

Guidelines to bidders for participating in MSETCL's SRM eTenders

The details of e-Procurement tenders can be accessed from our e-Procurement site.

<https://srmetender.mahatransco.in>

You may login using your login id & password to view all tenders available for you. Alternatively, you can access our SRM e-tender site by using the link provided at site "www.mahatransco.in" under "Supplier Services" tab "[SRM eTenders \(New\)](#)" link.

Pre-requisites to submit tenders on line

You should have a valid User ID and password to access MSETCL e-Procurement site. A system generated password is sent to you at the time you are registered as an SRM Vendor.

You should have a legally valid Class III-B digital signature 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.

You should have internet connectivity, preferably broadband. You should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

Instructions for obtaining Digital Certificate

In order to bid for MSETCL e-tenders all the vendors are required to obtain a legally valid Class III-B digital certificate as per Indian IT Act from the licensed. Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. (<http://www.cca.gov.in/>)

Use the class 3 Digital Certificate thus obtained for online bidding on MSETCL e- Procurement site.

Technical Settings

Web Browser: Only Internet Explorer (version ver. 10 or above) should be used. Other browsers like Mozilla, Firefox etc. may encounter some problem.

Java: To view some of the components, you need to install latest Java Internet component JRE/JDK from <http://www.oracle.com/technetwork/java/javase/downloads/index.html> After downloading the Java components make sure that you start your internet browser again.

Internet Explorer Settings: Recommended way is to add following MSETCL e-Tender sites to Trusted Sites zone.

<https://srmetender.mahatransco.in>

1. In Internet Explorer, go to Tools > Internet Options...
2. Click on Security tab, and then click Trusted sites zone.
3. Click Sites... button.
4. In the Add this Web site to the zone: text box, type <https://srmetender.mahatransco.in>
5. Choose OK or Close button.

6. Now, Click on Custom Level. Button, Security settings window opens up, maintain following values for below parameters:

Parameter	Value
Allow Scriptlets	Enable
Automatic prompting for ActiveX controls	Enable
Binary and script behaviors	Enable
Download signed ActiveX controls	Enable
Download unsigned ActiveX controls	Enable
Initialize and script ActiveX controls not marked as safe	Enable
Run ActiveX controls and plug-in	Enable
Script ActiveX controls marked safe for scripting	Enable
Use Pop-up Blocker	Disable

9. After maintaining appropriate values, Click OK button.
10. Again Click OK button to confirm and close Security tab.
11. You should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.
12. Proxy: If you are unable to access MSETCL SRM e-Tender 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.
13. Pop-ups: Pop-ups should be enabled on MSETCL SRM e-Tendering URL and Bid Documents URLs. This is required to view tender documents.
14. Recommended Screen Resolution: 1024 by 768 pixels.
15. Internet Speeds: If you are experiencing slow connectivity to MSETCL SRM e-Tender, then contact your system administrator/ISP provider for desirable speeds.

Frequently Asked Questions:

How do I get a valid User Id to access MSETCL SRM e-Tendering application?

New Vendor: has to submit the completed Vendor Registration Form at www.mahatransco.in → Supplier services → SRM e-Tenders (New) → New Vendor Registration or you can directly click “New Vendor Registration” link at <https://srmetender.mahatransco.in>

Existing Vendors already registered in previous e-Tendering system: Check email or contact the Contact person mentioned in the Tender.

Once the SRM Login Id and Password is generated Vendor will receive the email from the office of MSETCL regarding the same.

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

Vendor should have a valid User id to access MSETCL SRM e-Tendering application. Vendors should have internet connectivity / Broadband connectivity. Vendor's User should have a legally valid Class 3-B digital signature certificate from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.

Vendors should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

How do I upload my tender documents?

You can upload your tender documents directly from your PC in the designated folder created for you in On-line Bid under Notes and Attachments tab under "Technical bid attachments". This is valid only for Technical Bid submission and not for Price Bid submission. For Price Bid submission, you need to fill the details available online at the time of creation of Bid.

For any other details, please read the Supplier Manual/Help document for SRM available under the <https://srmetender.mahatransco.in> link.

Do I have to compulsorily submit my tender through the Internet?

Yes. For MSETCL SRM e-tenders which are hosted on MSETCL SRM e-Tenders (New) site, the Price Bid and Unpriced Technical Bids have to be submitted online only.

What if I cannot download a softcopy of the tender or I have some problem/queries regarding your website?

If you are having trouble downloading a Softcopy of the tender from the Internet, first contact your network/internet administrator, if it is still not resolved please contact MSETCL. Or you can also contact as per the contact details in the Tender Documents.

What if I need help while submitting my electronic tender?

If you need help while submitting your electronic tender, please contact our web administrators during Business Hours at: MSETCL. Or you can also contact as per the contact details in the Tender Documents.

What if I don't submit my tender through the Internet before the closing time of the tender?

MSETCL SRM e-Tendering 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.

What are the benefits in receiving / submitting tenders online?

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 online.
- Submit Bids Online

How Secure is it?

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 (MSETCL Officers / Bidders) cannot view the bid of any Bidder till the date & time specified for the opening of the bid is due.

Unauthorized 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.

Compliance to IT ACT: The complete e-Tendering process is compliant with THE INFORMATION TECHNOLOGY ACT, 2000 of the Govt. of India.

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.

Who is a Certifying Authority?

A trusted third-party organization or company that issues digital certificates used to create digital signatures and public-private key pairs. The role of the CA in this process is to guarantee that the individual granted the unique certificate is, in fact, who he or she claims to be. Usually, this means that the CA has an arrangement with a financial institution, such as a credit card company, which provides it with information to confirm an individual's claimed identity. CAs are a critical component in data security and electronic commerce because they guarantee that the two parties exchanging information are really who they claim to be.

What is a Firewall?

