

MSTC's e-Procurement Portal Guidelines for Bidders

(The following section is meant only to provide guidance to bidders about the e-procurement portal of MSTC. These guidelines are subject to change from time to time depending on the development of the portal. Bidders are advised to keep checking the latest guidelines from the website to keep themselves updated. They may also contact the offices of MSTC to seek clarification on any point. MSTC shall not be responsible for any mistake committed by any bidder or for any consequent loss to the bidder due to misunderstanding anything written hereunder.)

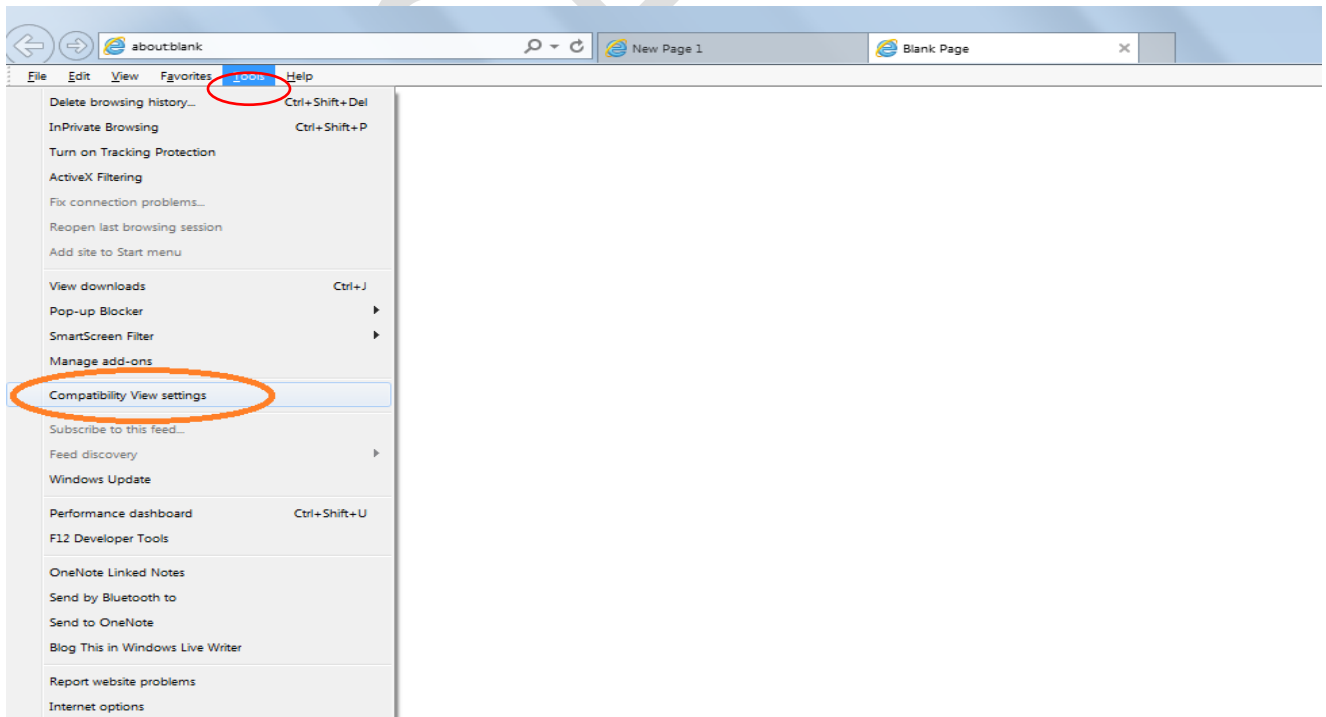
System Requirement

The following requirements need to be fulfilled for optimum use of MSTC e-procurement system.

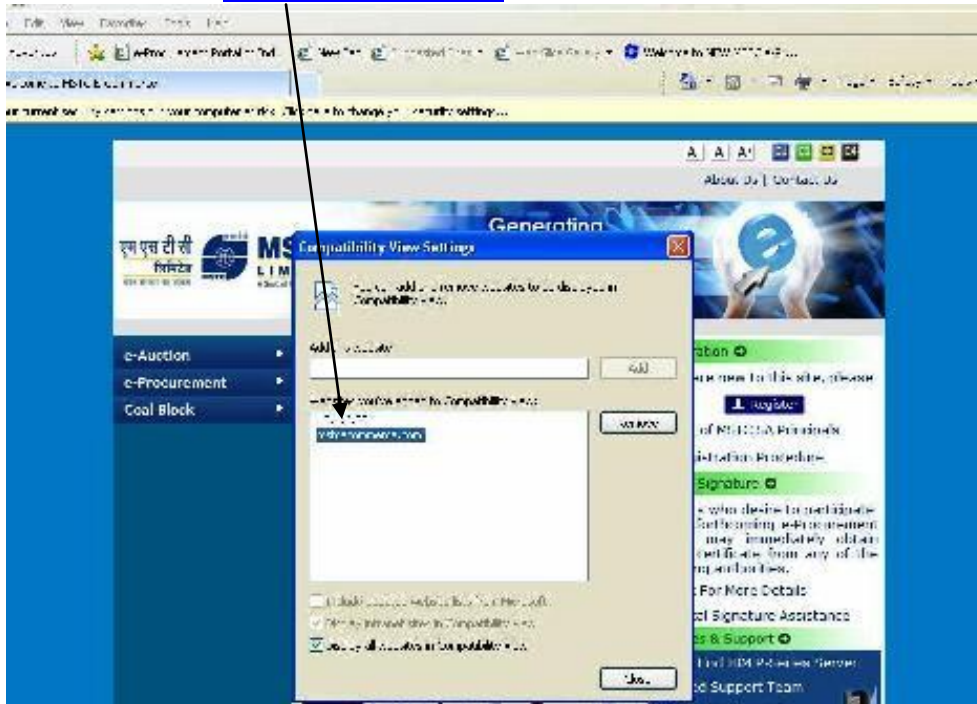
- (1) A computer connected to internet through an ISP.
- (2) The computer should have adequate RAM depending on version of Windows.
- (3) The computer (Desktop / Laptop) should have Windows 7 or above.

The website is best viewed in Internet Explorer version 7 or above. In case there is a different version being used, the website should be added to Compatibility View Settings as shown below

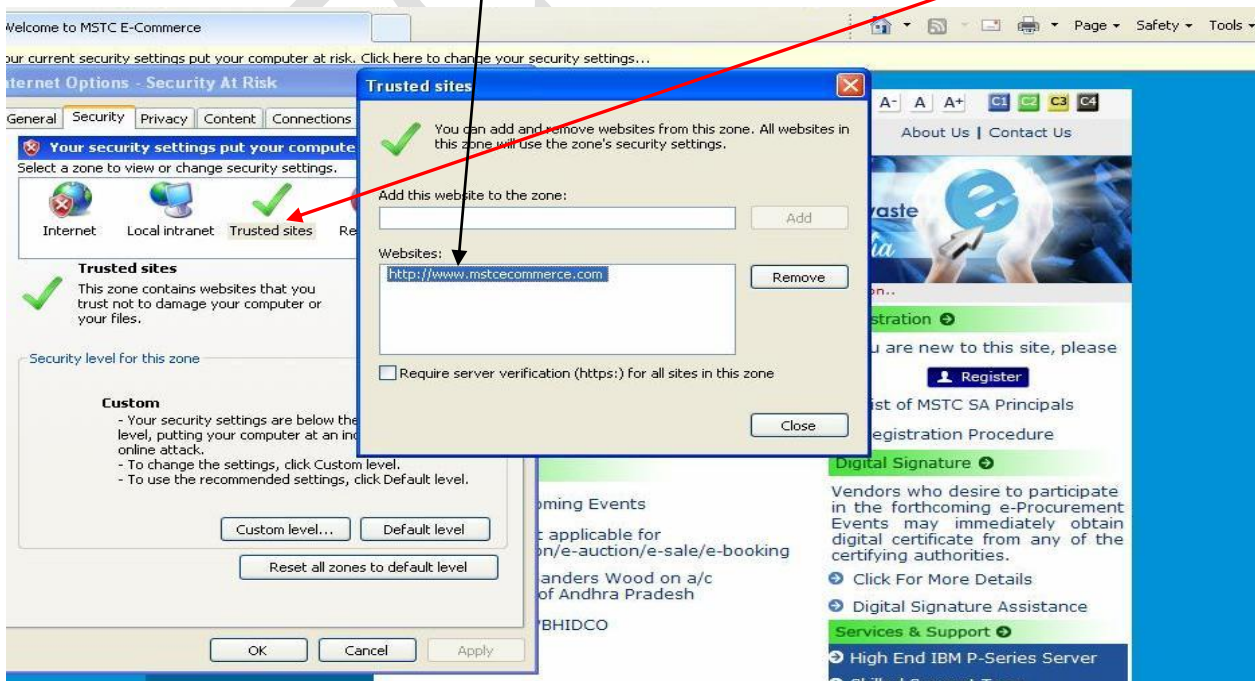
Tools > Compatibility View Settings>



Add our website mstcecommerce.com

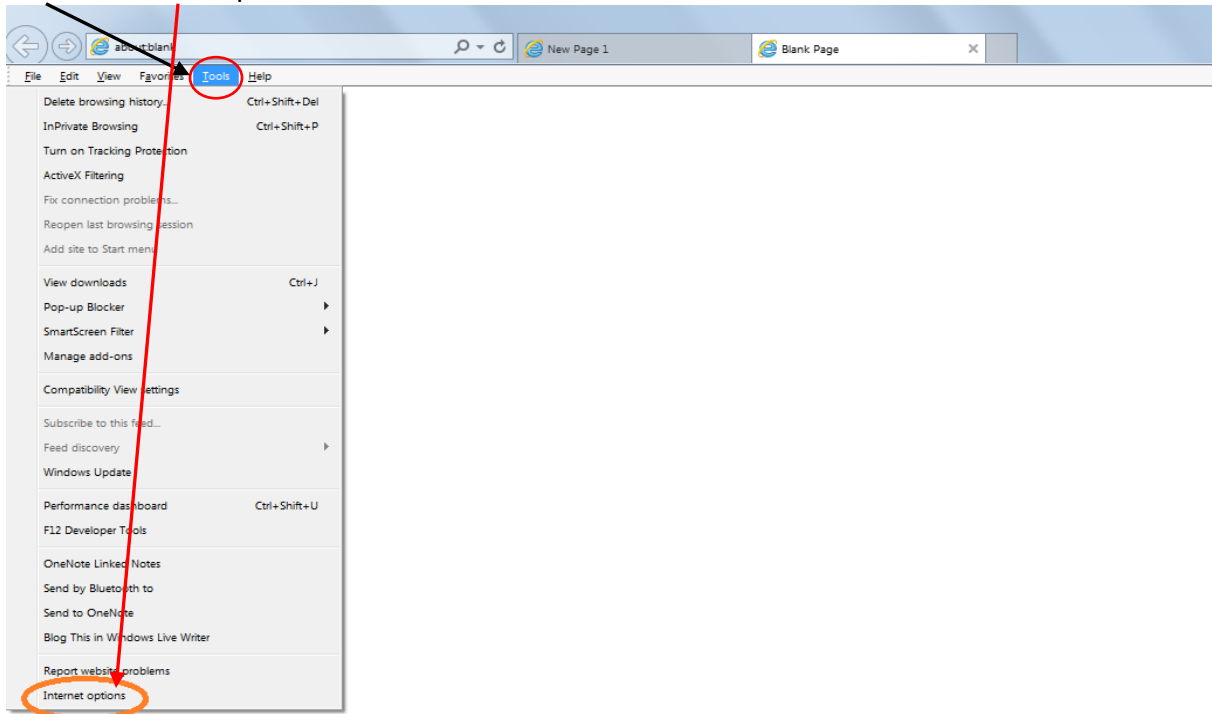


4) The website <https://www.mstcecommerce.com> should be added to the list of “Trusted Sites”.

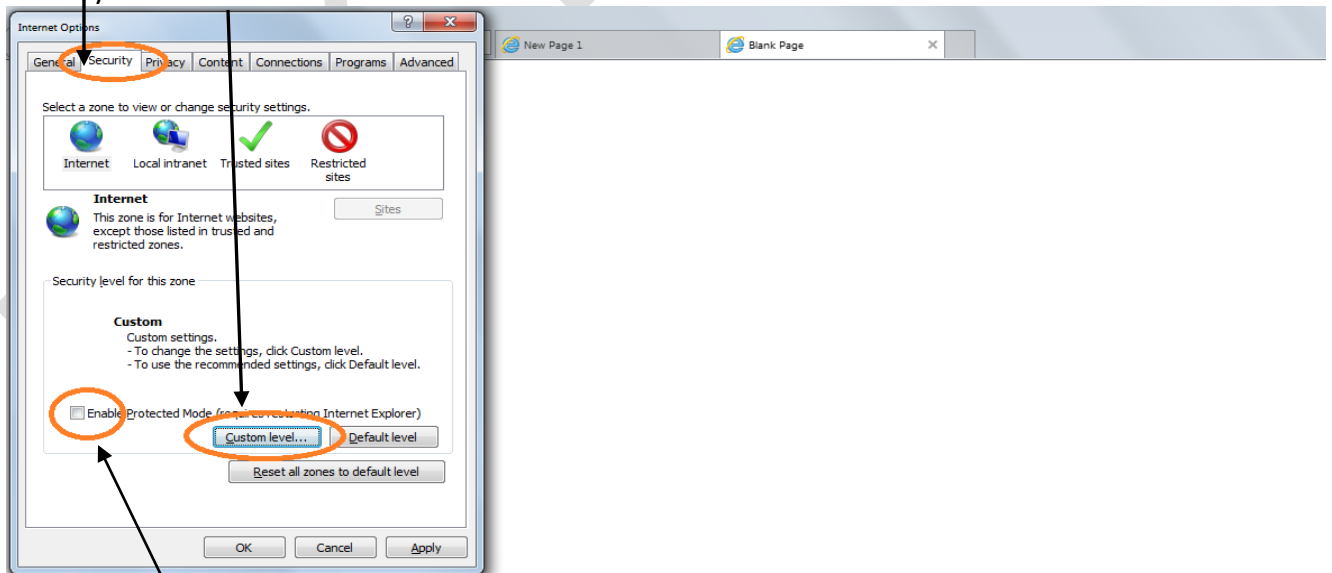


(5) All the ActiveX controls of the Internet Explorer should be **Enabled** as shown below.

Tools > Internet Options

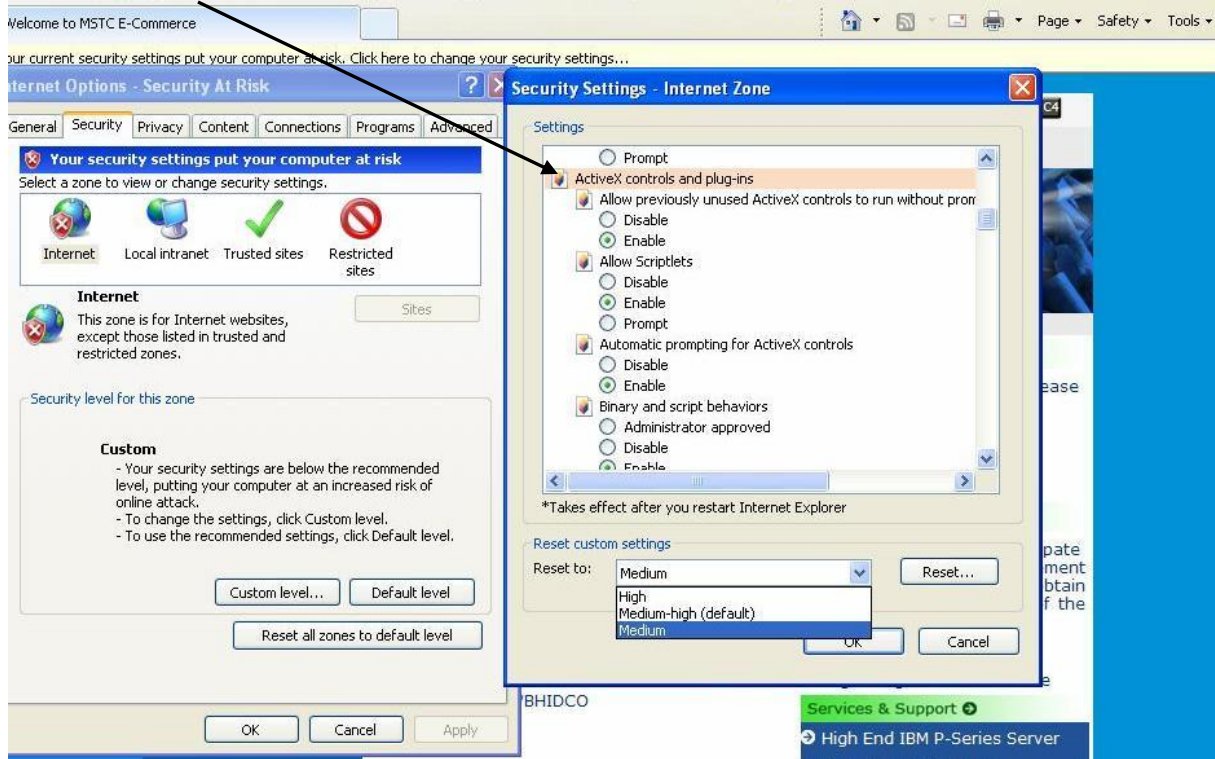


Security > Custom level >

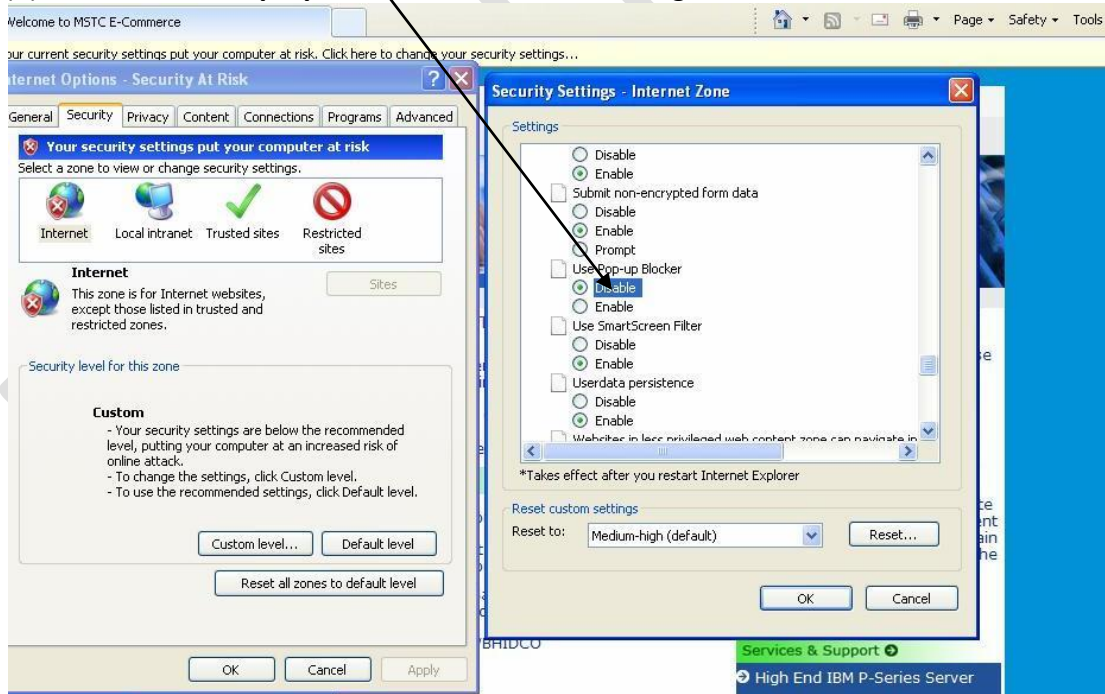


Uncheck "Enable protected Mode"

