



User Guide for e-Procurement SRM-7

1. Message appear “No user Certificates available” during digital signing

Reason - This issue will happen if IE browser are not running as Run as Administrator.

Solution - Always set this on IE (right click->properties->advance->Run as Administrator)

2. Message appear “Signing Error”

Reason - This issue will happen when running the Active X control (sapsign) for the **first time** or your Active X component is not able to access the private key from the Dongle (DSC). This will happen with some Dongle (DSC) drivers.

Solution - In such case repeat the process or change machine or contact your Dongle (DSC) providers for suitable drivers.

3. Message appear “Could not verify the Digital Signature”

Reason – Requirement of uploaded the root of the certificate used for digitally signing in the transaction.

Solution - Exporting of public key (root) of the certificate to BSP. Contact BSP.

4. Message appear

Digital Signature

Use the document's digital signature with your personal key to ensure the following properties.

- The signed document cannot be changed later (integrity).
- Unable to determine the author of the signature (authenticity).
- The document's signature cannot be disputed later (binding).

-----Blank Screen-----

Reason – This issue will happen due to inappropriate version of VC++.

Solution – Load **JAVA 1.8 updated 131** and **Microsoft Visual C++ 2010 (x86) Redistributable Package** and remove all other version of VC++.

5. **Message appear “Object not found” or “Done with errors” or “No Active X POPUP” for installation when trying install the ActiveX (sapsign.cab) for the first time.**

Reason - This means that your system don't have Microsoft runtime Re-distributional library installed on PC.

Solution - Download Microsoft runtime Re-distributional library (VC++ 2010 (x86))

6. **During the saving white screen**

Reason - Do not have Encryption & Decryption facility in DSC

Solution – Having Both Digital Signature & Encipherment (Encryption & Decryption) in key usage

7. **Login Error – “acr_error” during Digital signing or Page crashes.**

Reason – Not Enable the compatibility view option on Internet Explorer

Solution – Add website name “sail-bhilaisteel.com” in compatibility view setting in Internet Explorer.

1. What is "e-Tendering" on SAIL BSP e-Tendering Site?

"e -Tendering" is a process for sending and receiving tenders by electronic means, in place of the old paper based method. Instead of inserting documents into an envelope and posting them, we and you will now exchange them in a secured manner electronically.

Selected BSP Tenders are hosted on BSP e-Tendering site. All interested bidders can view the published Tender and already registered Vendors can directly participate in the tender process after remitting prescribed tender fee (where ever applicable) where as new bidders need to undergo registration process(as explained in point 4) for enrolling themselves as BSP approved Vendor.

Only enlisted vendors will be intimated for participation in Limited tenders.

2. Do I have to compulsorily submit my tender through BSP e-Tendering?

Yes. For BSP e-tenders which are hosted on BSP e-tendering site, the Price Bid and Technical Bids(where ever applicable) have to be submitted online only. However, documents which necessarily have to be submitted in originals for EMD, Tender fee and any other documents mentioned in the tender have to be submitted at BSP office.

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

Vendor should have a valid User id to access BSP 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. At present online tender fee payment is not enabled. Alternatively payment through DD/cash can be made at BSP office. Vendors should fulfil any other prerequisites mentioned in the tender documents of a specific tender.

4. How do I get a valid User Id to access BSP e-Tendering application?

If you are a registered vendor of BSP , User ID and Password will be allocated to you on request and using the same one can participate in e-Tenders, by logging in directly to e Tendering Portal of BSP. For new bidders interested in participating in Open Tenders, click on button **“New Vendor? Click here for Registration”** available on the opening page of our e-tendering portal. Valid Open Tender Number is mandatory for new registration. Once a new bidder's details are verified, a system-generated user id and password will be issued by email. Users are requested to change their password when they first login, so that system-generated password can be replaced by the newly created password. This should be mandatorily done as the system generated password will not be accepted by the system for any of the further processes.

5. 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.

6. How to Obtain Class 3 Digital Certificates?

In order to bid for BSP e-tenders all the vendors are required to obtain a legally valid digital certificate as per Indian IT Act 2000 from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.

Steps for obtaining Digital Certificate

- Visit the site of the licensed CA using internet browser.
- Apply online for a class 3 digital certificate for the designated individual with details such as organization name. Ensure the 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.
- Use the class 3 Digital Certificate thus obtained for online bidding on BSP e-Procurement site.

Links to some licensed CA's are provided below

1. www.ncodesolutions.com/
2. www.safescrypt.com/
3. www.tcs-ca.tcs.co.in/
4. www.emudhra.com
5. www.nicca.nic.in

7. Whether can I use my existing Class2 Digital certificate?

Yes, provided it is a legally valid digital certificate as per Indian IT Act 2000 from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. However bidders are advised to switch over to class 3 B digital certificates at the earliest.

8. What should I do to get help while submitting my electronic tender?

If you need help while submitting your electronic tender, please contact the concerned person mentioned in contact details provided .