A firewall is a set of related programs, located at a network gateway server that protects the resources of a private network from users from other networks. Basically, a firewall, working closely with a router program, filters all network packets to determine whether to forward them toward their destination.

What is downloading & uploading?

Downloading means to download a particular file from a remote server using the Internet or any kind of Network. Uploading means to upload a particular file into a remote server using the internet.

Pop-up for Digital Signature is not coming?

- Check the following as mentioned: Digital Signature expired.
- Popup blocker on.
- Active X control disabled (internet / trusted site).

- Digital signature not installed at Personal, Trusted Publisher,
- Intermediate Certification Authorities & Trusted Root Certification Authority
- Internet explorer version should have a version 8.0 or above.
- Only Internet Explorer 8.0 & above is to be used. Mozilla, Firefox or Netscape are not allowed.
- Delete Temp files & Cookies.
- Multiple java versions installed. In such case uninstall all versions and install latest version (control panel - add/ remove programs) Delete Temp files & Cookies.

Change to bid after submitting.

Bid once submitted cannot be changed after submission deadline. Bidders must exercise extreme caution and check the factual details and final prices before clicking on “Submit”. Till such time Bidder can save the bid by clicking on “SAVE”.

I have Class-II Digital Signatures. Will they be enough or do I have to obtain Class-III Digital Signatures?

Class III Digital Signatures are required as per the IT Act 2000.

INSTALLATION of the SAPSIG ACTIVE X CONTROL

➤ **DIGITAL SIGNATURE CERTIFICATE:**

In order to bid for MSETCL tenders, all the vendors are required to obtain a legally valid Class III digital certificate. Visit the site of the licensed Certifying Authority (CA) and follow the instructions on the CA's website for making payment and submission of documents required for issue of the Digital Certificate.

Links to the sites of some licensed CAs are provided below :