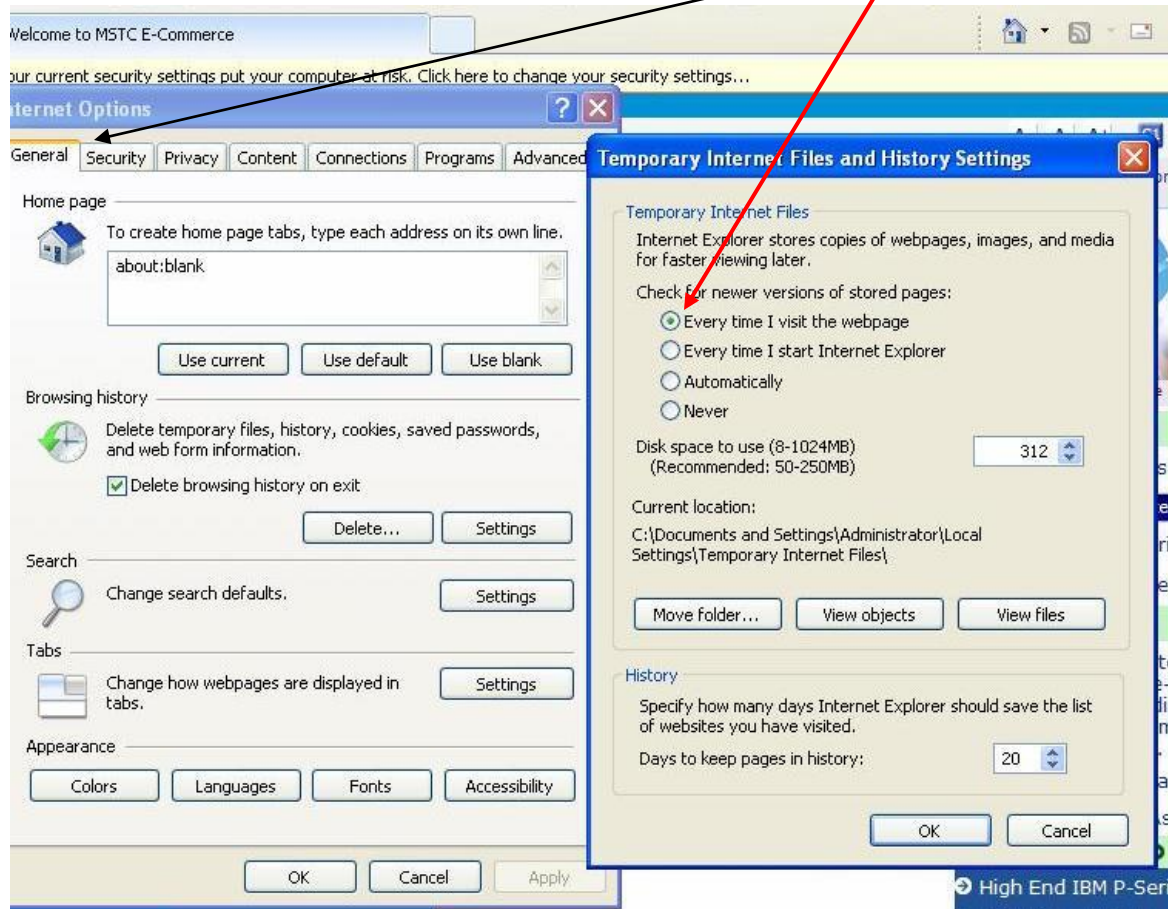
Enable ALL Active-X Controls and Plug-ins



(6) Disable "Use Pop-up blocker" under the heading Miscellaneous



- (7) The settings under Browsing History (Under Tools → Internet Options → General) for Check for newer versions of web pages should be kept at **Every time I visit the webpage** as shown below.

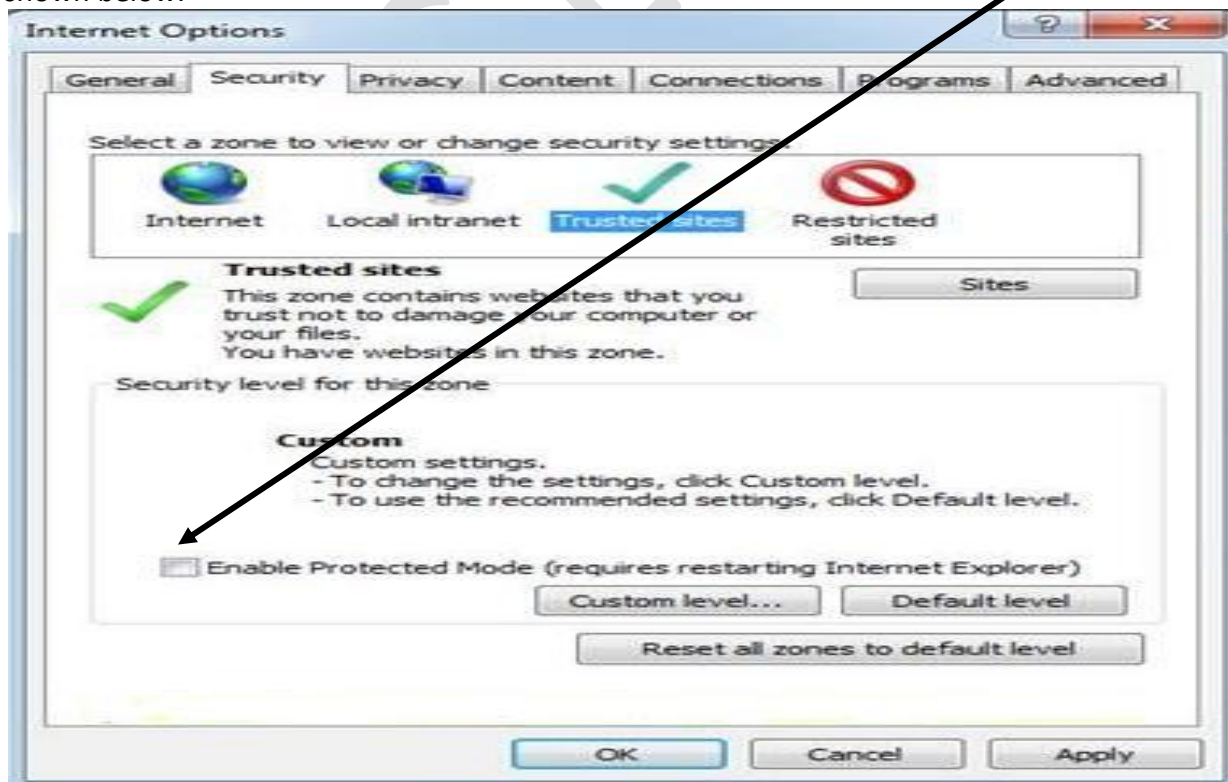


- (8) Latest Drivers for your Digital Signature Certificate should be installed properly in the computer.
- (9) The computer should have latest Java Runtime Environment version (Windows X86 Offline file) installed in it.
- (10) For Browser related settings, please refer to the 'View Video' available above 'Vendor Login'
- (11) The PC should run as an **Administrator** to install packages on being prompted on screen like TCS signer file for signing with DSC, Java encryption applet for data encryption, etc.

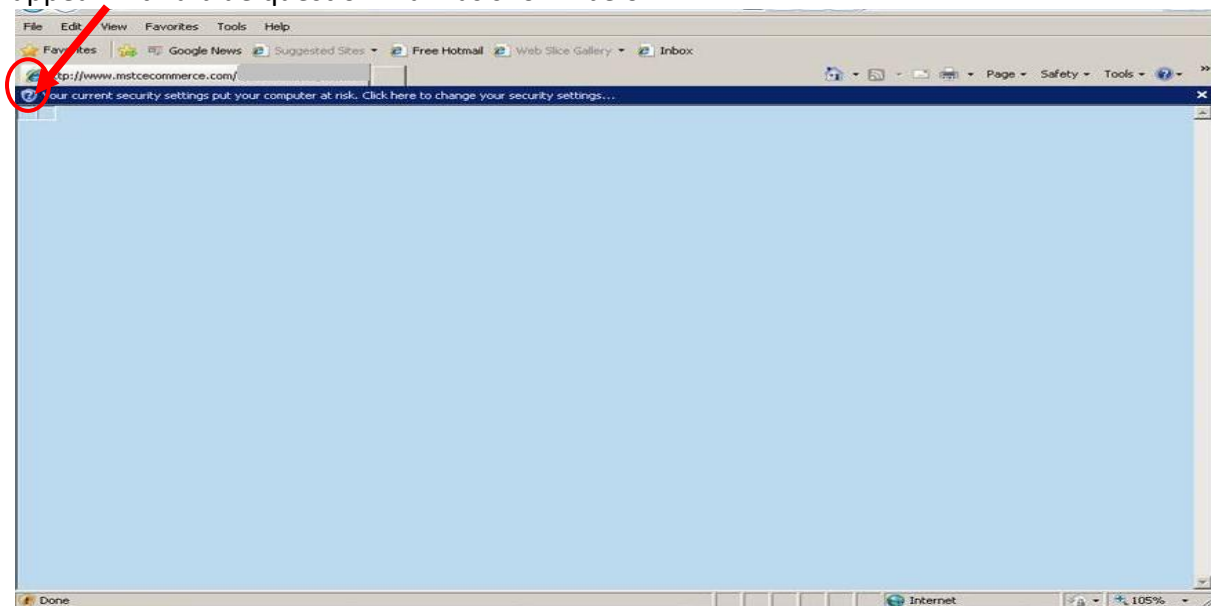
The protected mode of the computer should be turned off as described below.



Under Tools> Internet Options > Security > There is a check box **“ENABLE PROTECTED MODE”**. To enable the Digital Signature Certificate appear in the Signer the box should be unchecked as shown below.

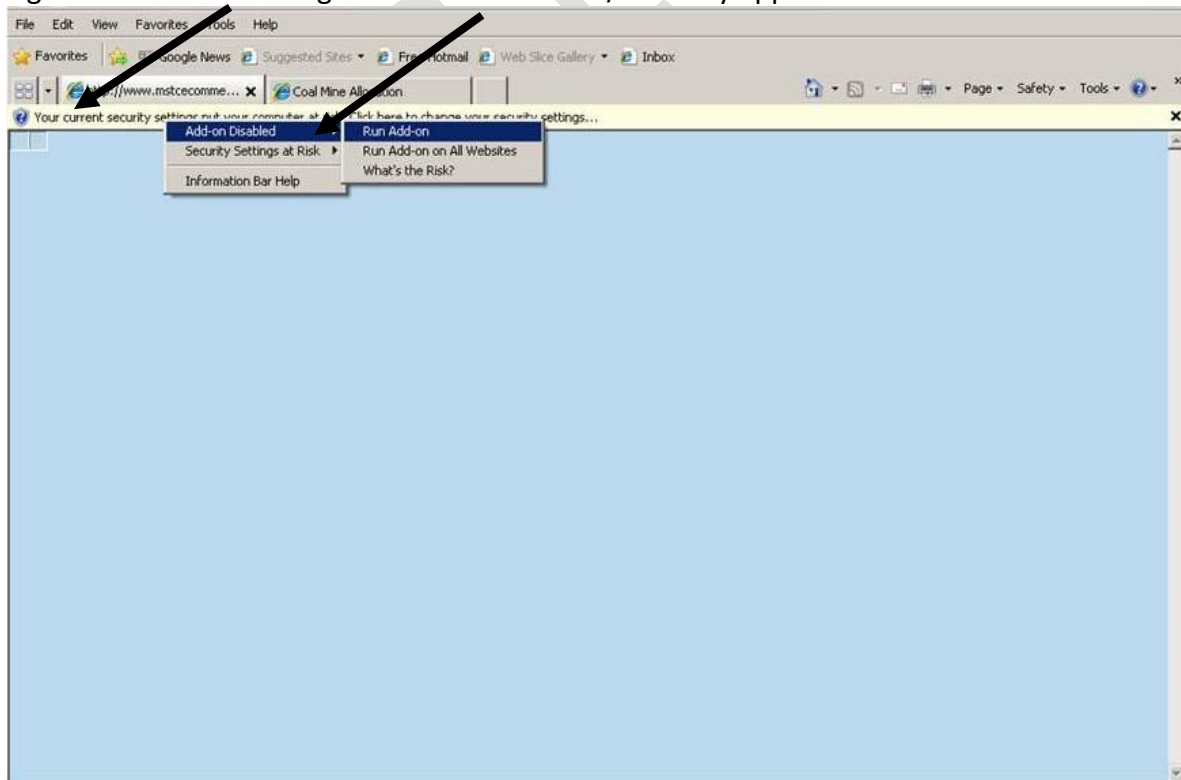


After Changing the settings the message might appear on your screen “**Your current security settings put your computer at risk. Click here to change your security settings**” as shown in subsequent screenshots. This should not be fixed under any circumstances. Initially it might appear with a blue question mark as shown below.

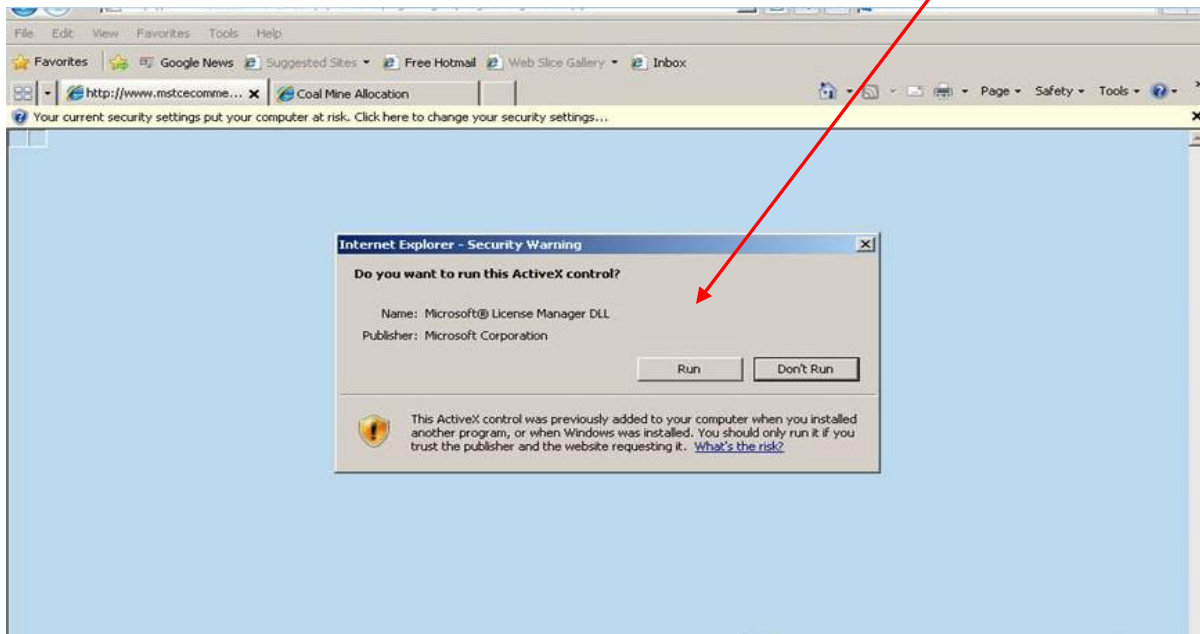


In the above case, the **blue question mark** sign indicates that the website wants to run certain add-on/s. That should be done by right clicking on the icon and running the add-ons as shown in subsequent screenshots.