Business Hours : 9:30 Hrs to 17:30 Hrs India Time (GMT + 5:30 Hrs) on all working days.

9. What are the benefits of e-Tendering?

e-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
- Receive any changes to tenders online
- Time saving
- More secure than traditional tendering process.

10. How secure is e-tendering system?

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 Communications and Information Technology, Govt. of India.

Process Validation: The Solution has been configured in such a way that no one will be able to view the details which is in encrypted form till the tender opening as the tender opening can happen only at the pre-fixed time with a designated tender opening committee using their certified electronic identity and decryption tool.

Unauthorized Access : The entire solution is protected by a firewall to avoid any unauthorized access. The login passwords of all users are encrypted at the database level itself with 128 bit SSL encryption. This ensures that all communication between browser and web server is encrypted and cannot be hacked.

Compliance to IT ACT: The complete e-Tendering solution is made in compliance with the requirements of IT ACT 2000 of the Govt. of India.

11. What are the types of document formats that can be attached while Bidding?

You may attach the Tender Documents such as specifications, accepted copies of our Documents like General Condition of Contract(GCC) ,Special Condition of Contract (SCC),Instruction to Bidders (ITB).Scope of Work(SOW), Annexure etc. in the form of **Word, Excel or PDF format**. Pl. ensure that document attached are free from any virus/malware or unsolicited contents. Scanned copy wherever required may also be attached.

12. Which Internet version & settings do I have to maintain for Bidding?

Internet explorer v6.0 or higher recommended

Web Browser Configuration

Browser Compression:

To enable compression when using Microsoft Internet Explorer as the client browser,

Activate the HTTP 1.1 setting.

Browser Caching:

To enable browser caching for MS Internet Explorer (IE):

1. From the Tools menu of Internet Explorer: Choose Internet Options -> General -> Temporary Internet files -> Settings.
2. Under "Check for newer versions of stored pages", select either "Automatically" or "Every time you start Internet Explorer".

For MS Internet Explorer (IE):

1. From the Tools menu of Internet Explorer: Choose Internet Options -> Security and choose either the Internet icon depending on your configuration.
2. Choose Custom Level.
3. In the Security Settings dialog box, make sure the Enable radio button is selected for the following options:
 - Cookies -> Allow per-session cookies (not stored) - Scripting -> Active scripting
 - Scripting -> Scripting of Java applets
4. Return to the Internet Options dialog box by choosing OK and choose tab page Advanced.
5. Make sure that "Show friendly HTTP error messages" is not selected for option "Browsing".
6. Choose OK to save your settings and close the Internet Options dialog box

- i. Web Browser :** Internet explorer v6.0 or higher recommended
- ii. Proxy:** If you are unable to access BSP e-Procurement site or Bid

Documents, check if you are using proxy to connect to internet or if your PC is behind any firewall. Contact your system administrator to enable Connectivity. Please note that Port 443 should be enabled on your proxy/firewall for HTTPS connectivity. Dial-up internet connectivity without Proxy settings is another option.

- iii. Pop-ups:** Pop-ups should be enabled on BSP e-Procurement URL and Bid Documents URLs.
- iv. Recommended Screen Resolution:** 1024 by 768 pixels.
- v. Internet Speeds:** If you are experiencing slow connectivity to BSP e-Procurement, then contact your system administrator/ISP provider for desirable speeds.
- vi. Text Size :** For the purpose of Clarity and Visibility we recommend to use text size setting as medium and above (Path on internet explorer : Click on view button -> Text size -> Medium)

13. What languages can I use?

The language for bidding/documents submitted by you should be English.

14. What should be the Size of Documents to be attached while bidding?

Preferably small sized documents shall be attached (Max.2MB) General Information not relevant to the Tender / Bid viz. entire product catalogue, Price List etc. shall not be attached unless it is requested in the Tender Documents.

15. Can I make changes to the bid submitted?

Yes. But the same is to be done before Submission Deadline.

16. Can I get intimations on changes/amendments applicable for bids published?

Yes. Every time any change/amendment is done, bidder will be intimated through a mail.

17. Can search and find out details of a bid already published?

Yes. The same can be done through simple search option available on first log in screen of bidder.

18. Who is a Guest User? and what are his privileges?

Guest User is a user who can view the Current (Open) Tenders without having user-ID and password. The Prospective bidders who do not have user ID may click on “Guest User” button to view / download the Tender Document. However, a Guest User can not participate in Bidding Process. For participating in Bidding, you should be registered Vendor of BSP having a valid portal User-ID and password.

19. How long my registration is valid on e Tendering portal?

Valid for 1 year from the date of registration.

20. What if I want to operate my e Tendering account from a different computer?

Digital certificate is mandatory for submission of document. If you are using dongle type Digital certificate you can plug it to any system and use. Also if the user uses different system for operating e-Tendering account, make sure all system specific setting are done. (As explained above)