<https://www.e-mudhra.com/>

<https://www.ncodesolutions.com/>

<https://www.safescrypt.com/>

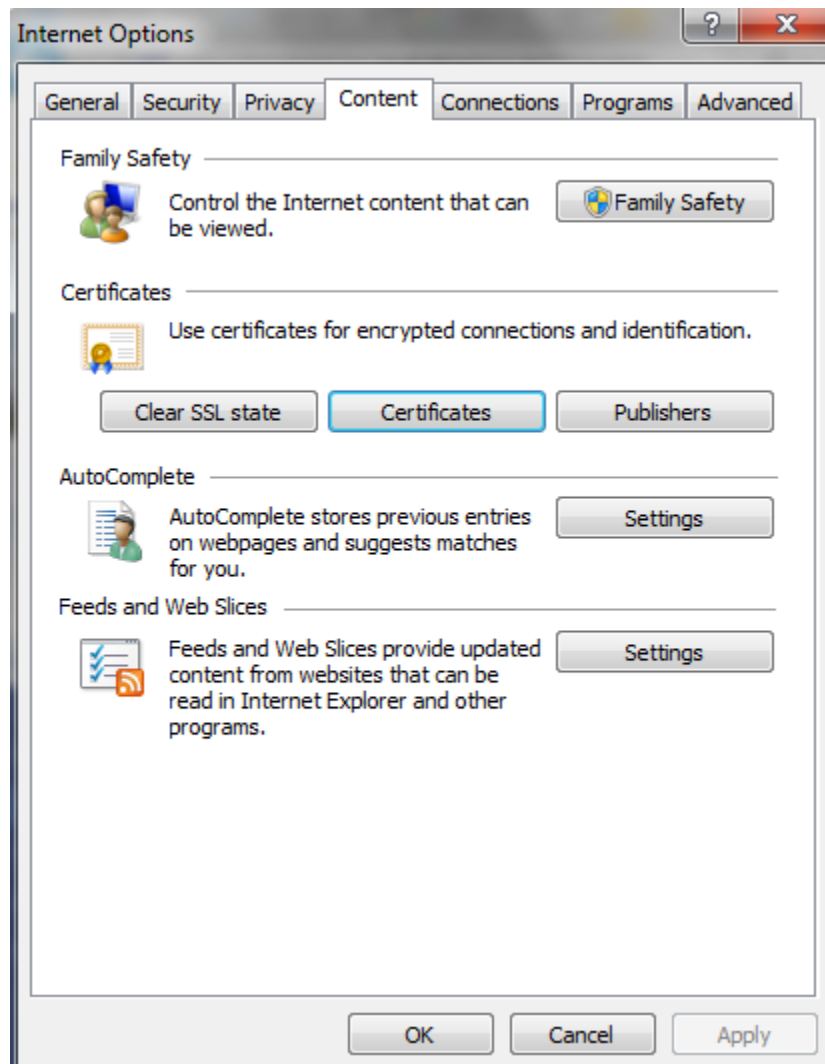
<http://www.tcs-ca.tcs.co.in/>

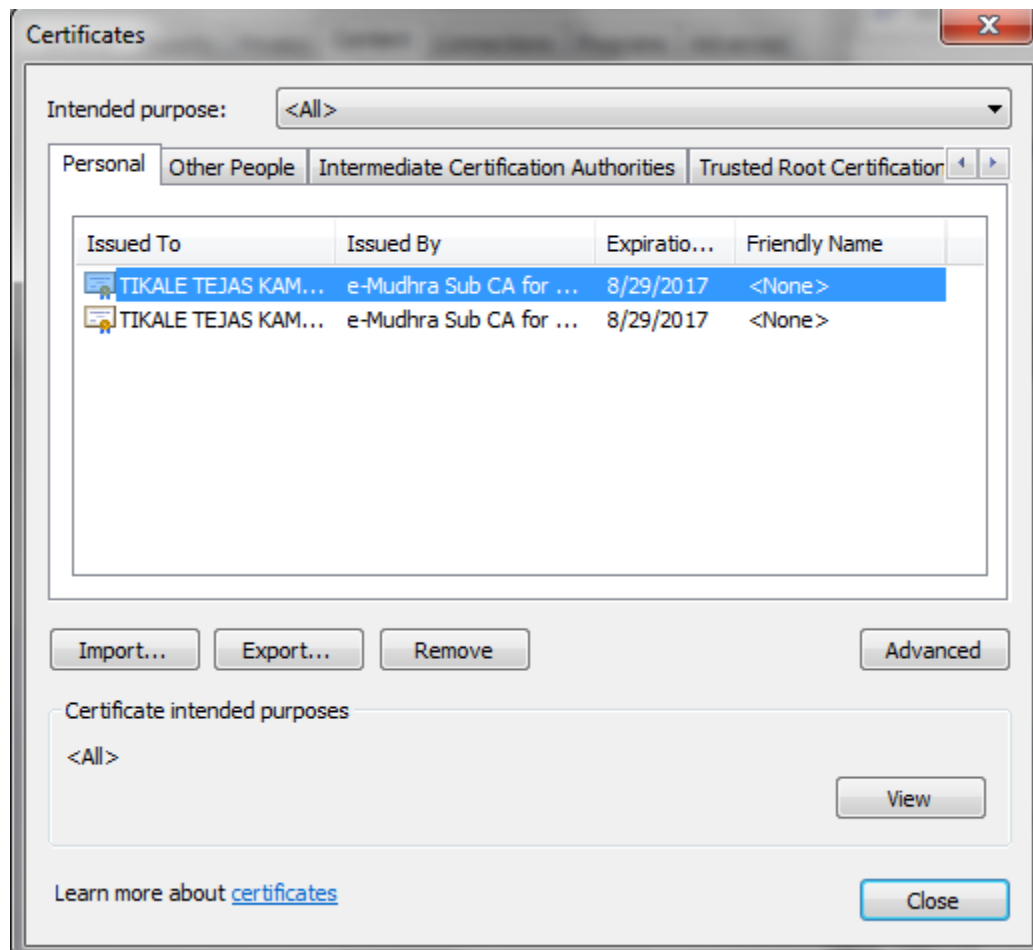
➤ **Installation of Digital Signature:**

Install the driver of the digital signature available in the pen drive/CD provided to you along with digital signature.

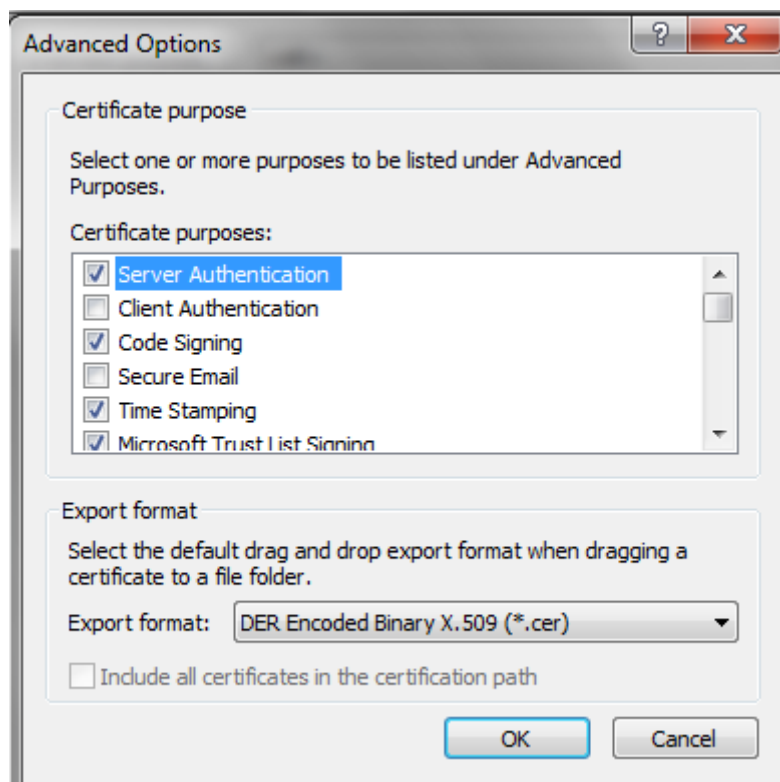
➤ **Check your Digital Signature:**

Open Internet Explorer, Go to Tools -> Internet options -> Content -> Certificates