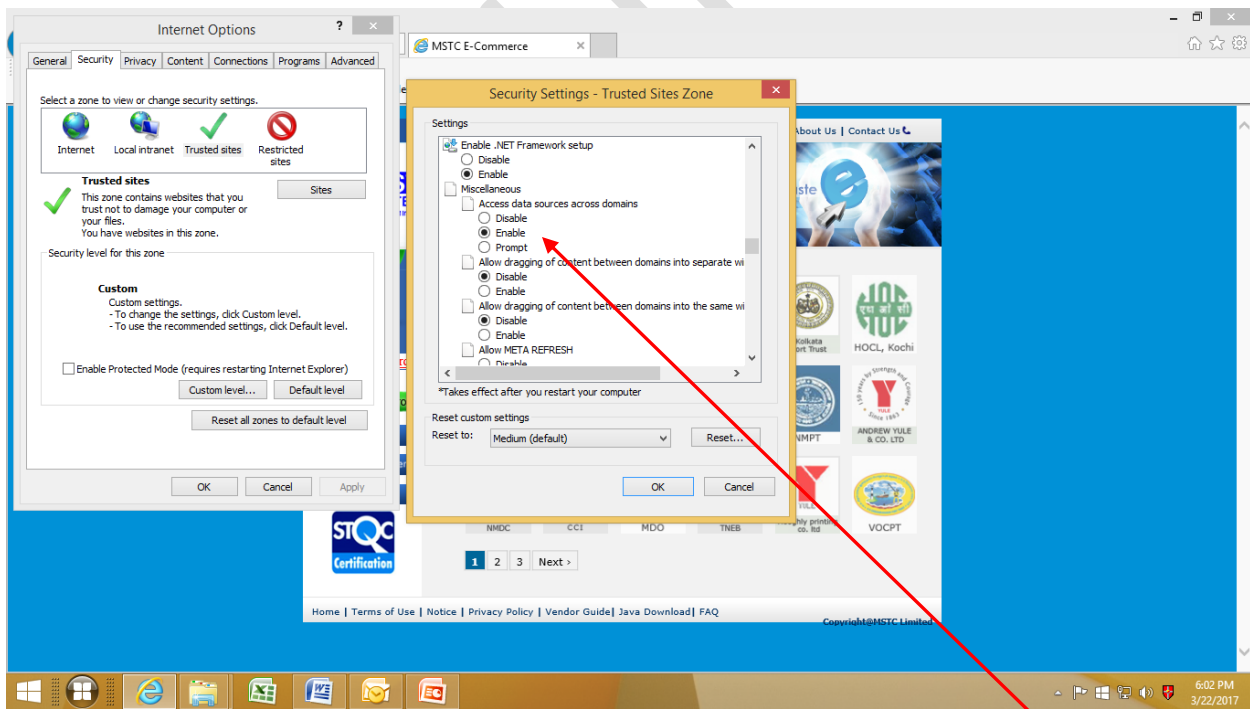
Right Click on the message and run the add-on/s as they appear.



A sample add-on is shown below when the add-on wants to run. Click on **Run** to allow that add-on.



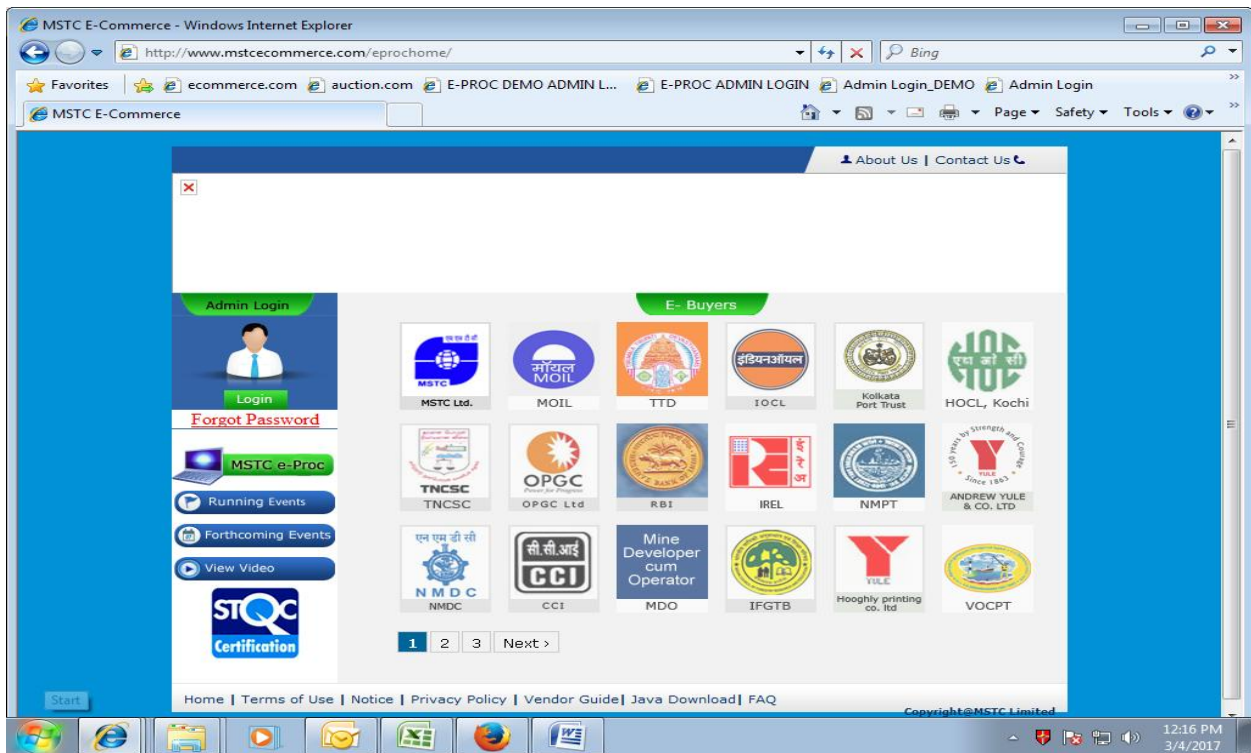
Another add-on, the signer form, also needs to run similarly to allow DSC's to sign digitally.



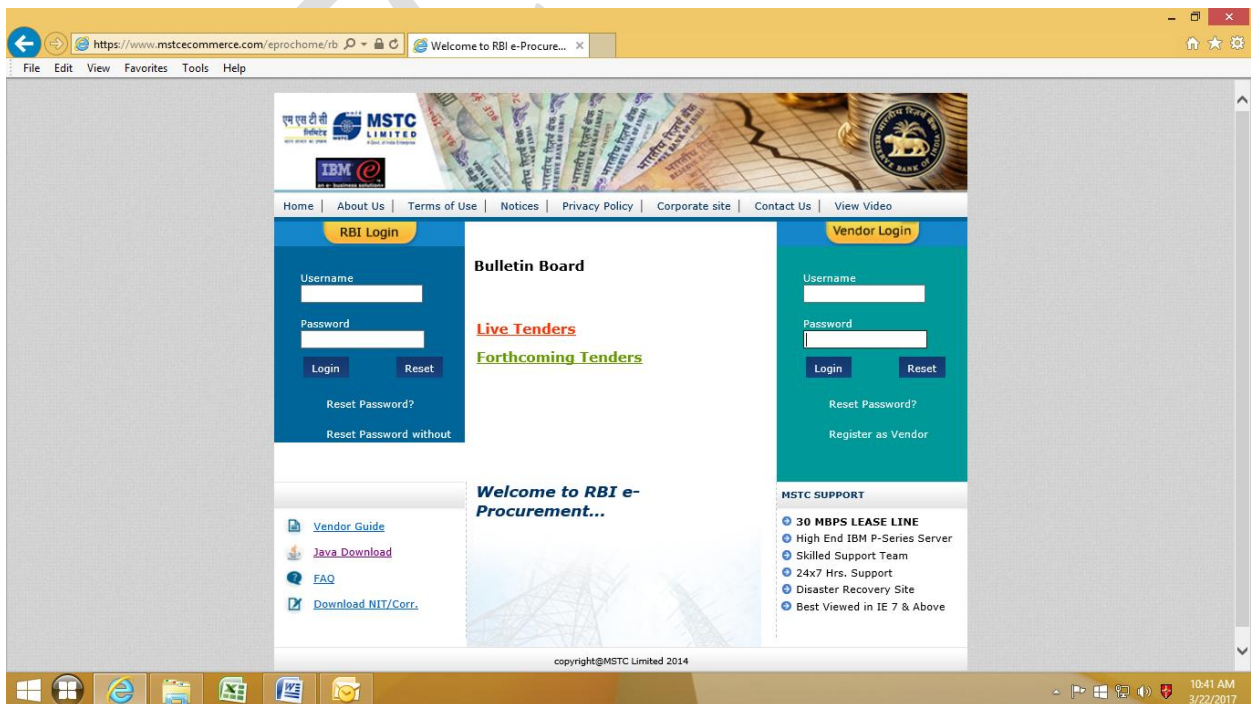
Under Tools>Internet Options> Security> Miscellaneous select enable for "Access data Sources across domains"

A. Registration

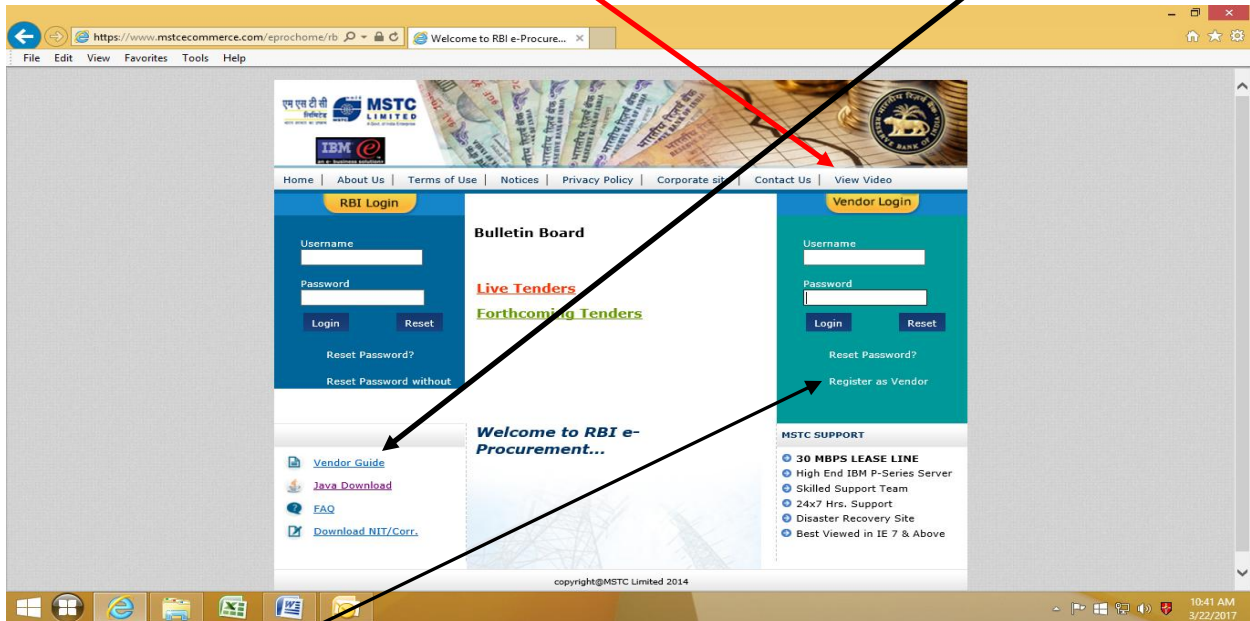
Visit the website <https://www.mstcecommerce.com/eprochome/> and select logo of the buyer.



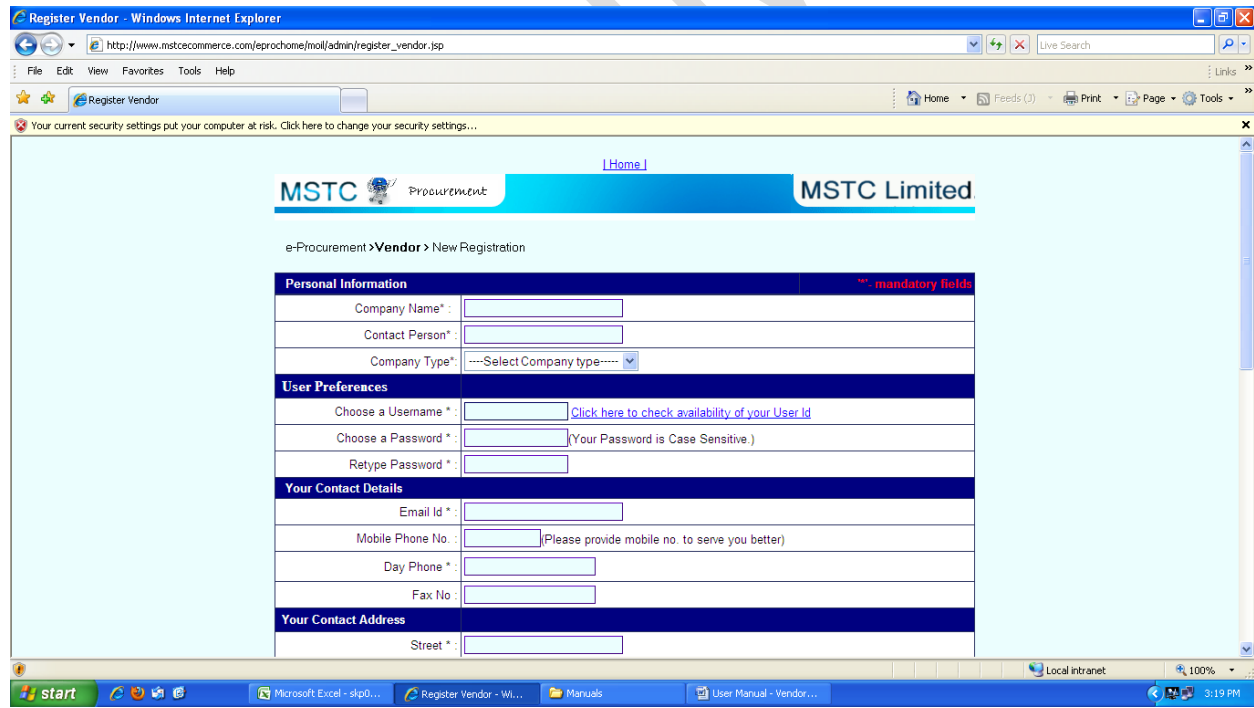
On selecting the Buyer's logo, the Vendor Login page gets displayed



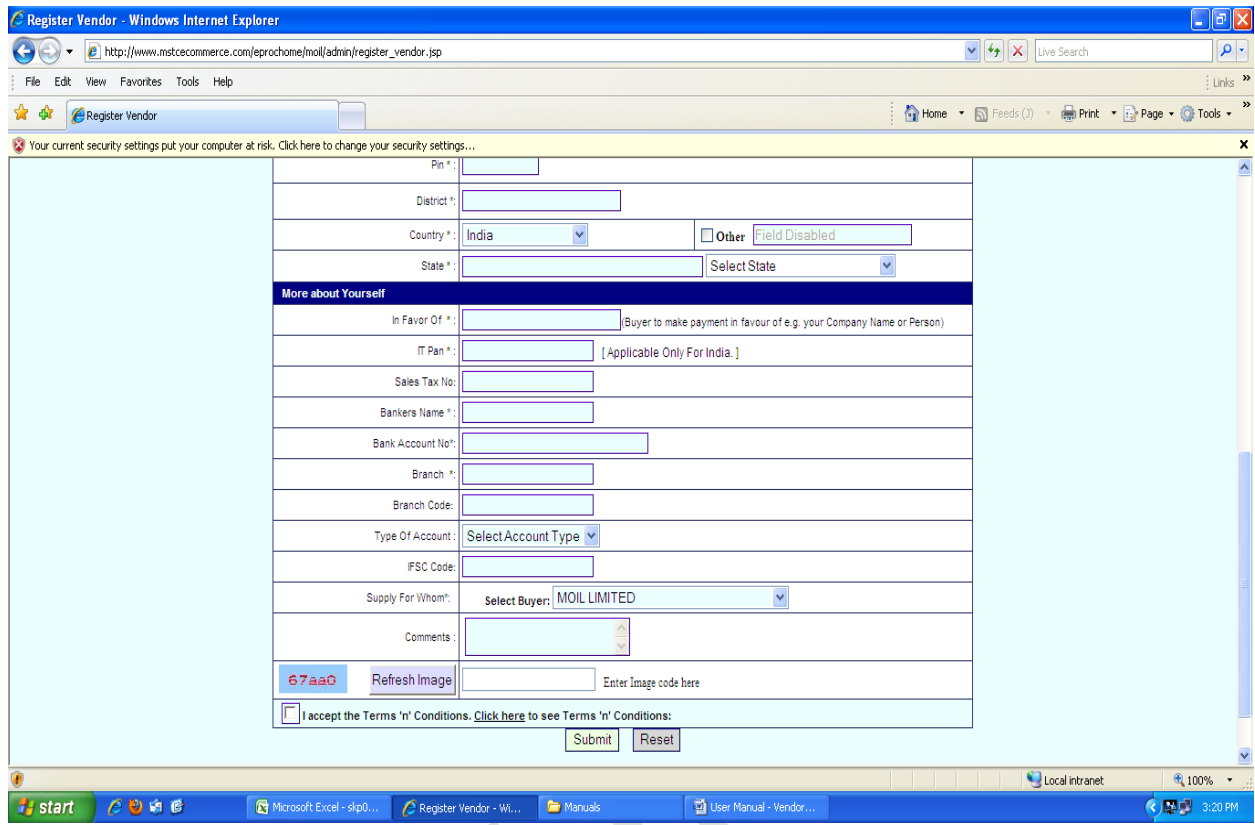
On the Login Page, there is a “Video Guide” for system related configuration and a “Vendor Guide” for step by step guidance about the procedure.



Click on “Register As Vendor”. A Form will open up. Fill up the Form and click on Submit.

