bid in the last xx minutes of closing of e-Auction, the auction shall get closed automatically without any extension.

12. **Do I get any confirmation mail after Auction has ended?**

System generated intimation mail regarding Auction bid status are sent only to H-1 bidder once auctions are completed by the Auction Inviting Authority.