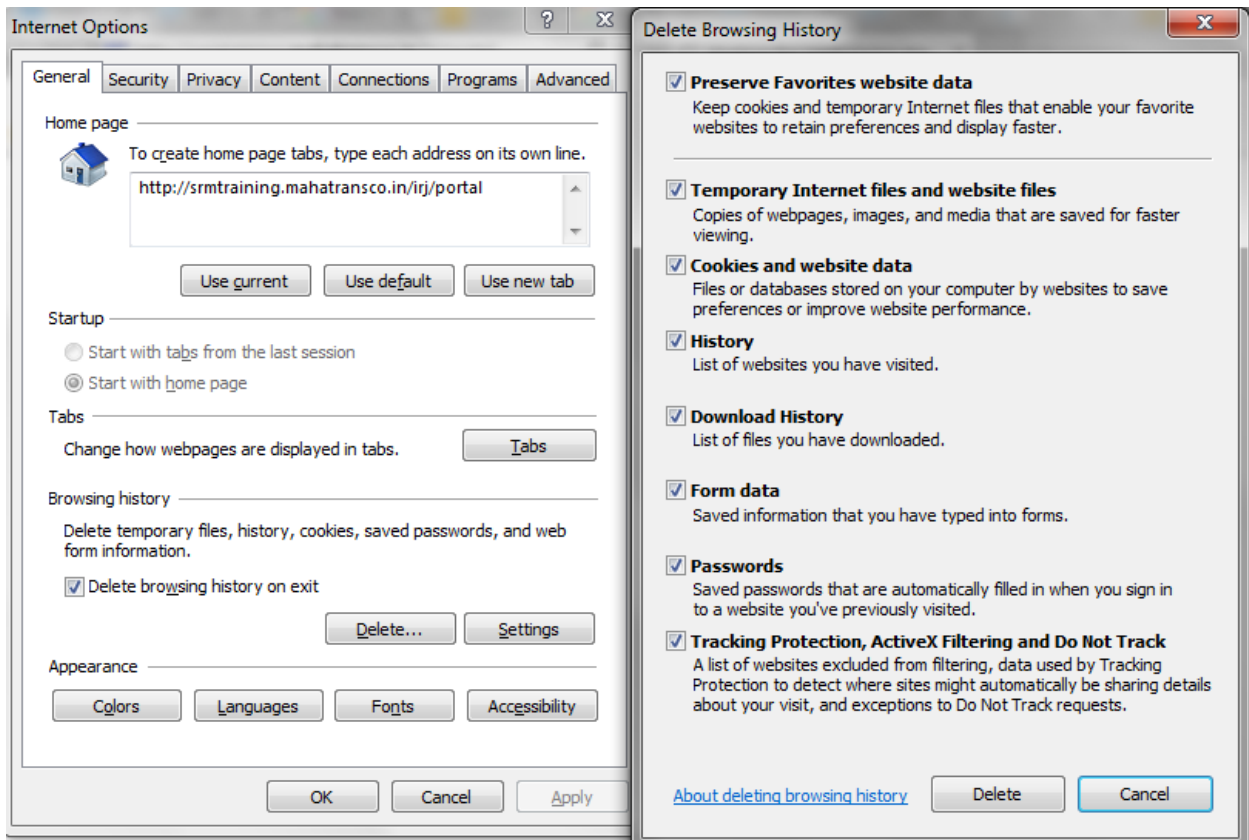


- Go to Tools → Internet options → Content → Certificates → Advanced → Click Check box - Server Authentication and Client Authentication → Ok



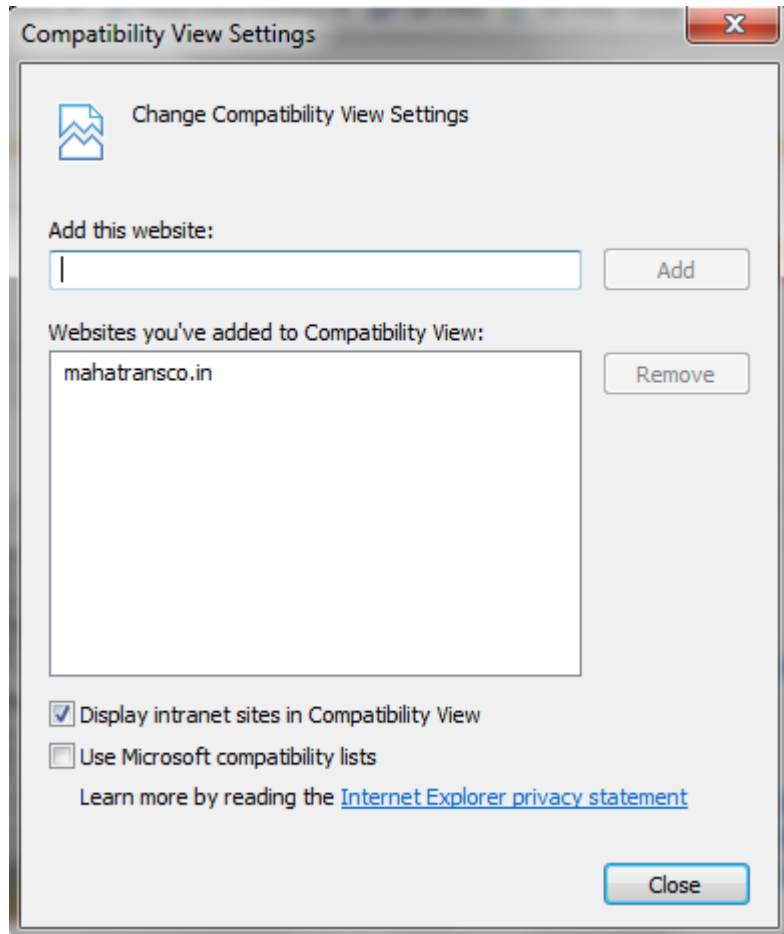
➤ **TECHNICAL SETTINGS OF PC/LAPTOP:**

- Web Browser : Internet Explorer (version 10 or above) should be used.
- Check for version of Internet Explorer.
- Open Internet Explorer, Go to Help - > About Internet Explorer.
- Delete Browsing history , Go to Tools -> Internet Option -> General -> Delete