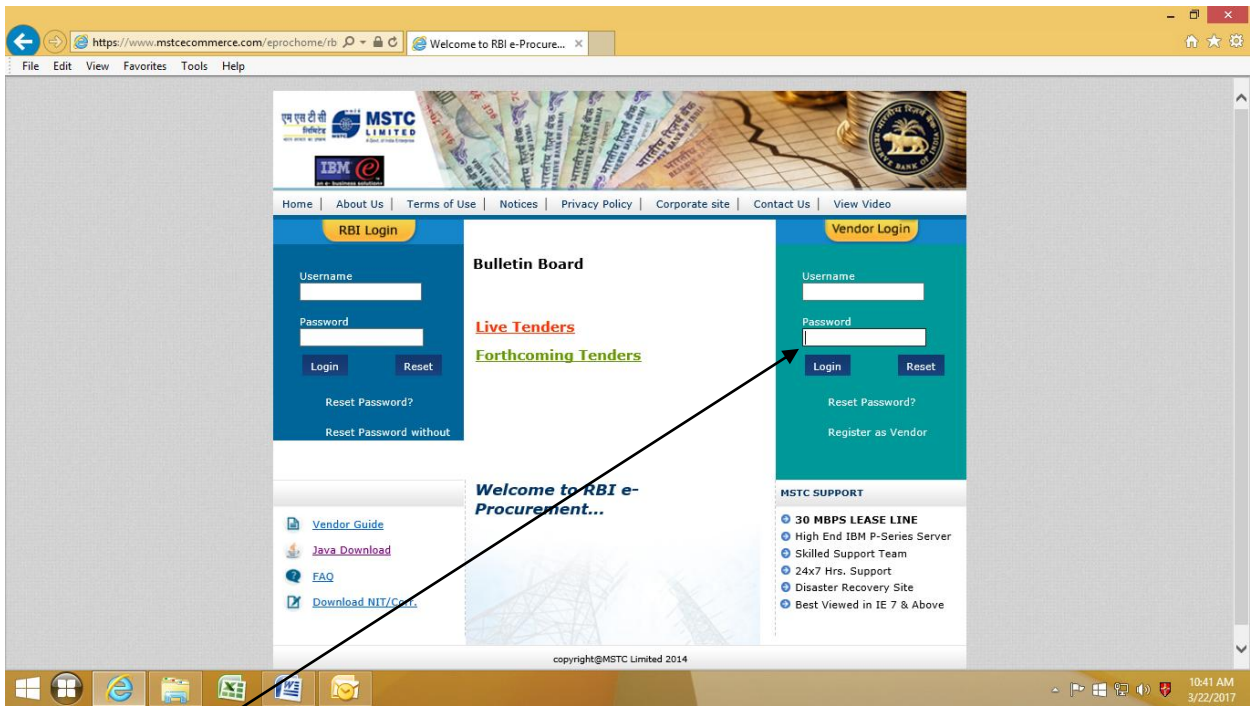


You need to create your own user name and password. Please check availability of user id and password policy before creating the same. Please do not use any special character in any field except one for password. The only special character allowed for password is “@”

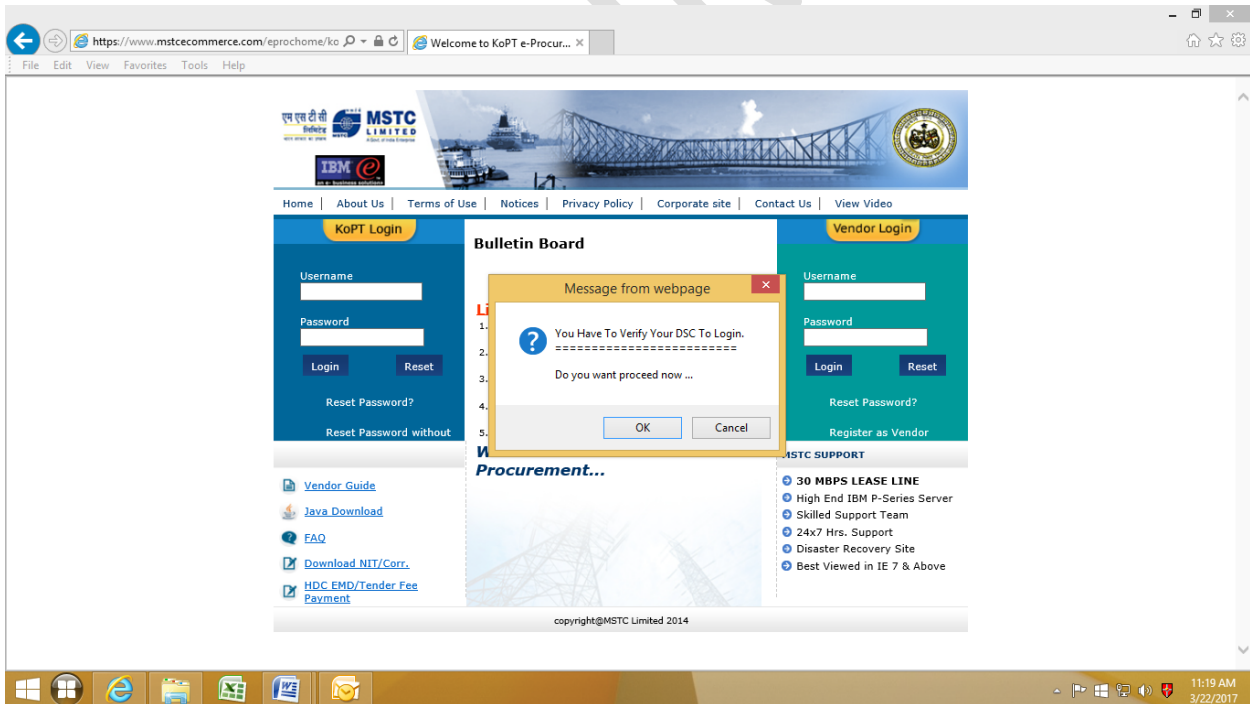


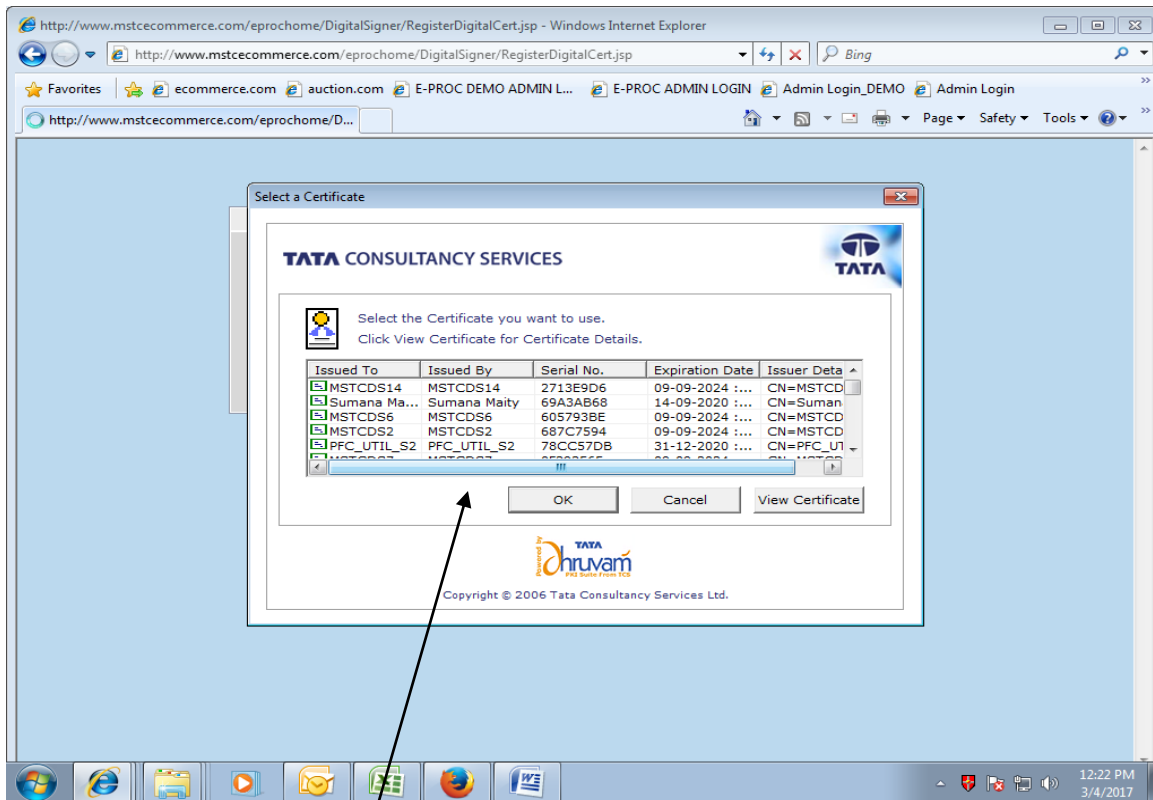
Please refresh the image before clicking on Submit button. After that a preview page will appear and if you press continue then a message of successful registration will come

This completes the on-line registration process. Your account is auto-activated (unless mentioned otherwise) and you may proceed to login.



Type your user id and password and click on Login. The system shall ask for your DSC as below.



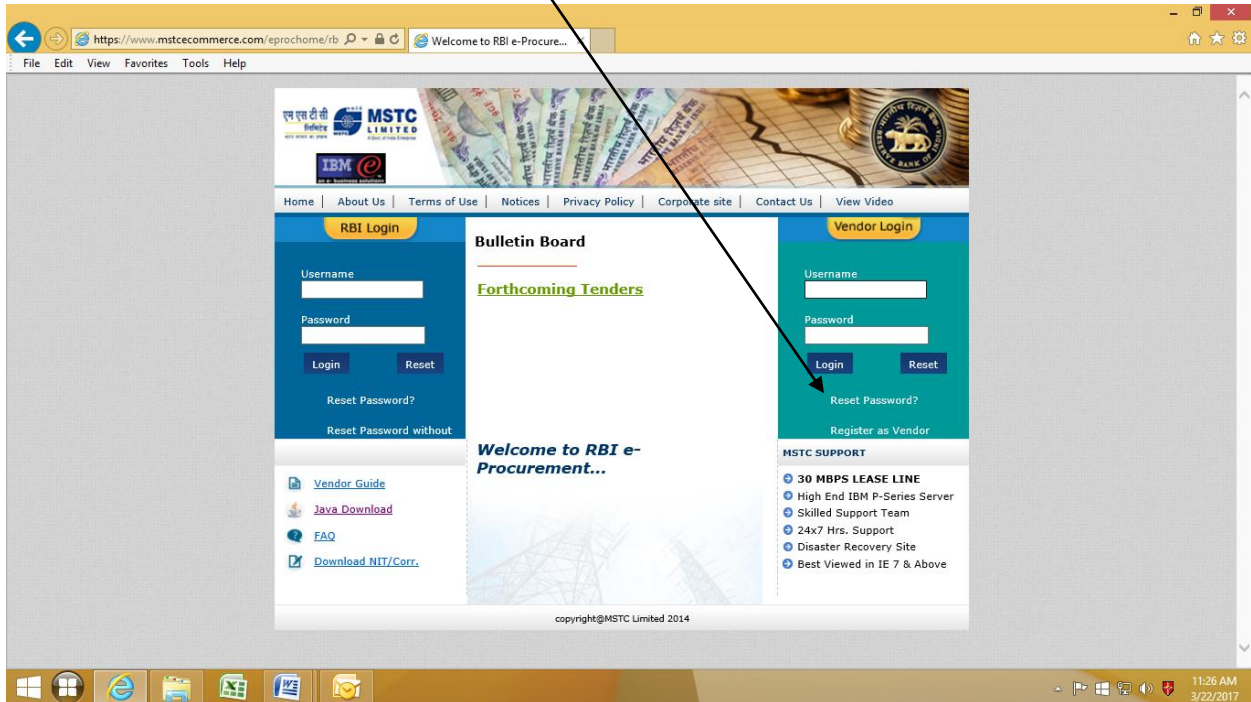


Click on OK and select your DSC in the signer form for authentication. When you are logging into the system for the first time, system shall verify the name of the person to whom the DSC has been issued and the name of the contact person provided during registration, for the user id being used for logging in. If the two names match, system will map the user id with the DSC without any prompt. If the two names don't match, system will give an alert stating that the two names are different and will ask you to confirm that the DSC being used is the correct DSC for the user id and ask for synchronization. If you proceed with the DSC, system will automatically synchronize the contact person's name to match with name of the person holding the DSC and will map the DSC with the user id for future use. For all subsequent logins, system will check if the correct pair of user id and DSC are being used or not and will allow login only if the correct pair of DSC and user id are used. Else, system will prevent you from logging into the system.

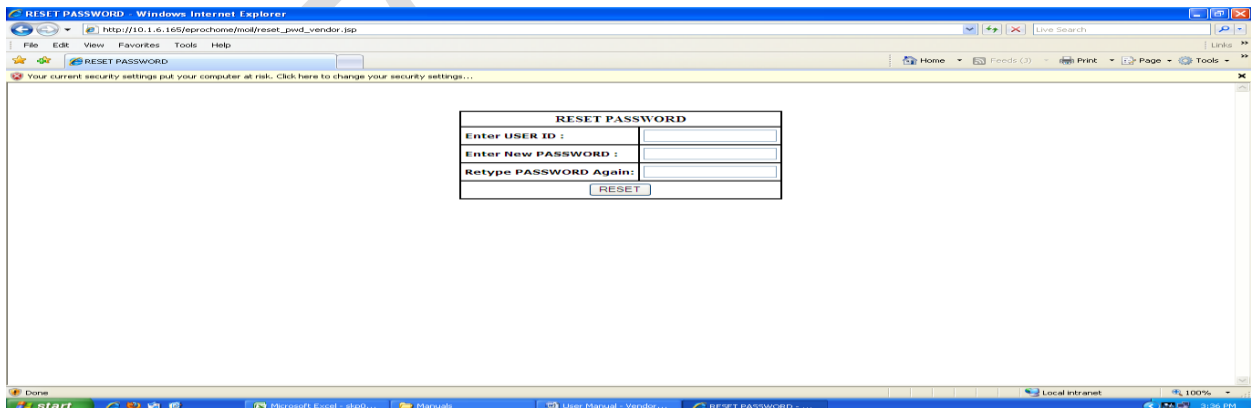
NOTE:- For the DSC to appear in the signer form, the token must be plugged in, proper DSC driver installed and the "ENABLE PROTECTED MODE" disabled as shown in the settings.

Change / Forget Password

- a. In case a Bidder who has already registered its DSC forgets its password or wishes to change its password, it shall click on the link **Reset password**.

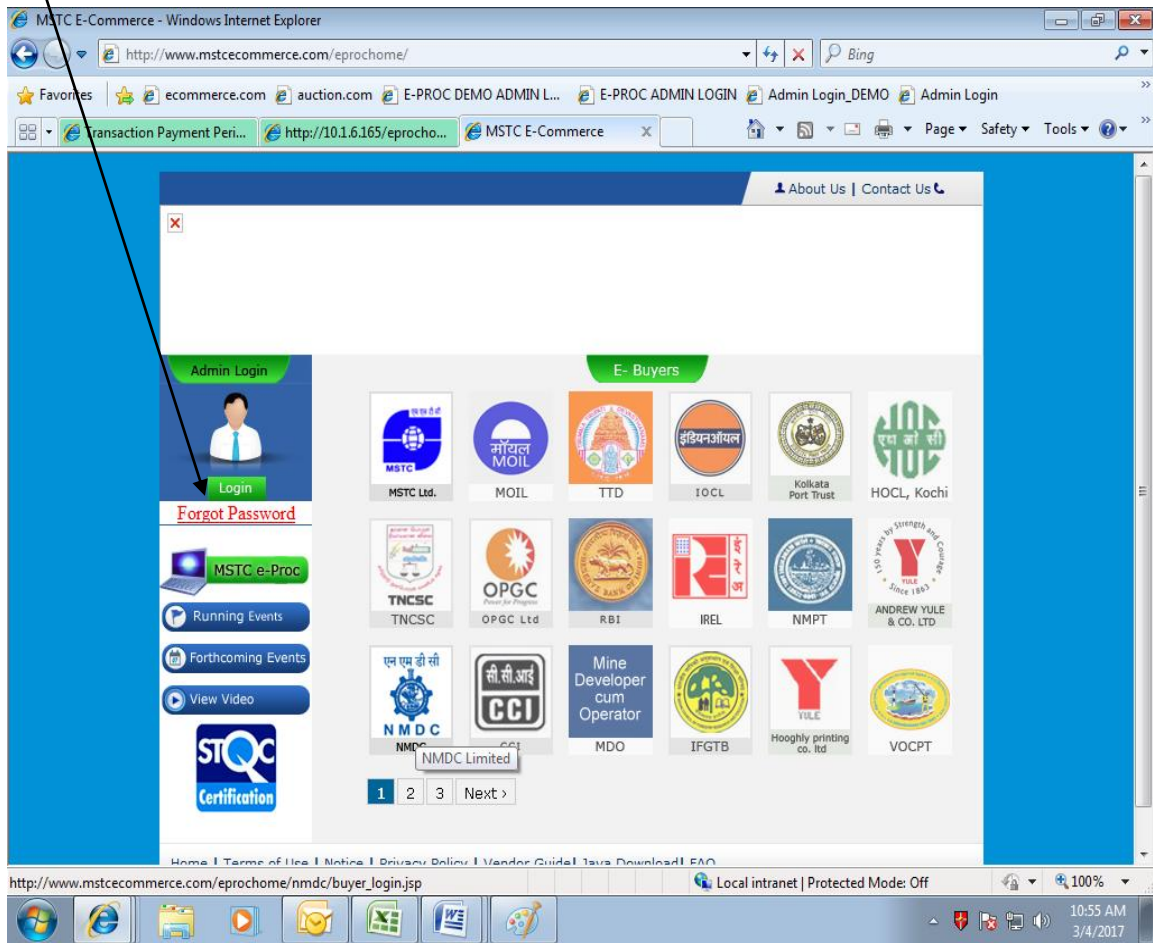


The system will ask for user id and new password as shown below.



