

## **FREQUENTLY ASKED QUESTIONS**

**Q. What are the requirements of the vendor's machine to access the e-Procurement site?**

Ans:- The system requirements are as follows:

- Operating System- Windows XP Service Pack III and above
- Web Browser- Preferred IE 7 and above.
- Active-X Controls Should be enabled as follows:
  - =>Tools
  - =>Internet Options
  - =>Security
  - =>Custom Level
  - => Enable all Active-X Controls
  - =>Disable "Use Pop-up Blocker"
- Java (JRE7 Update 45)

**Q. Can I access my e-Procurement Account from a different system?**

Ans: It can be accessed from any PC with an internet connection using a valid user id, password and DSC token

**Q. How do I get registered in the e-Procurement Portal?**

Ans: The vendors may visit [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) and register themselves for the buyer they wish to supply for. It may be noted that separate registration is mandatory for each buyer.

**Q. How much does it cost to register online?**

Ans: Registration is free of cost at present; however MSTC reserves the right to change this in future.

**Q. If I am registered online, how long my registration is valid?**

Ans: Registration is valid till it is deactivated due to some reason.

**Q. What are the documents required for registration?**

Ans: No document is required by MSTC for registration; however some buyers may need certain documents before activation.

**Q. How do I log on to e-Procurement system after I have registered online?**

Ans The vendor may visit the link [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome)

- => Click on the buyer logo
- => Click on "Login as Vendor" Link and login using your user id and password and sign in using a valid DSC

**Q. I have lost my password. How can I retrieve it?**

Ans: If a vendor has registered his DSC they may use the "Forget Password" link and reset the password after verification of DSC. The same procedure may also be used to change an existing password.

**Q.. What is DSC?**

Ans: It is a Digital Signature Certificate used for online signature of documents/action.

**Q. How do I procure DSC?**

Ans: It can be procured from any Certifying Authority or its authorized dealer.

**Q.If the registered DSC gets expired and if I get a new DSC, how to map with the existing registered login id?**

Ans: On expiry of the DSC, the vendor has to login with his new DSC.

**Q. Can I use the same DSC in registering for more than one login id in the same site?**

Ans: Only one login id may be used for a single DSC for a buyer. the same DSC can be used for different vendor login across different buyers.

**Q. I already have purchased one DSC for use in other e-tendering system. Can I use the same DSC for this portal?**

Ans: The same DSC may be used provided it is a valid Class II or above and is of signing type.

**Q. How to view / download Tender documents without logging into the system?**

Ans: To view the tender documents of a particular buyer a vendor may follow the following procedure:

- =>Click on Buyer Logo
- => Click on "login as vendor" link
- => Click on Download NIT/Corrigendum Link
- => Fill up the credentials and Submit to download the PDF file.

**Q.How to download tender document/corrigendum after log in?**

Ans: Under vendor login

- => Click on Download NIT/ Corrigendum
- => Select the desired tender that appears in the dropdown list and download the file.

**Q. What are the system generated mails that I will get?**

Ans: The system generated mails that a vendor may get are:

- a) Registration Confirmation Mail
- b) Mail intimating new NIT/corrigendum being uploaded.
- c) Mail confirming submission of bid for a particular lot of a tender.

**Q. How to participate in Pre-bid meeting online?**

Ans: Vendor Login

- => Click on Online Pre-bid Meet Vendor
- => Select desired e-tender no. in the drop down list

**Q. How to submit Technical / Commercial and price bid online?**

Ans: Login as a Vendor > My Menu > Auc Floor Manager > Live events > Click on desired e-tender number > Click on the link “Click here to enter Technical Bid” > Wait for the Java Encryption Applet to load Twice and run them > Fill the technical Bid and SAVE > Click on the link “Click here to enter Price Bid” > Submit the price quotation and SAVE > Click On Final Submission.

**Q. What is the process of uploading and attaching file with a particular Tender?**

Ans: In case a vendor has to submit supporting documents he/she may do so in the following manner:

Under Vendor Login

=> Click on “Upload Document” Link

=> Select the files desired to be uploaded and Submit

=> Click on “Attach Document”

=> Confirm the files that a vendor wants to submit finally by clicking on “Attach” link adjacent to every file. A file once uploaded, can be removed if it is not attached to any tender and can be attached with multiple tenders.

**Q. How to get JRE 7 Software?**

Ans: the following link may be visited for the latest update of JRE 7

<http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html>.

Alternately, a vendor may visit [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) and click on the Java Download Link at the bottom of the webpage.

**Q. What is en-apple and why it is required to save data?**

Ans:- En-apple is an encryption applet which is required to encrypt a bid before saving so that its in a non-readable form. This ensures secrecy of a bid and it cannot be decoded by anyone prior to opening of the tender.

**Q. What is the process of uploading and attaching file with a particular Tender?**

Ans: In case a vendor has to submit supporting documents he/she may do so in the following manner:

Under Vendor Login > Click on “Upload Document” Link > Select the files desired to be uploaded and Submit > Click on “Attach Document” > Confirm the files that a vendor wants to submit finally by clicking on “Attach” link adjacent to every file.

**Q. What is the maximum size of a file that can be uploaded in the e-Procurement portal?**

Ans: There is no limit for total number of uploads. However, per upload upto 5 MB is allowed

**Q. How secure are my bid in the e-Procurement portal? Can anybody see my price bid before bid opening?**

Ans: The technical and price Bids are encrypted using Java Encryption applet thus rendering it impossible to see the bids prior to opening.

**Q. Can bids be modified / withdrawn?**

Ans: Bids can be modified/ edited till final submission.

**Q. How I do I know that my bid is submitted finally?**

Ans: Once the bid is submitted a message appears under the status column "Already Submitted Bid" and the vendor also receives a system generated email confirming the same.

**Q. Can I see my bid and other vendors bid after opening of Technical and price Bid?**

Ans: After the bids are opened a vendor can see the Comparative statement under the Technical and Price CST Links

**Q. Do you have any vendor's manual for guidance?**

Ans:- Please Visit the following link

<http://www.mstcecommerce.com/eprochome/UserManualVendor.pdf>

**Q. Is their any demo event for Practice purpose?**

Ans:- There is a DEMO e-Tender for every buyer to familiarize a vendor with the system.

**Q. How to configure the system to participate in any e-tender?**

Ans: The PC should be configured as follows:

Tools

=> Internet Options

=> (Disable protected Mode If enabled)

1) Security

=> Custom Level

=> Enable all Active-X Controls and Disable "Use Pop-up Blocker". A security warning would pop up and vendors are advised NOT to fix the settings.

2) General

=> Click On Settings under "browsing history/ Delete Browsing History"

=> Temporary Internet Files

=> Activate "Everytime I Visit the Webpage".

**Note:** The above questions and answers are meant only for guidance to bidders and is not exhaustive. Bidders are advised to refer to the Vendor Guide also available online for their understanding of the system. They may also get in touch with MSTC officials for getting assistance. Bidders, in their own interest, should get their doubts cleared before participating in any online event on this portal. MSTC shall not be responsible for any loss to any bidder due to mis-understanding of the e-procurement system on this portal.