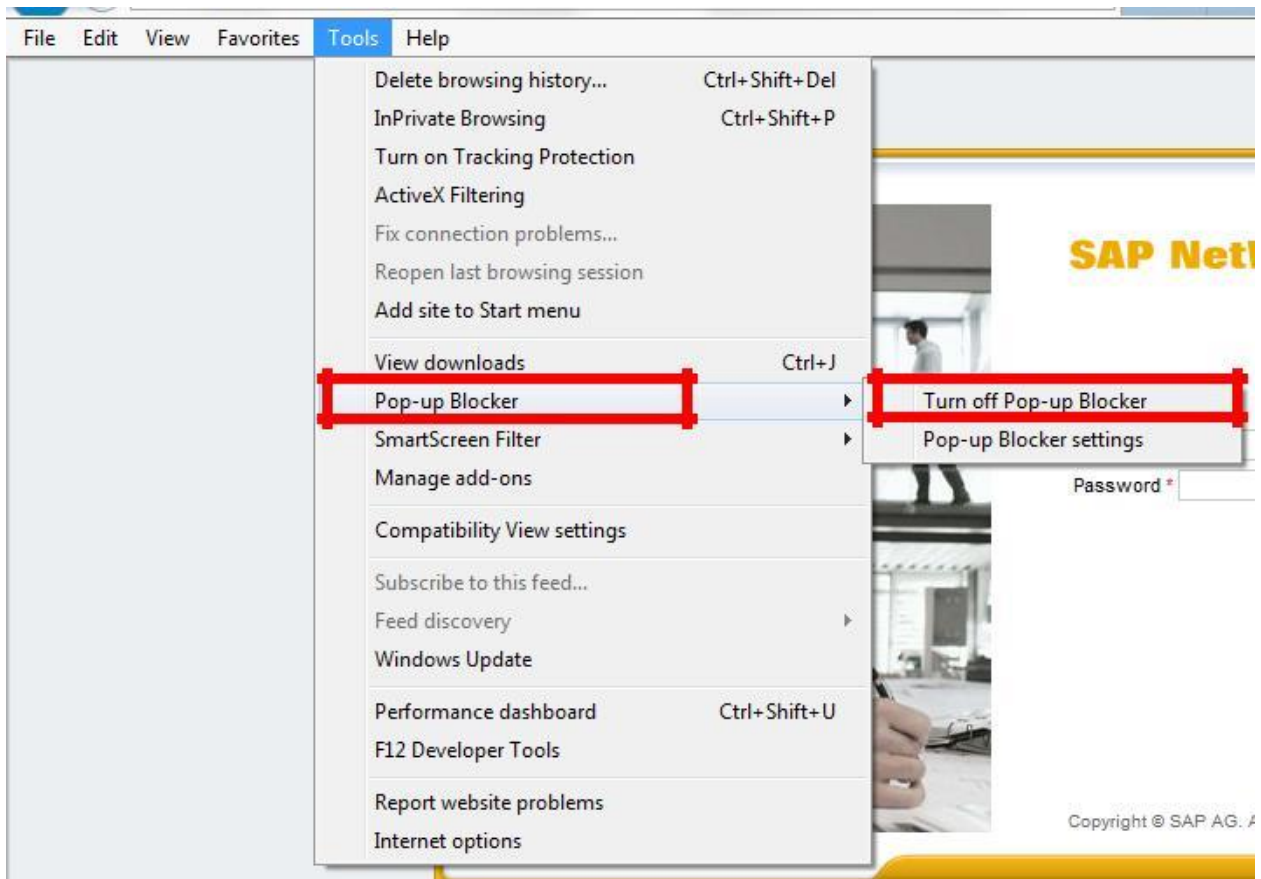
➤ **Compatibility View Settings:**

Go to Tools -> Compatibility View Settings ->
Add SRM Link
(<https://srmetender.mahatransco.in>) -> Close