Fill up the fields and click on reset. The system will ask for DSC and if authenticated correctly, the password will be reset. Please remember that this facility is available only after first successful login with the DSC.

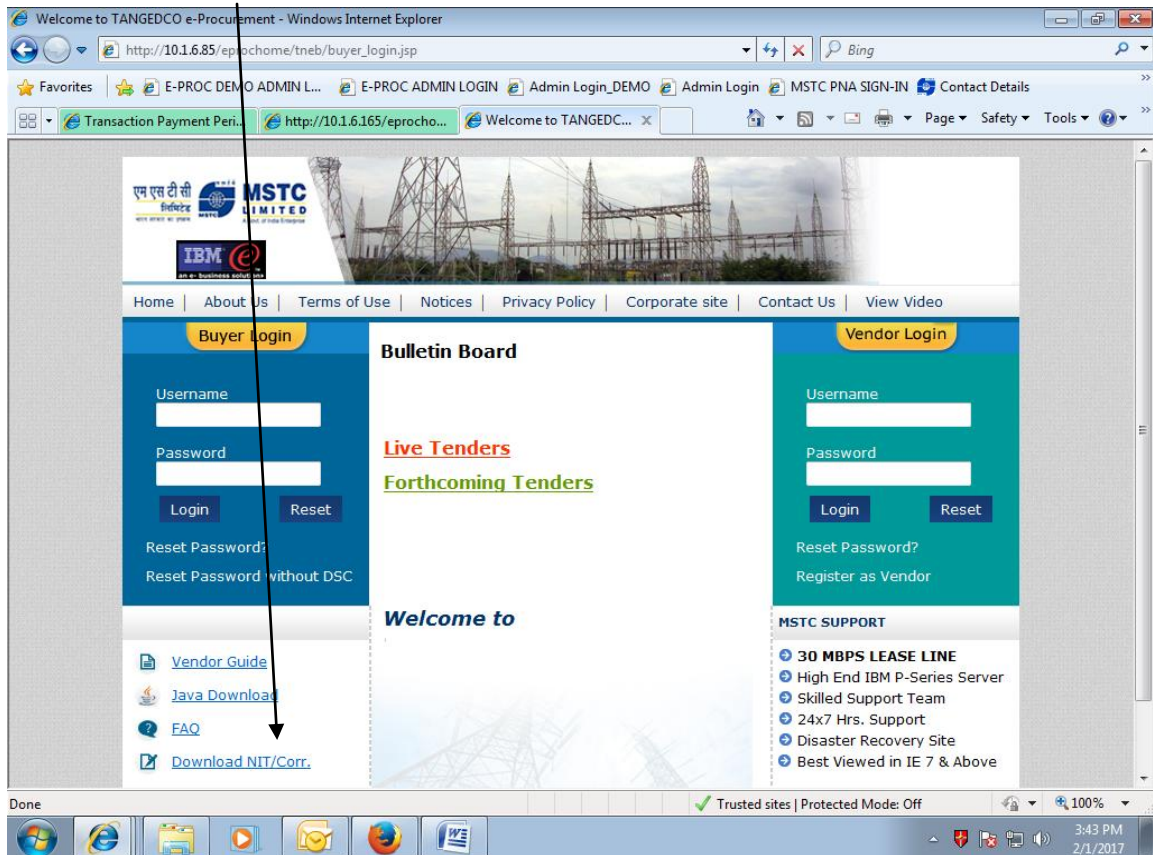
- b. In case a Bidder who forgot its password before registering DSC, it shall select **Forgot Password** link available in www.mstcecommerce.com/eprochome



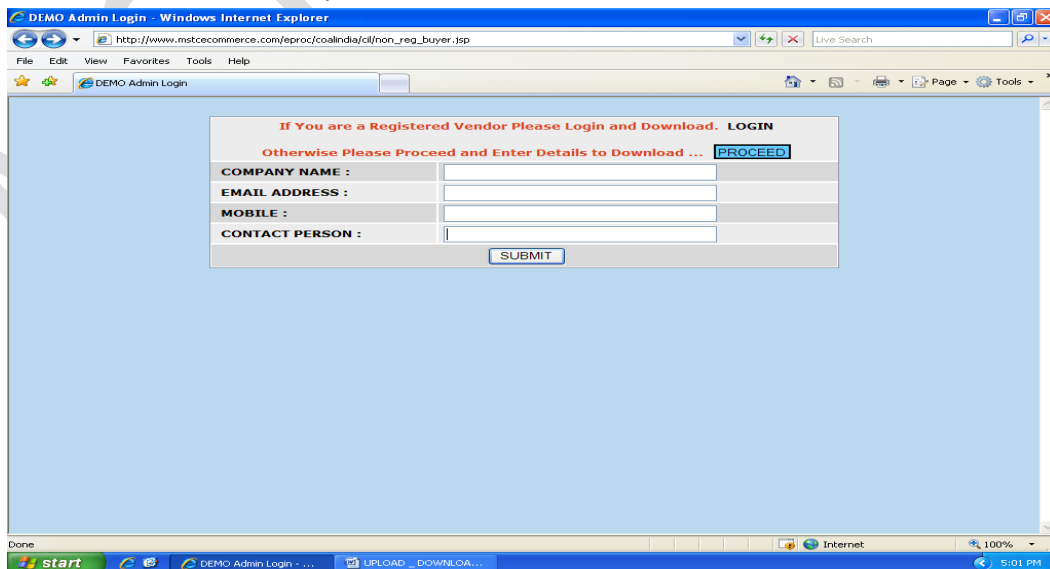
B. DOWNLOADING OF NIT / CORRIGENDUM BY BIDDER

a. Unregistered Bidders

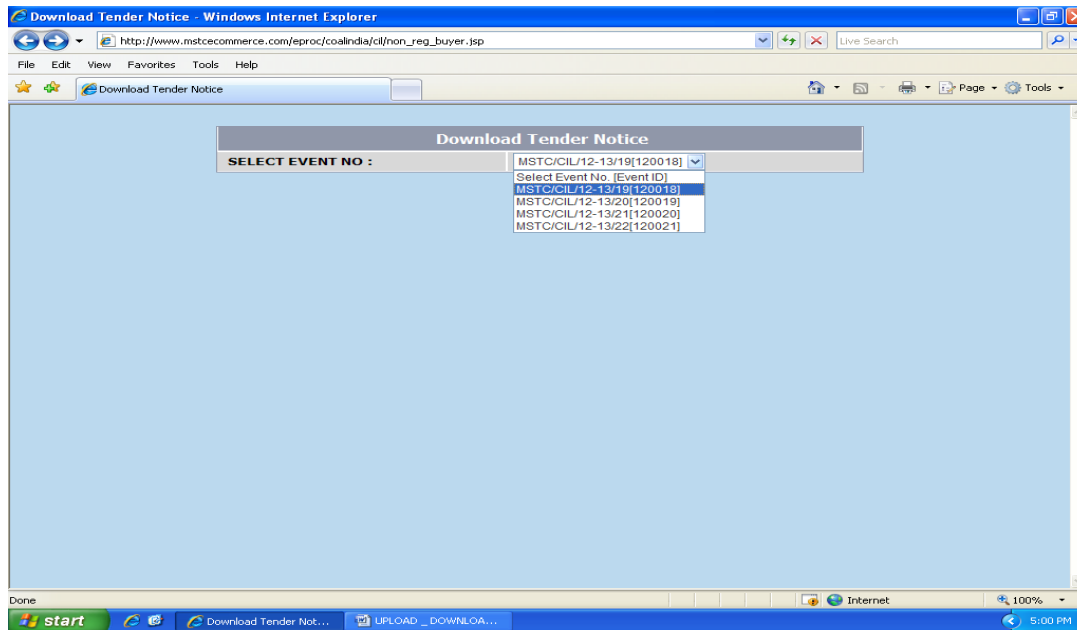
Step 1: Click “Download NIT/Corr”



Step 2: 1Click ‘Proceed’ button and fill up the format providing the details of Company Name, e-mail ID, Mobile No. & Name of the contact person and click on “Submit”.

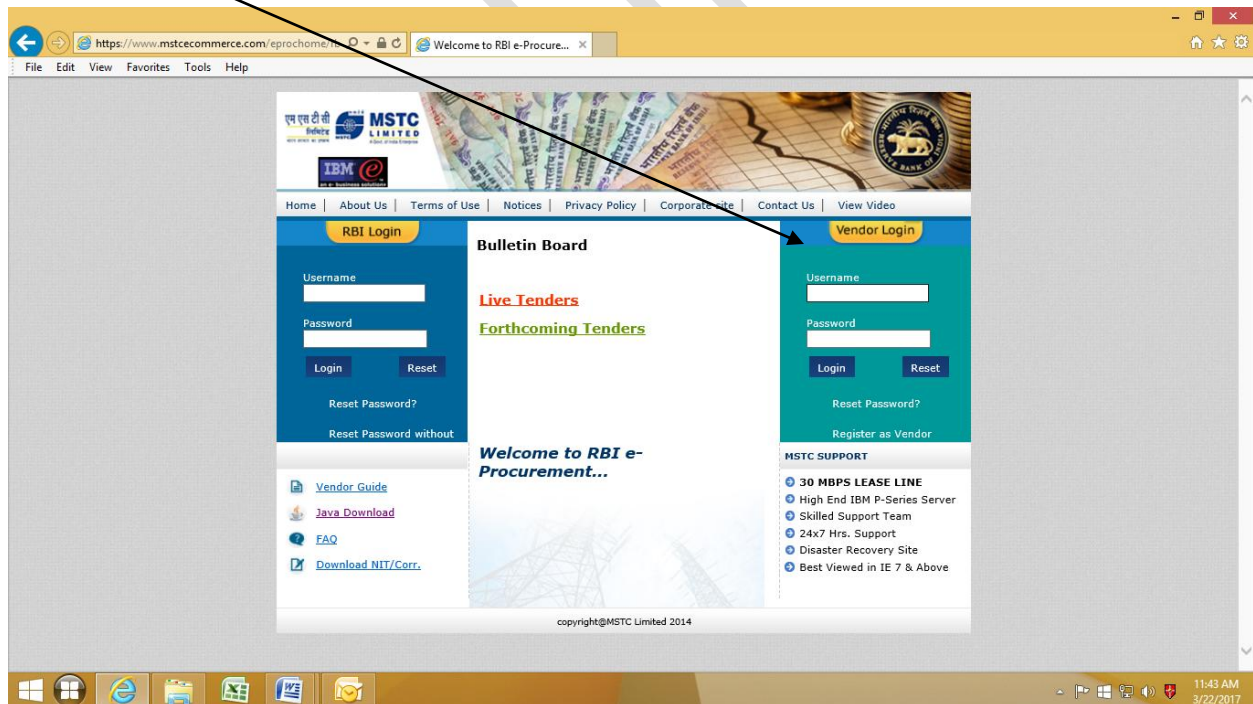


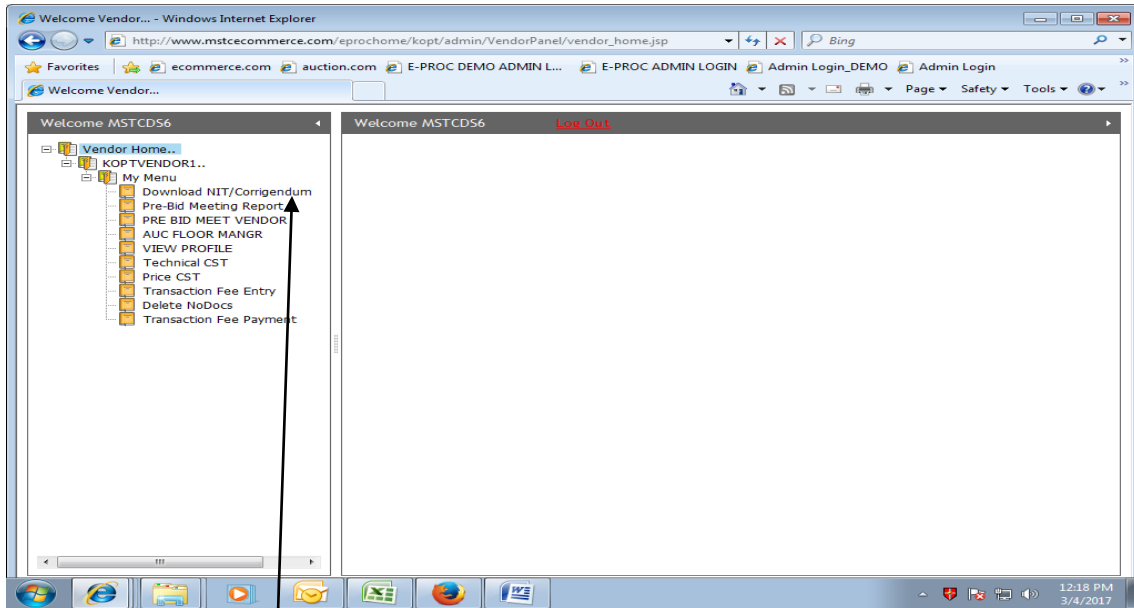
Step 3: After submission of the details, select the event No., select the notice/corrigendum and download the same.



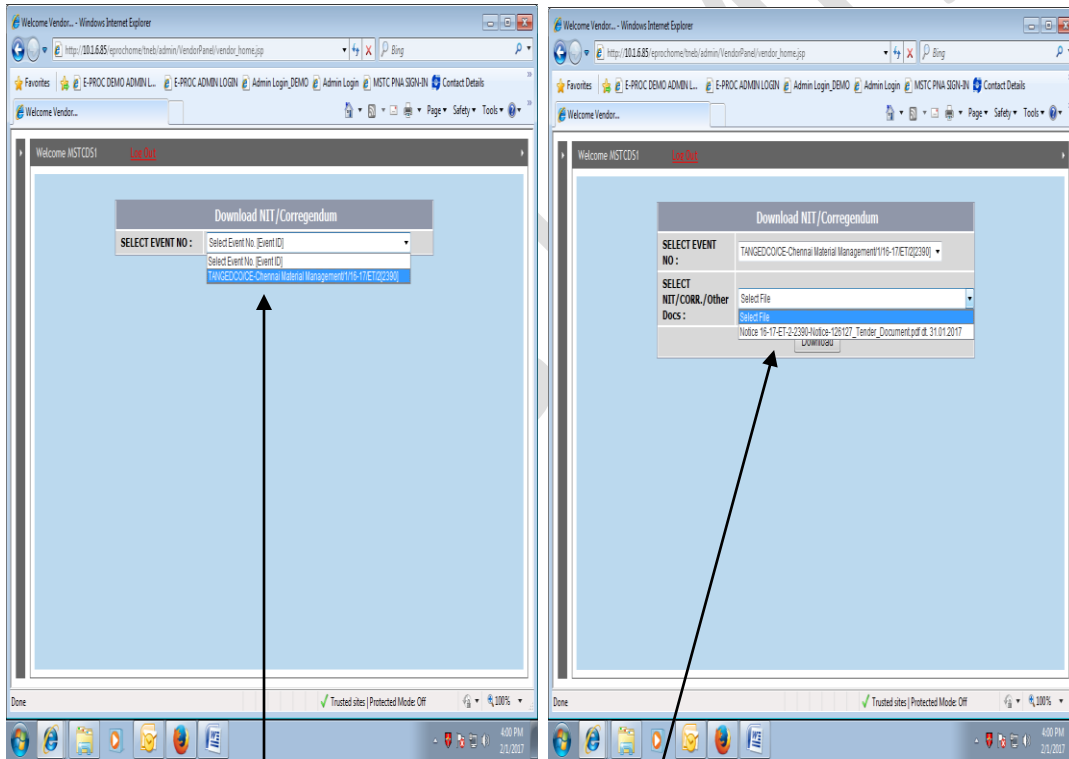
b. Registered Bidders

Step 1: In "Vendor Login" link, Login with user ID, password & DSC.





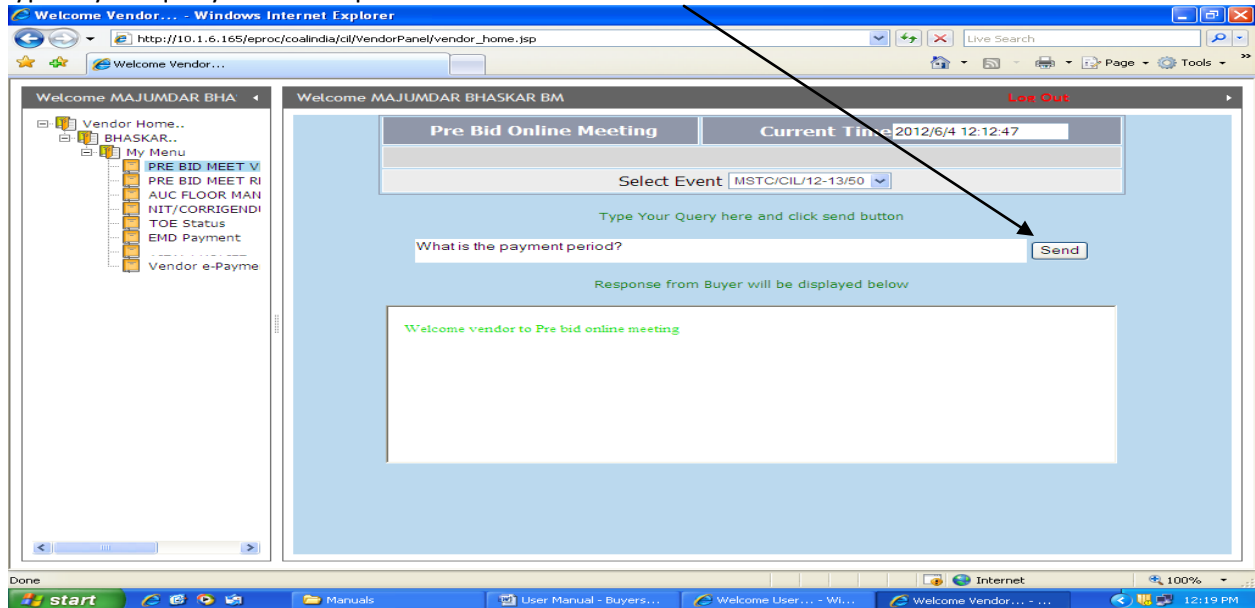
Step 2: Click "Download Nit/Corrigendum" link.