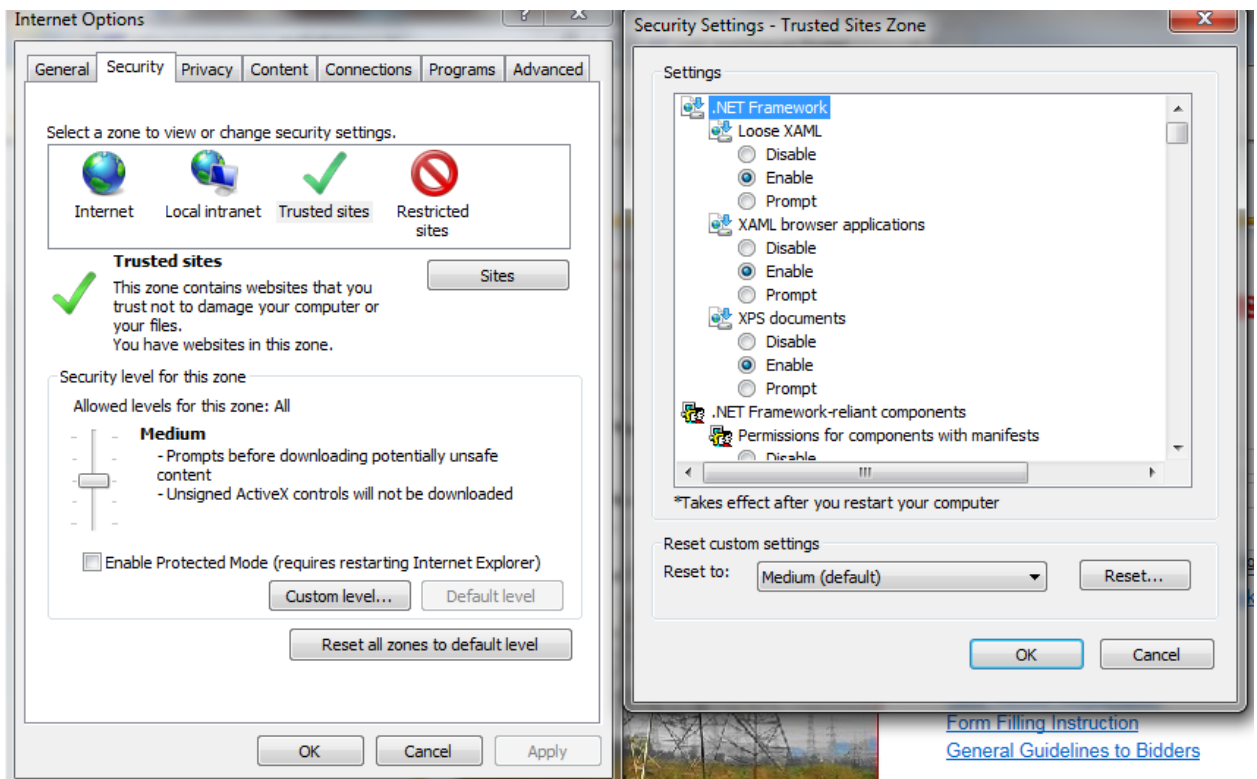
➤ **POP UP BLOCKER:**

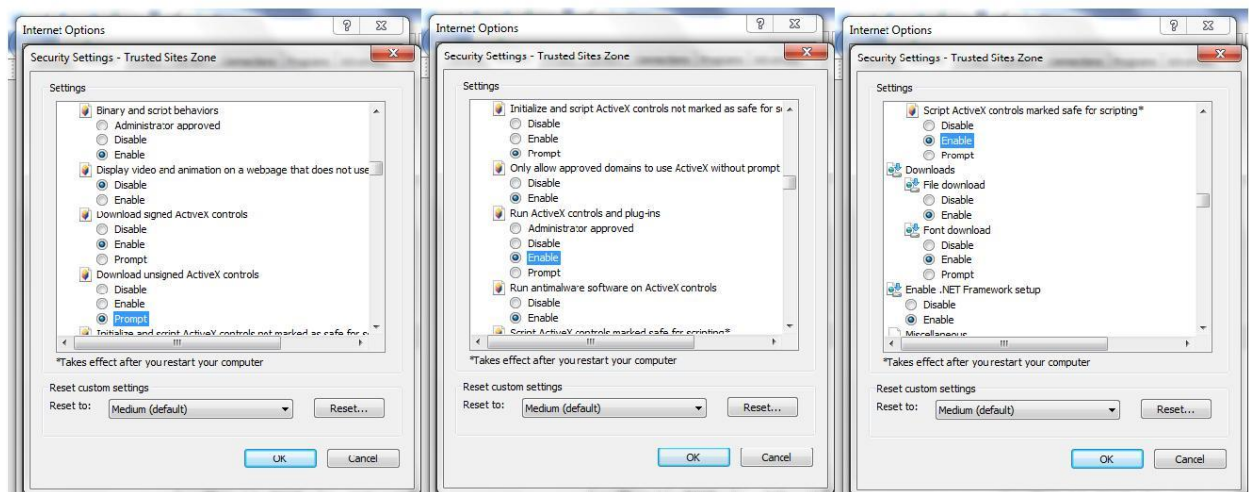
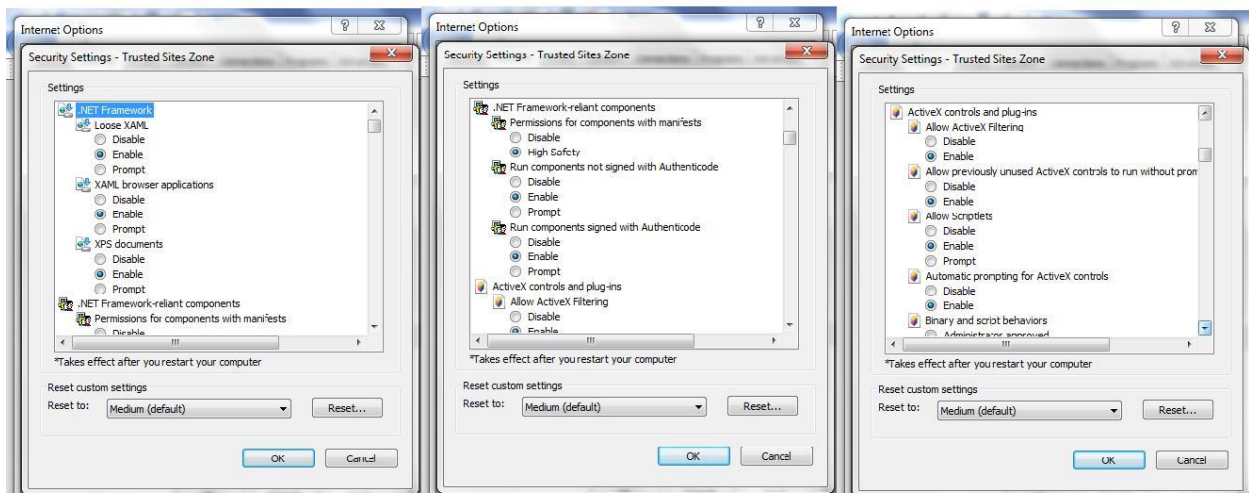
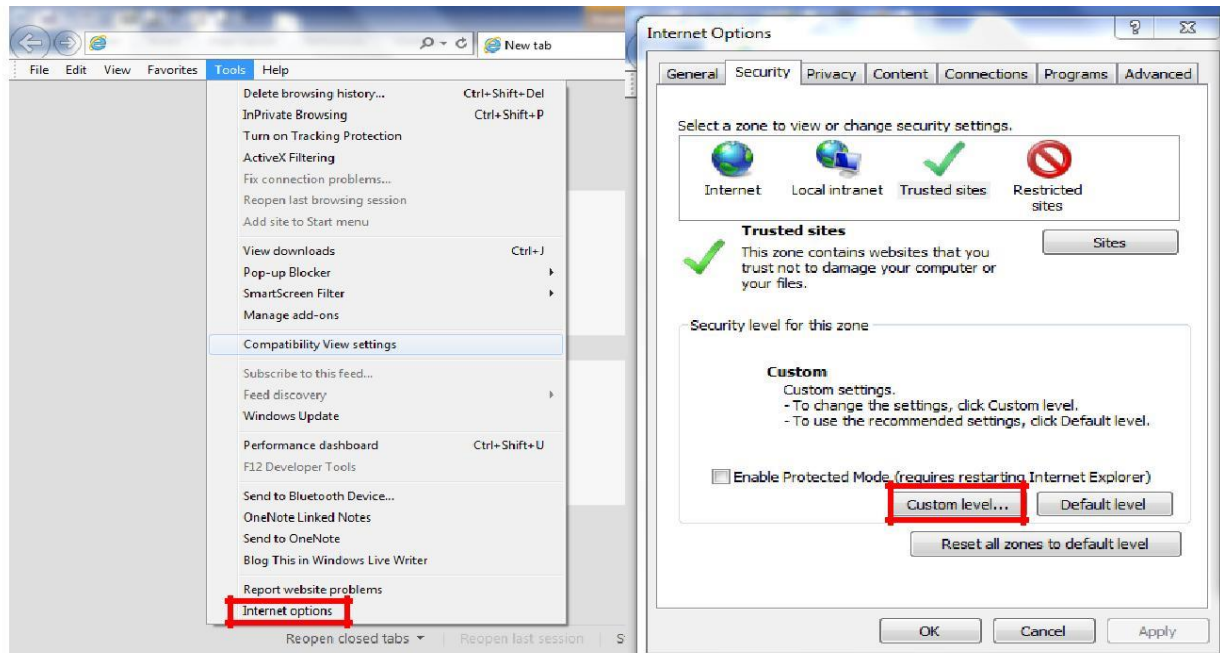
Go to Tools -> Pop-up Blocker -> Turn off Pop-up Blocker



➤ **Active-X Controls Settings :**

Go to → **Tools → Internet options → Security → Trusted sites → Custom level → Select Enable/Prompt radio button for following options :**





➤ JAVA CONFIGURATION:

Open Control Panel – Check whether JAVA is installed or not .

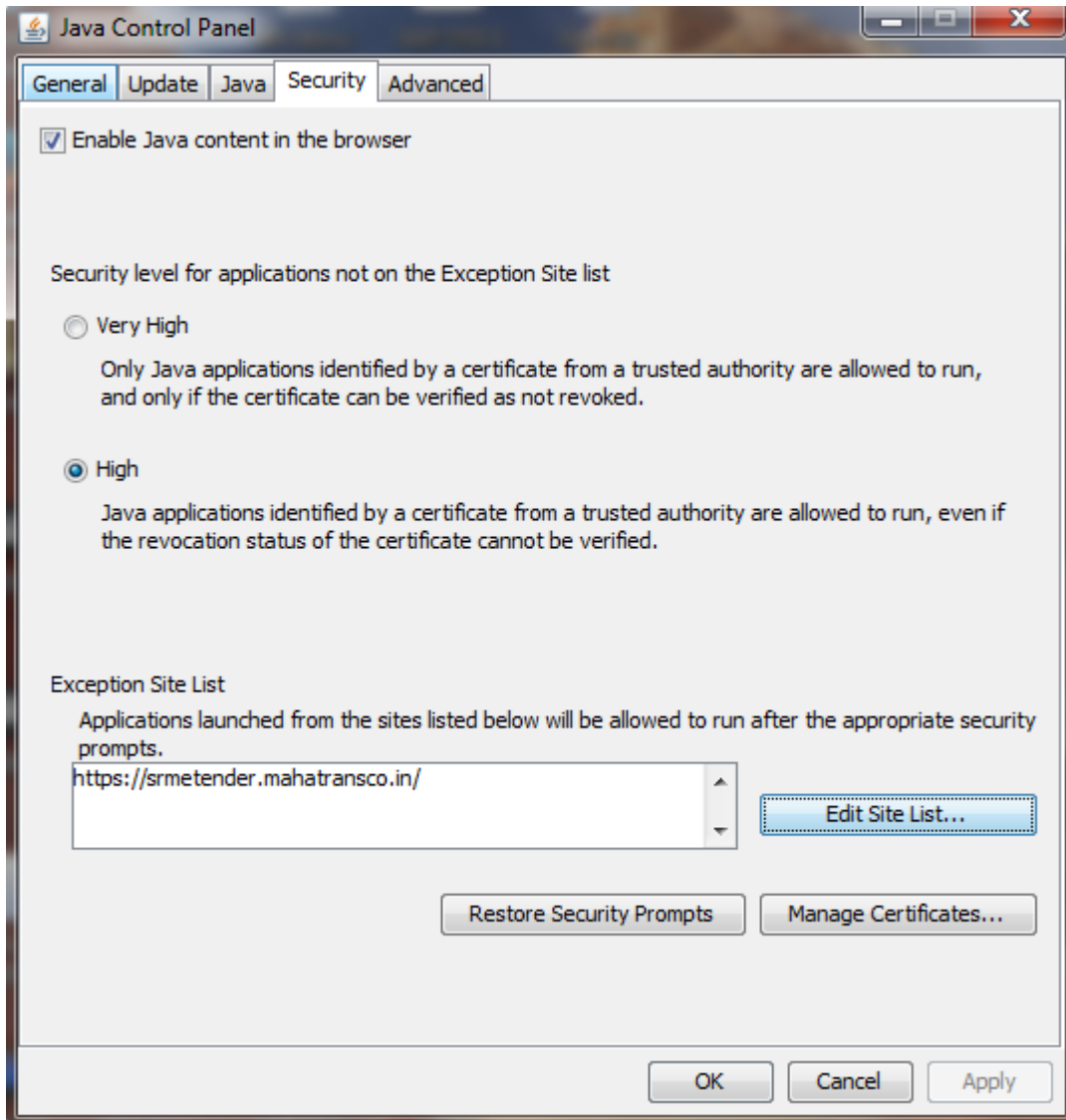
To view some of the components , you need to install the latest Java plug-in from the link:

<https://java.com/download> .

Please ensure that your computer does not have multiple versions of Java.