Step 3: Select the event and select the NIT/CORRIGENDUM and download & save.

C. Online Pre-Bid Meet

Log in with your user id, password and DSC. Click on the link PRE BID MEET VENDOR, select the event, type in your query in the box provided and click on Send.



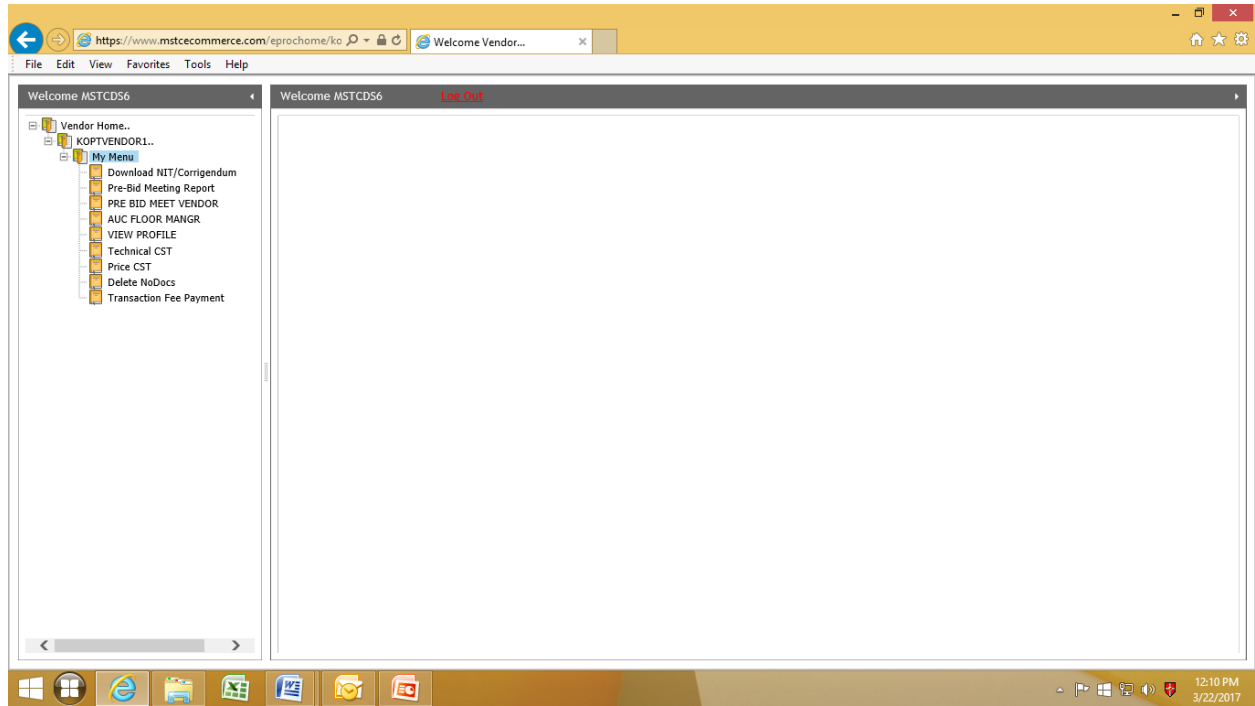
When the Buyer replies to your query, it will be automatically displayed under your query in the second display box as shown above. You can view all the queries and the replies thereto during the Pre Bid Meeting without knowing the names of the persons raising the queries.

The Pre Bid Reports of all concluded Pre Bid Meetings can be accessed through the link PRE BID MEET REPORT.

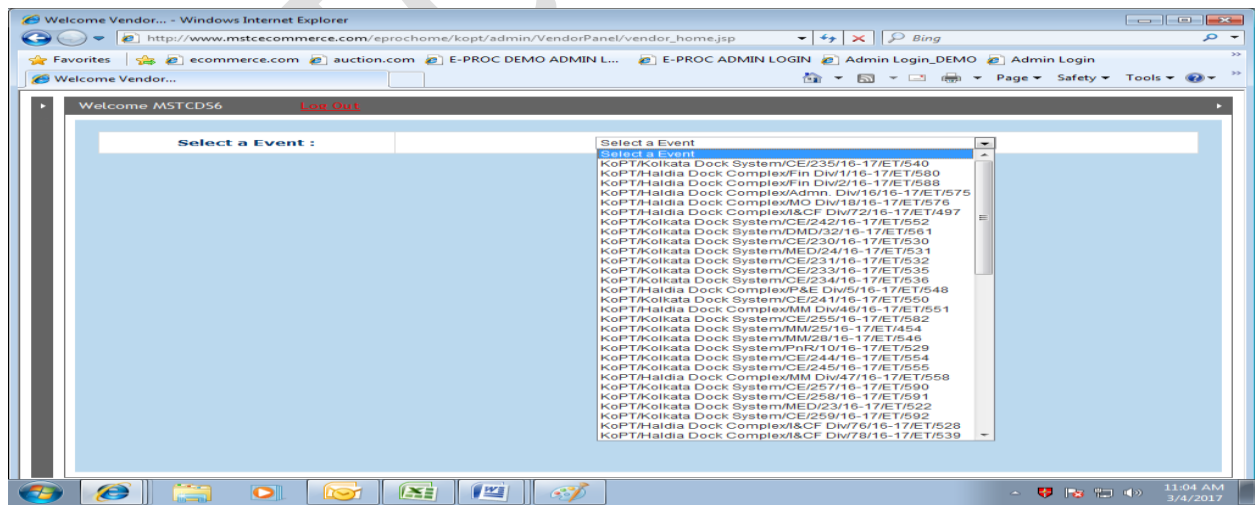
D. Transaction Fee Payment

Log in as “Vendor” with your user id, password and DSC. The vendor shall have the facility of making the payment either through NEFT or Online Payment.

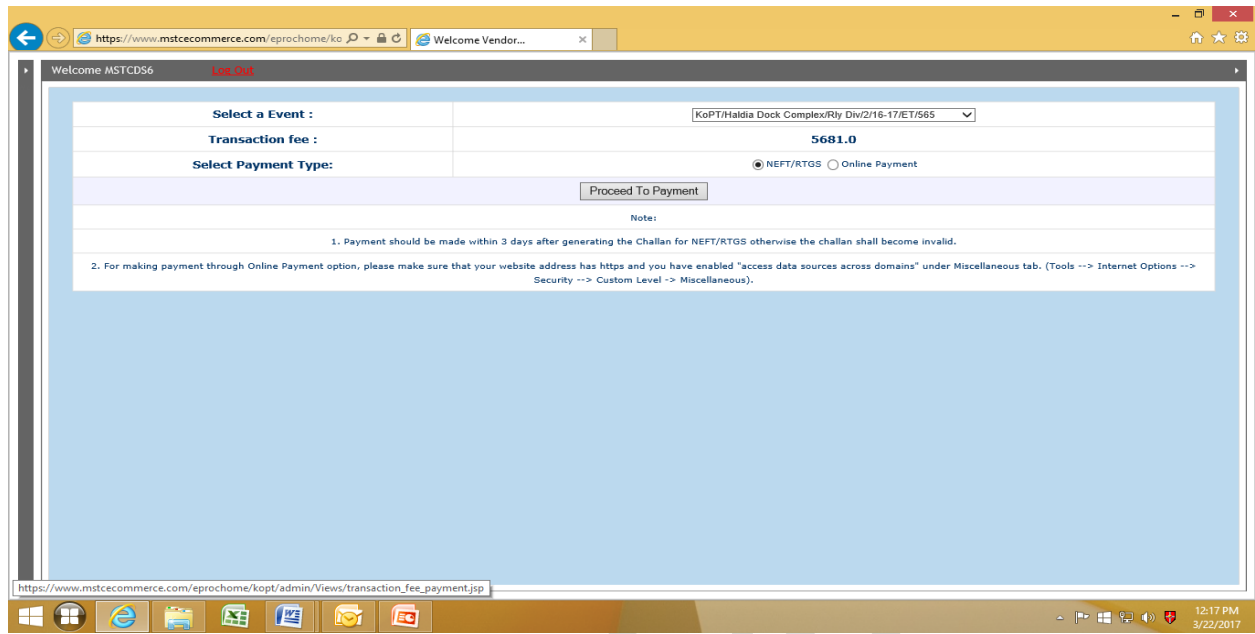
Click on Transaction Fee Payment



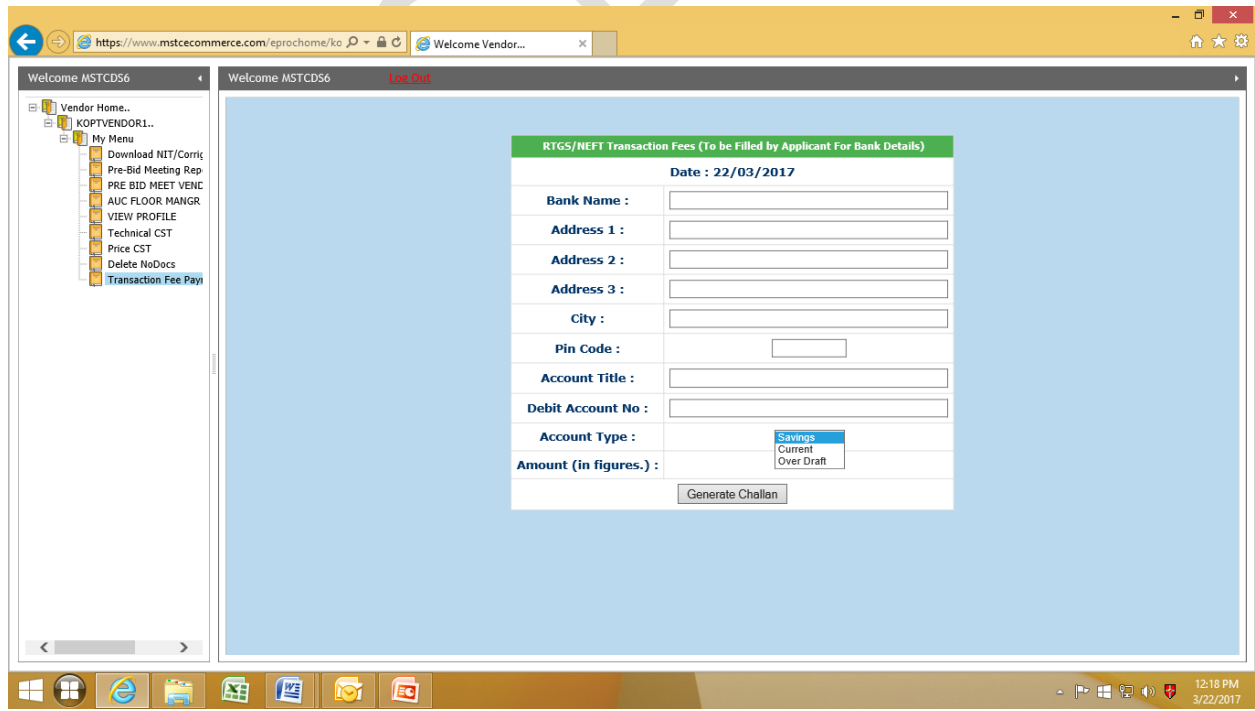
Select event no from the drop down box



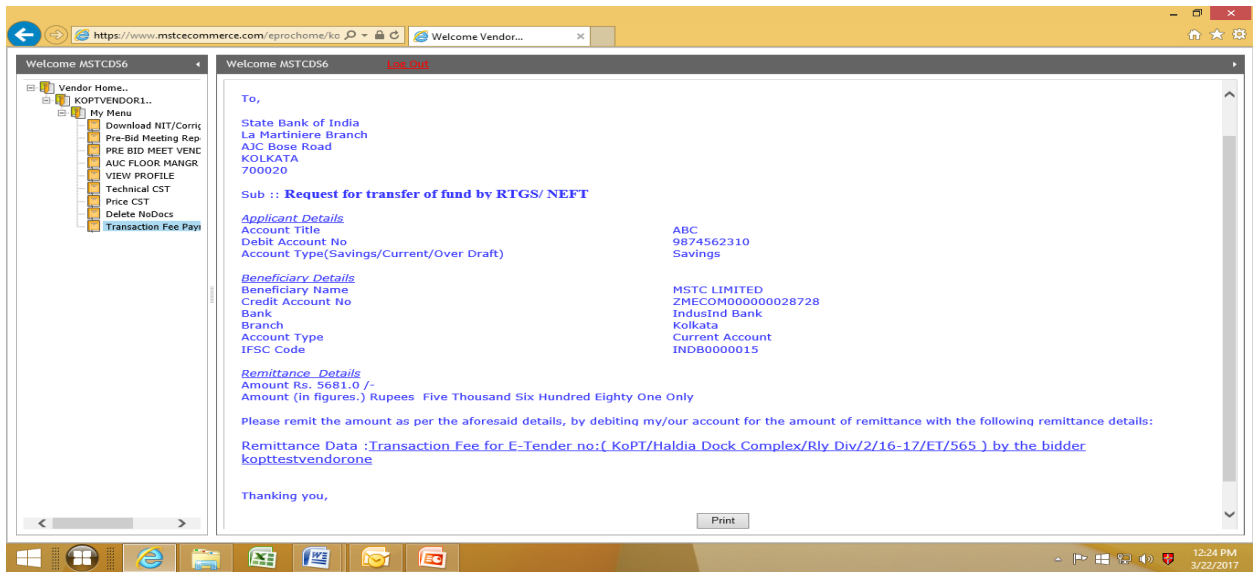
Select NEFT/ RTGS or Online Payment.



On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same.

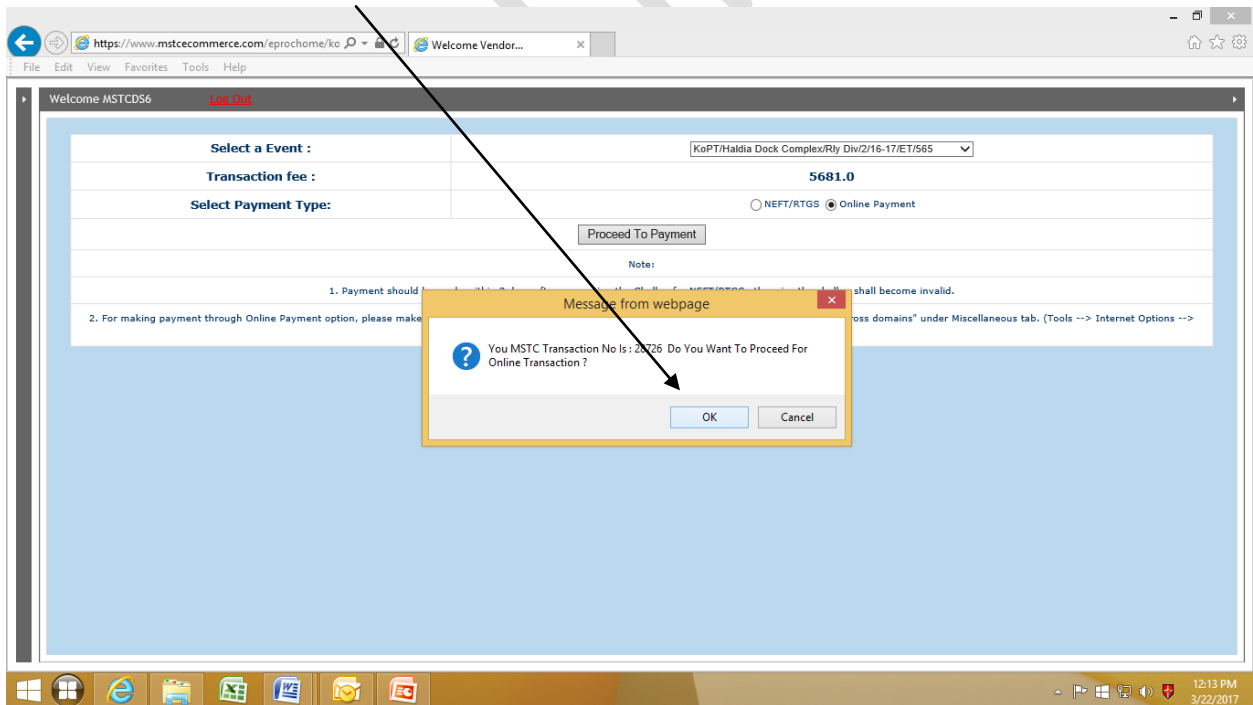


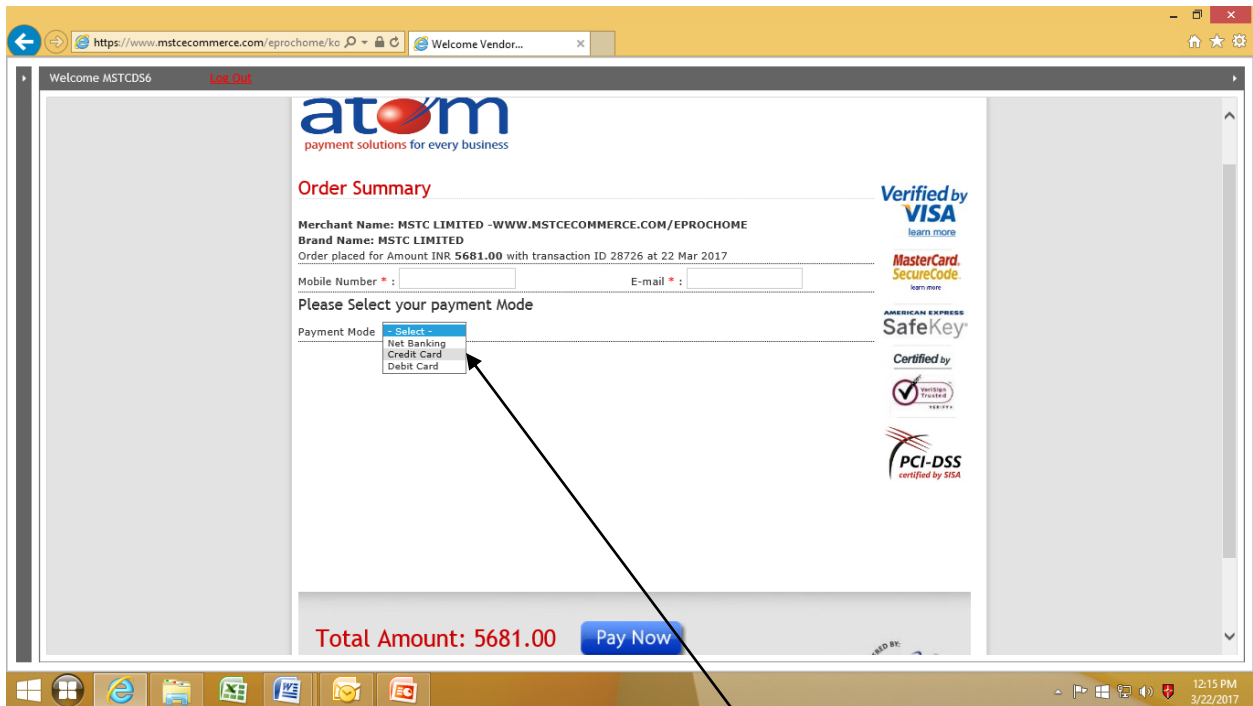
Take the printout of the challan and make the payment.