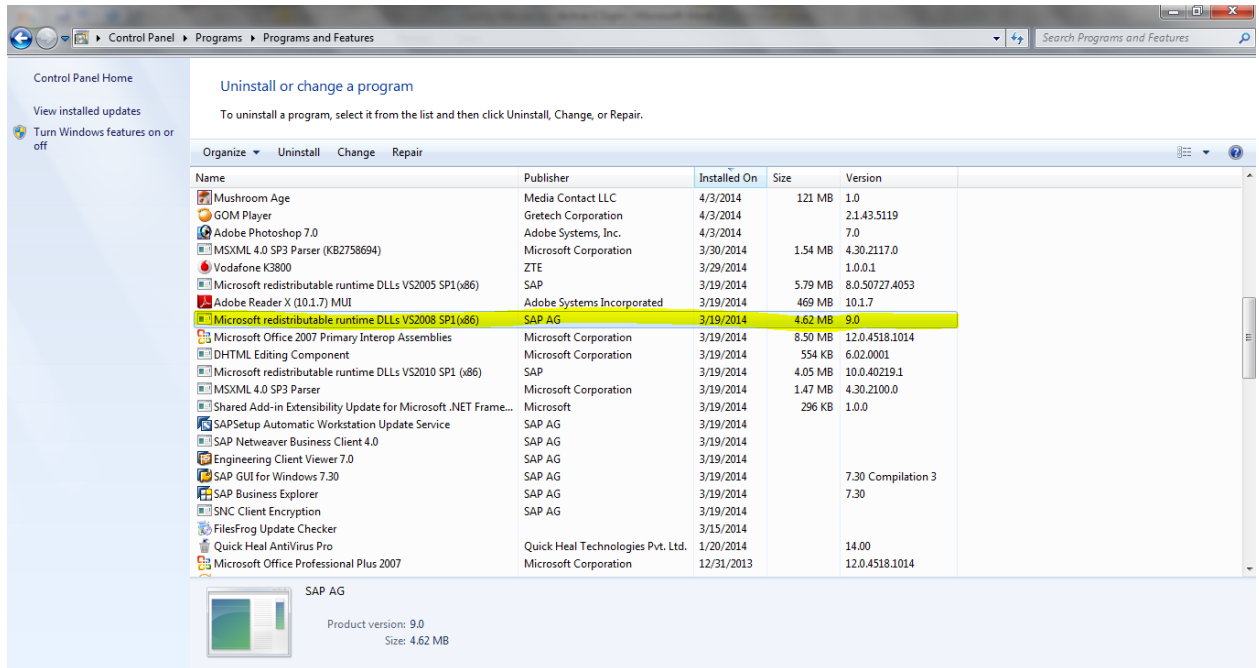
If Java already installed then Go to Control panel - > Java - > Security -> Edit Site

List and Add SRM Link (<https://srmetender.mahatransco.in>) and Click Ok.

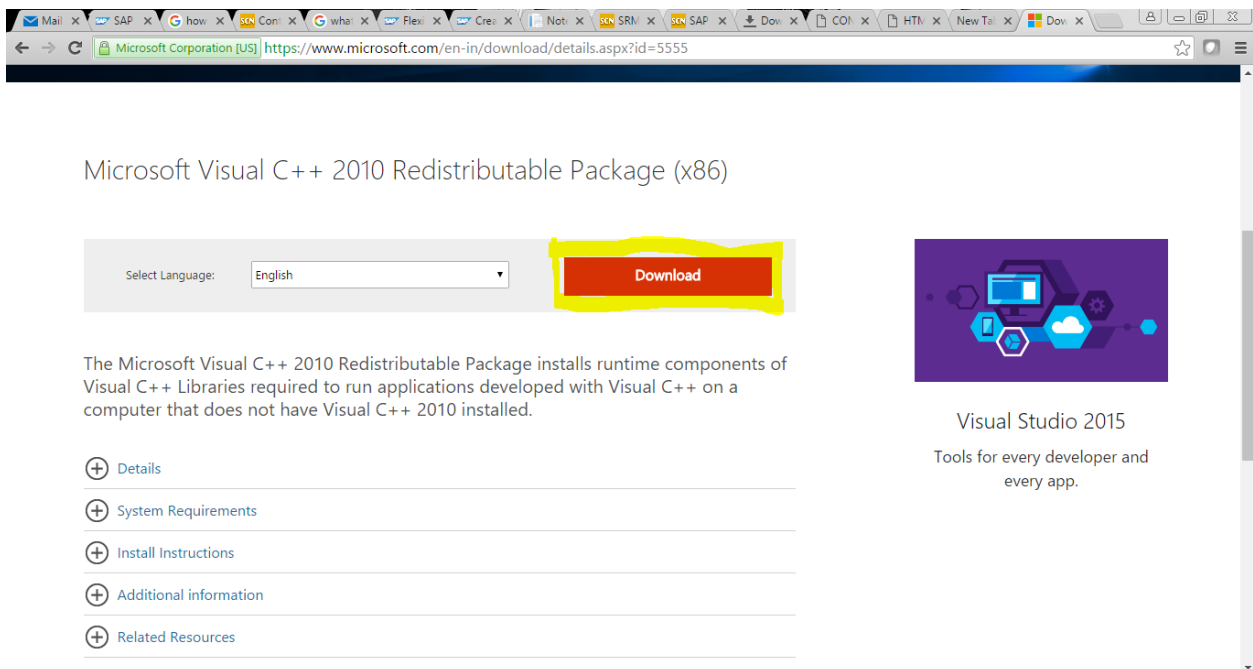


➤ **Microsoft Runtime Re-distributables Packages:**

Open control Panel -> Program and Features → Check whether **Microsoft Visual C++ redistributable package** is installed on your PC.



- If not installed the kindly install through given link:
<https://www.microsoft.com/en-in/download/details.aspx?id=5555>



Click on “DOWNLOAD” & Once you download click on “RUN” & follow the steps of installing.

- After installing close open all the screens & restart your PC/Laptop.
- Open the Internet Explorer by right clicking & “Run as ADMINISTRATOR”.

And after this it will ask you to **“Install the SAPSIGN”** whenever you are trying to attach a document or save/submit it. Upon prompting click on **“MORE OPTIONS”** & select the first option & this should help in proceeding further with the process.