There shall be auto authorization of payment. Bidder shall be receiving a system generated mail.

On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. On proceeding for payment, a transaction number is generated. Click on “Ok” to proceed to the payment gateway page as shown below.





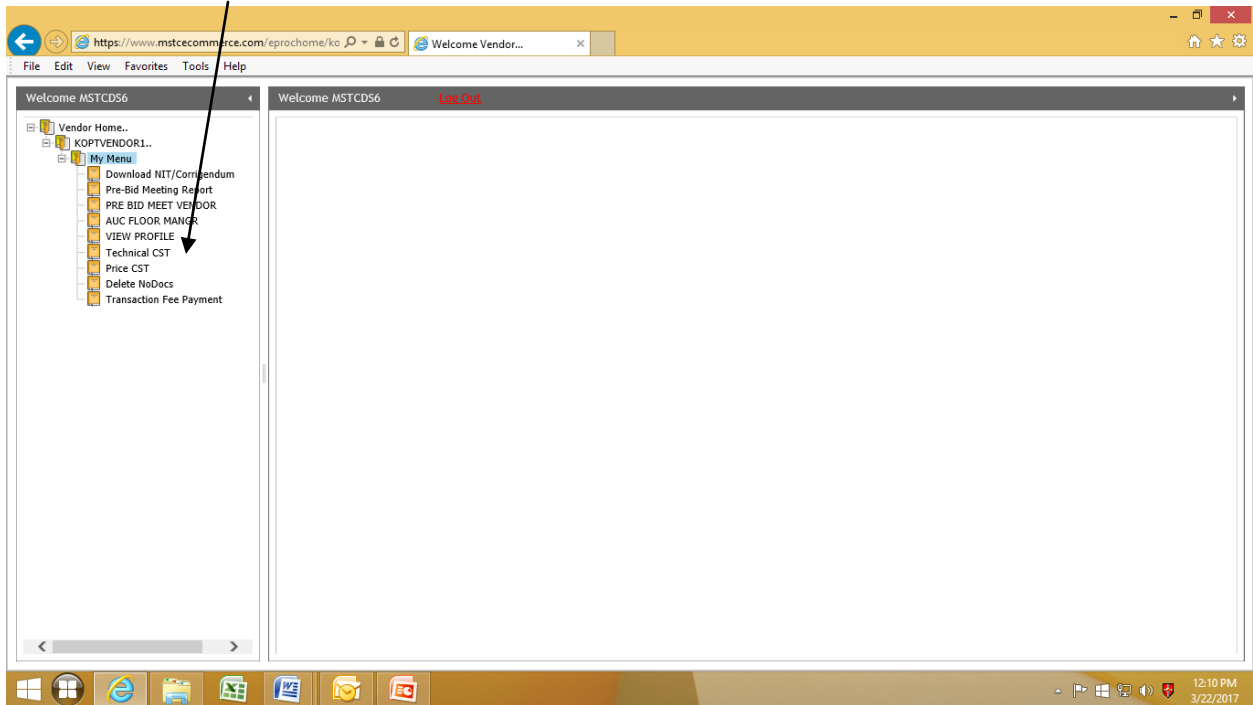
On the payment gateway page the bidder has the option to make payment through Net Banking, Credit Card or Debit Card by selecting the desired option from the drop down menu.

Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be authorized automatically and the vendor shall be receiving a system generated mail.

E. Bidding in e-tender

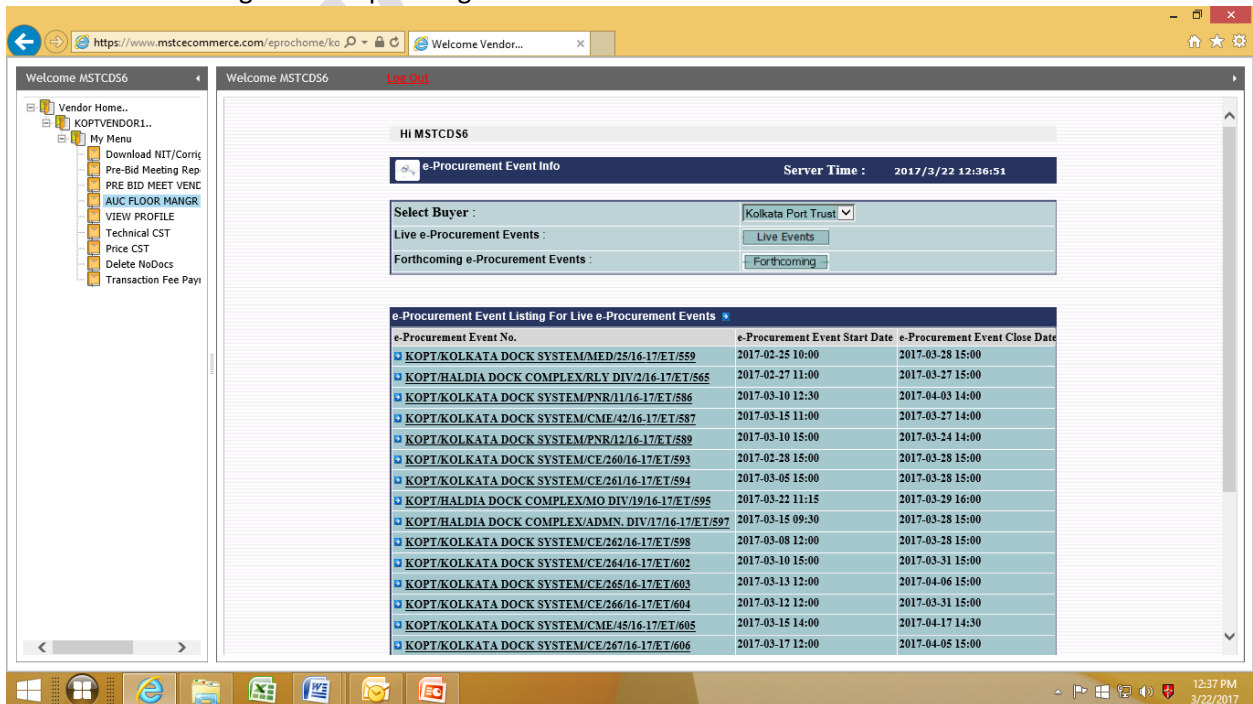
Log into the website with your user id, password and DSC.

Click on AUC FLOOR MANGR



Click on Live Events to view and participate in running events.

Click on Forthcoming to view upcoming events.



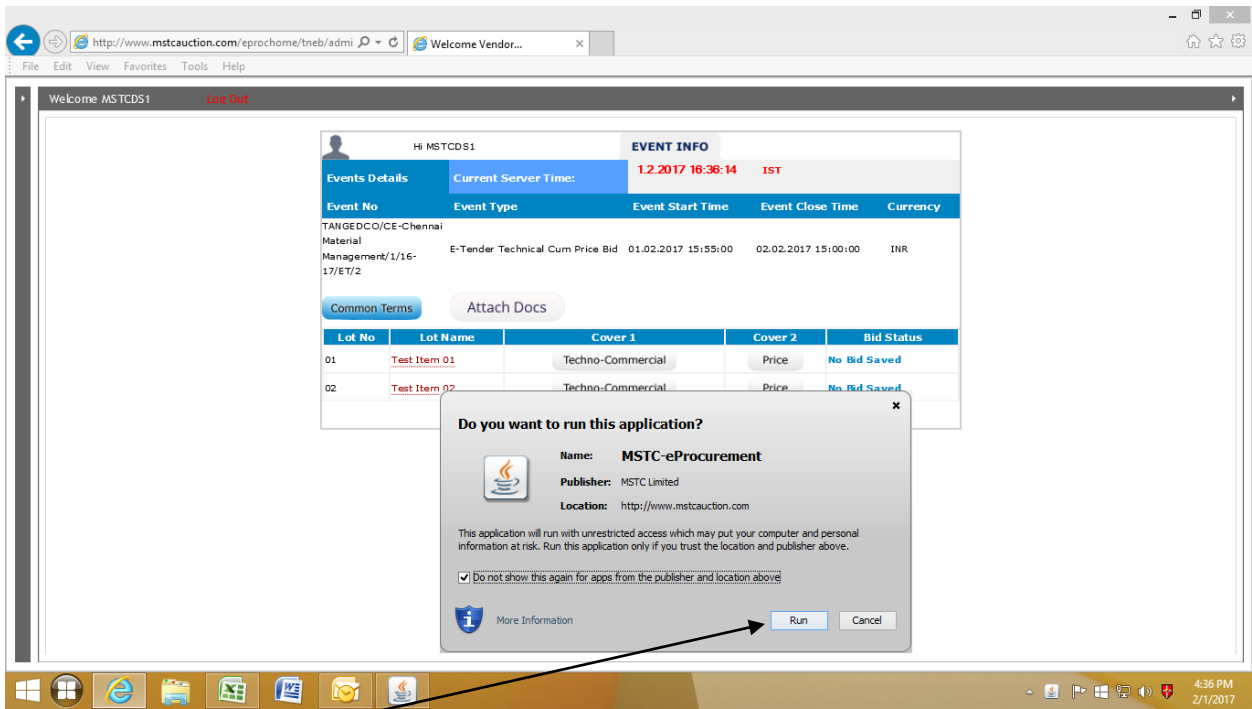
For bidding in any e-tender, click on the event number from the list of live events, select the DSC to confirm your acceptance of the terms and conditions mentioned in the NIT and Corrigenda .

The screenshot displays the MSTCDS6 e-procurement portal interface. The main page shows a list of e-procurement events with columns for event number, name, start time, and close date. A dialog box titled "ACKNOWLEDGEMENT" is overlaid on the page, containing the text: "I have read and understood the NIT and its CORRIGENDA and satisfied myself before bidding." Below this text is a button labeled "Proceed To Sign your acceptance...".

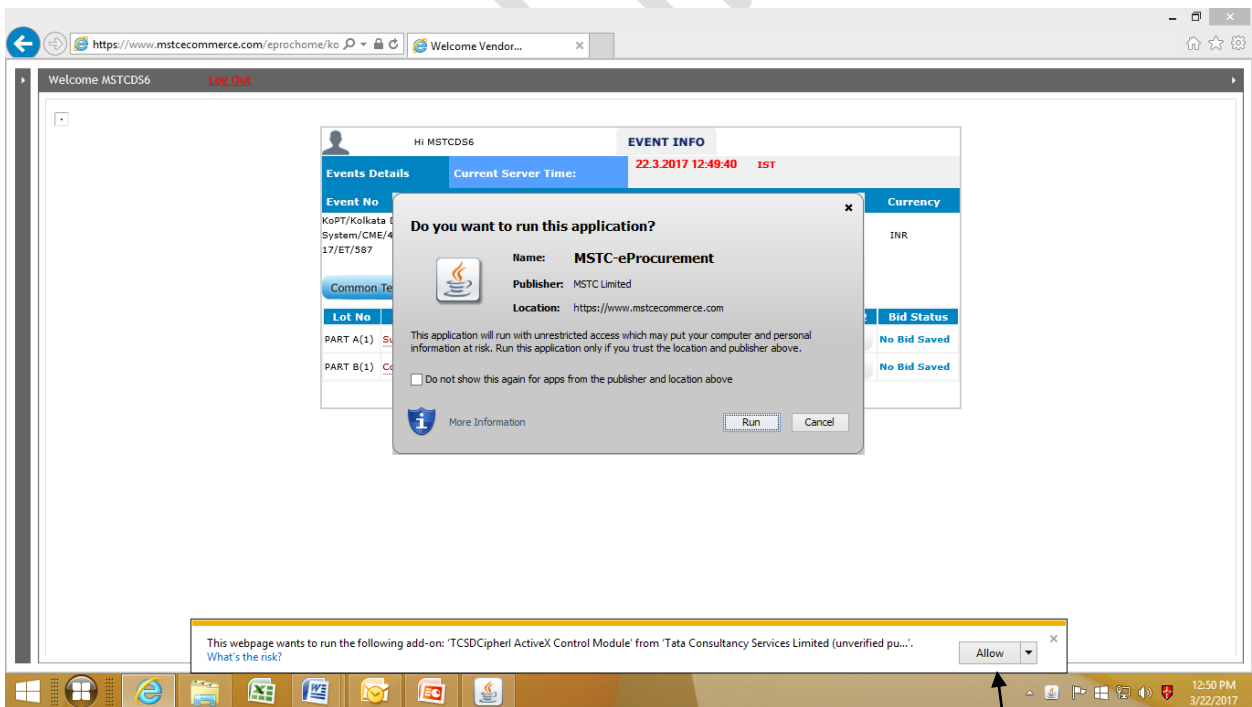
Below the Acknowledgement dialog, another dialog box titled "Select a Certificate" is shown. It features the TATA CONSULTANCY SERVICES logo and a table of certificates. The table has the following columns: Issued To, Issued By, Serial No., Expiration Date, and Issuer Data. The table contains the following data:

Issued To	Issued By	Serial No.	Expiration Date	Issuer Data
MSTCDS14	MSTCDS14	2713E9D6	09-09-2024 ...	CN=MSTCD
MSTCDS6	MSTCDS6	605793BE	09-09-2024 ...	CN=MSTCD
MSTCDS2	MSTCDS2	687C7594	09-09-2024 ...	CN=MSTCD
MSTCDS7	MSTCDS7	0F393565	09-09-2024 ...	CN=MSTCD
MSTCDS8	MSTCDS8	56CE84CE	09-09-2024 ...	CN=MSTCD

The dialog box also includes "OK", "Cancel", and "View Certificate" buttons. The background page shows a list of events, including "KOPT/KOLKATA DOCK SYSTEM/CE/262/16-17/ET/598" and "KOPT/KOLKATA DOCK SYSTEM/CE/264/16-17/ET/602".

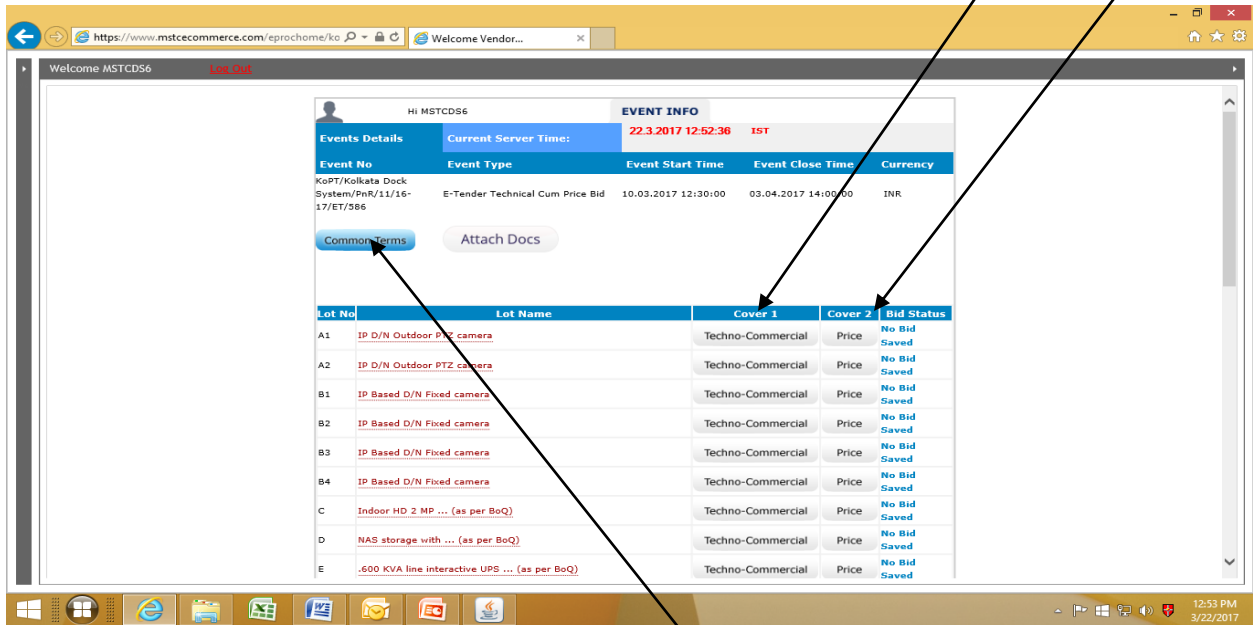


Wait for the JAVA application to be downloaded on your computer and Run the application by clicking on the Run button. If there is any problem in the Running of JAVA application, check for the JRE version installed in the computer and upgrade the same if necessary.



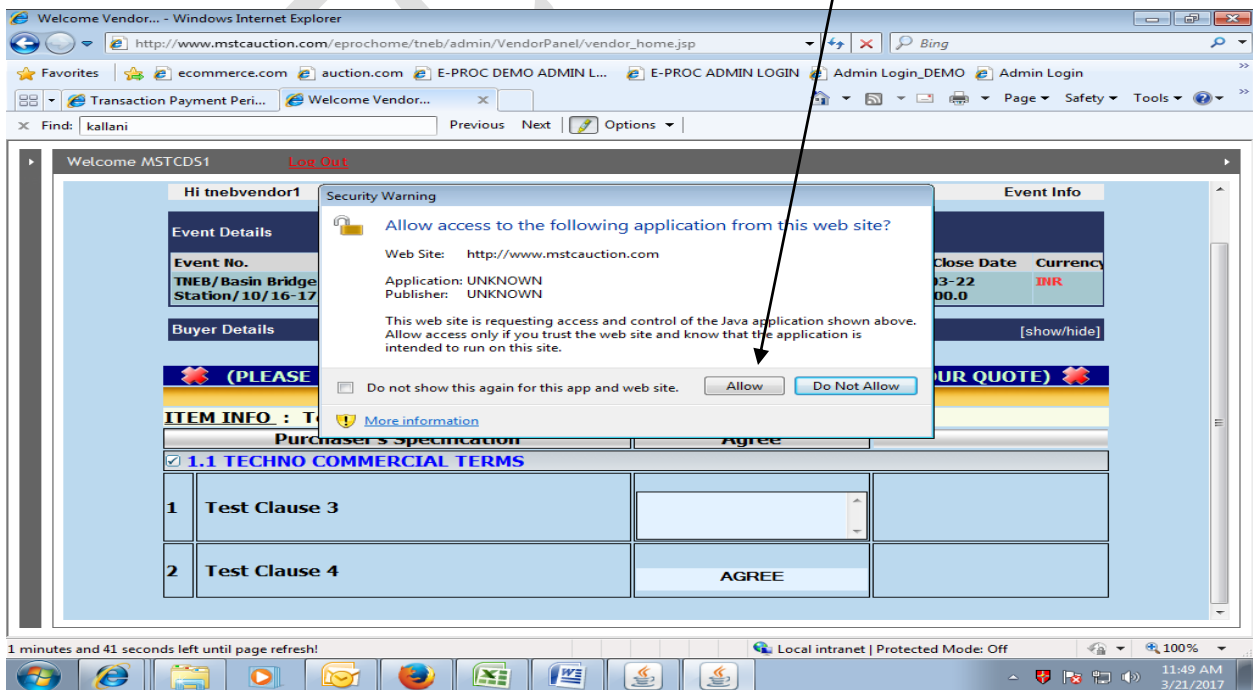
In some cases the website might prompt for an “Add On” to run, which should be allowed.

To bid in an e-tender, click on the “Techno- Commercial” and “price” links under Cover 1 and Cover 2 respectively and save them for entering your Bid against the desired lot.

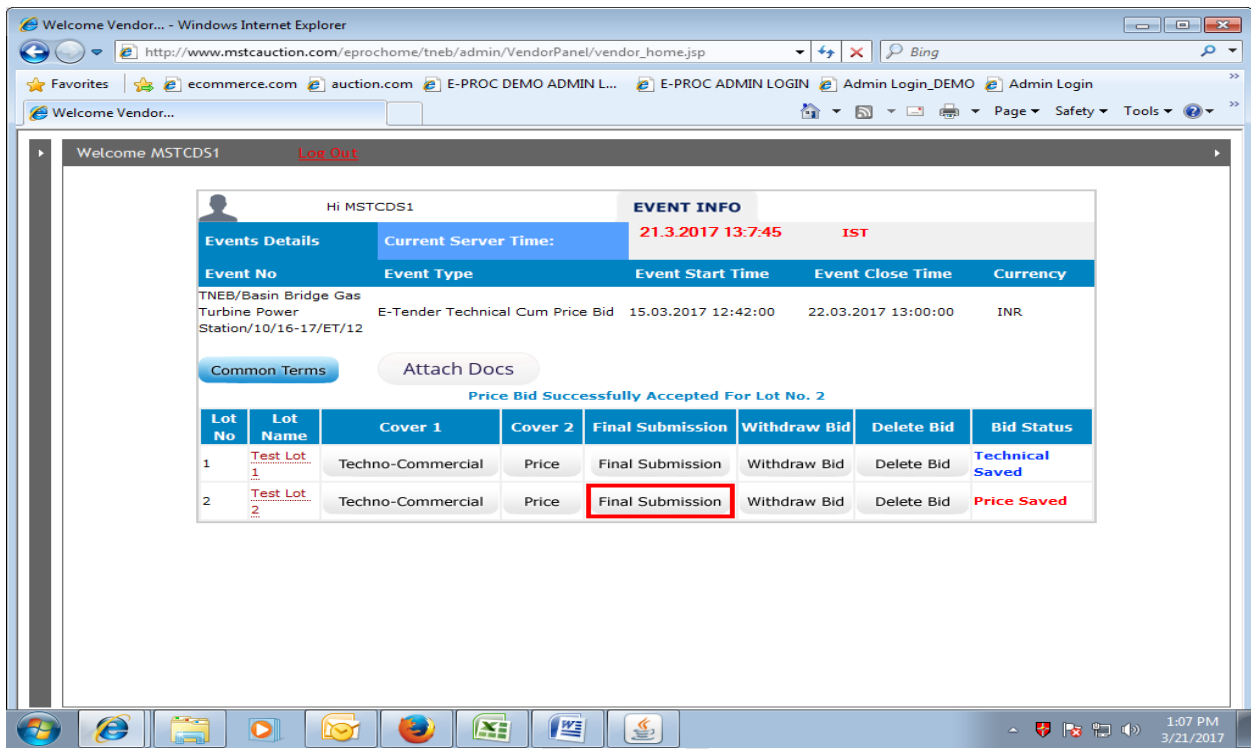


Some tenders may have “Common/Commercial Specification or Terms”. In those tenders both the aforesaid links will be activated only after saving the “Common/Commercial Specifications or Terms”

After opening the Tech Cover, fill up the form and click on Save button provided at the bottom of the page. This will save your bid which you can edit later on. Click on “Allow” if the prompt asks to allow access from the website.



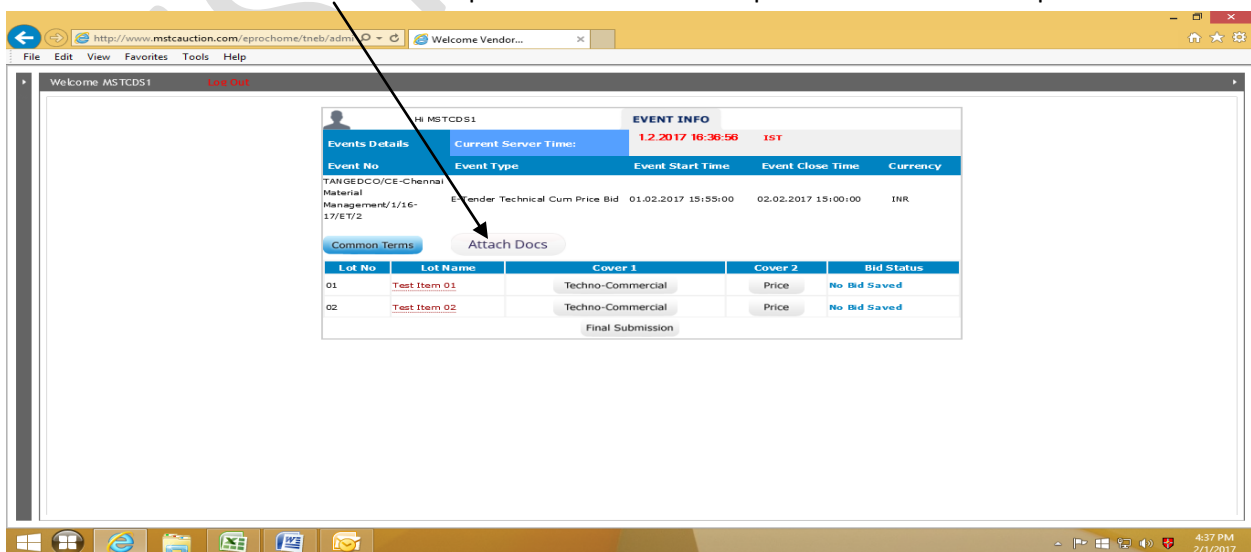
Once a bid has been saved, the Bid Status would change to “Technical Bid Saved” after saving Cover 1 and “Price Saved” after Saving Cover 2. To edit your technical/price bid, click on the links “Techno-Commercial” and “Price” respectively.

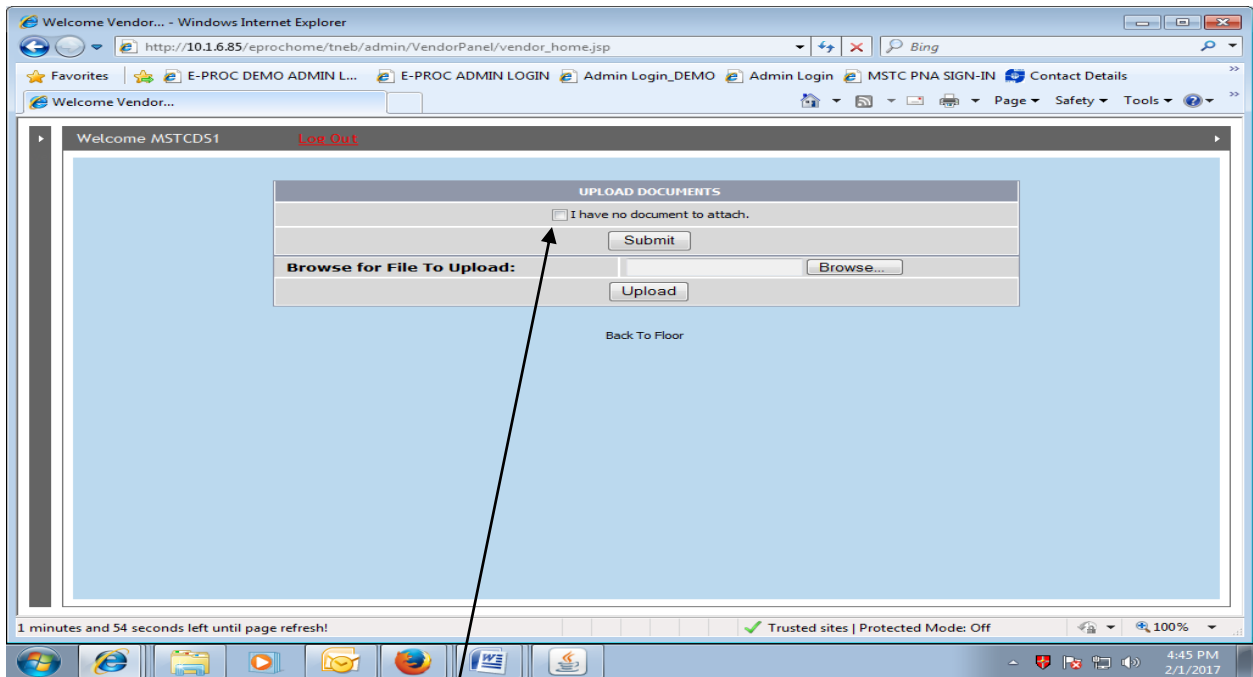


To quote the price bid, click on the link “Price” under cover 2. As you fill the required fields, the system displays the site cost per unit and total site cost as alerts. The price bid can be saved and edited subsequently through the same link.

F. Upload Documents

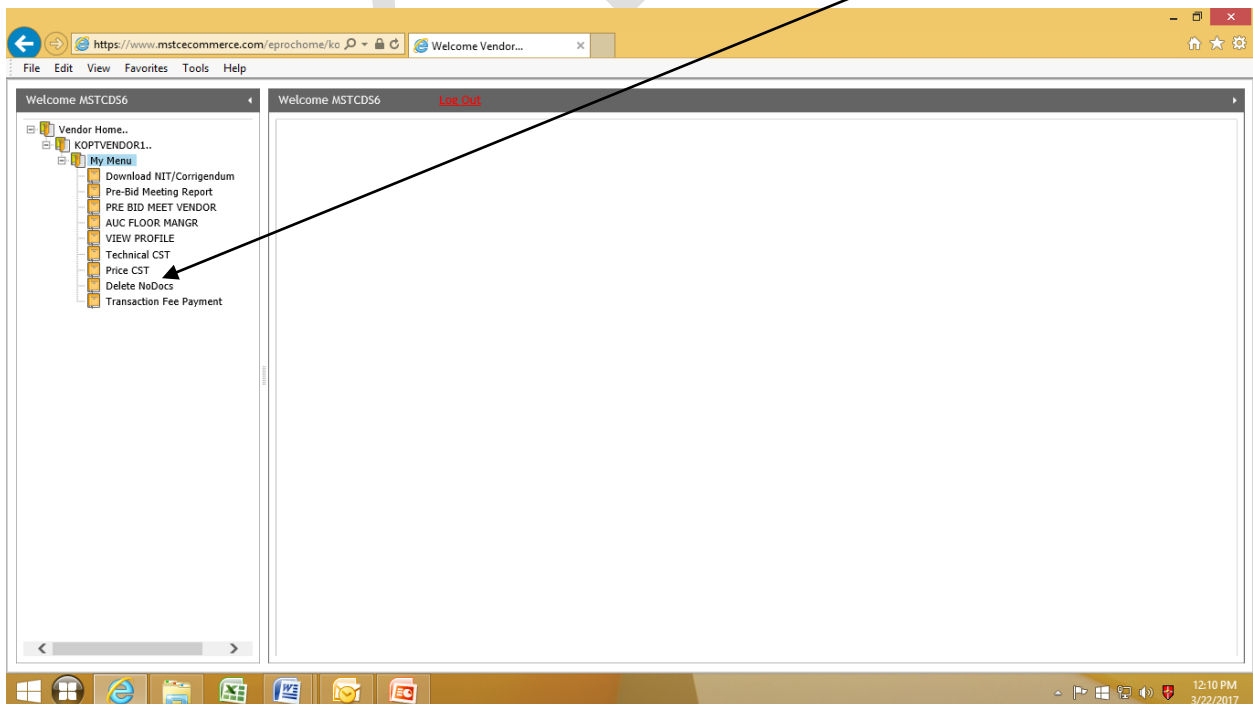
Please select the ‘Attach Docs’ link to upload documents. Multiple documents can be uploaded.





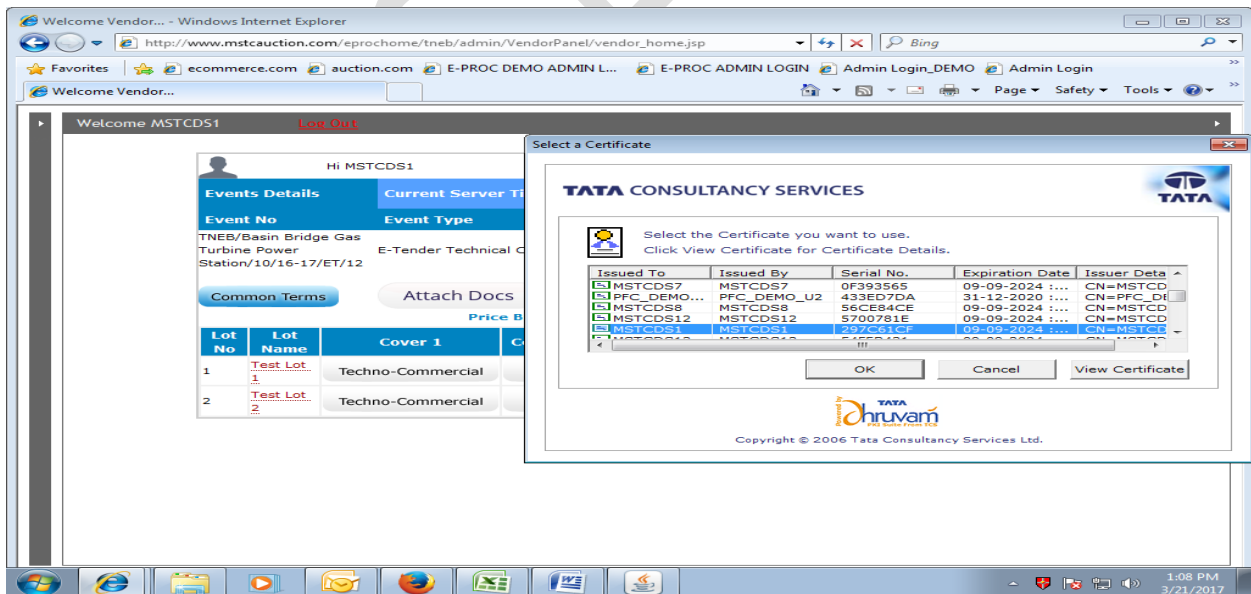
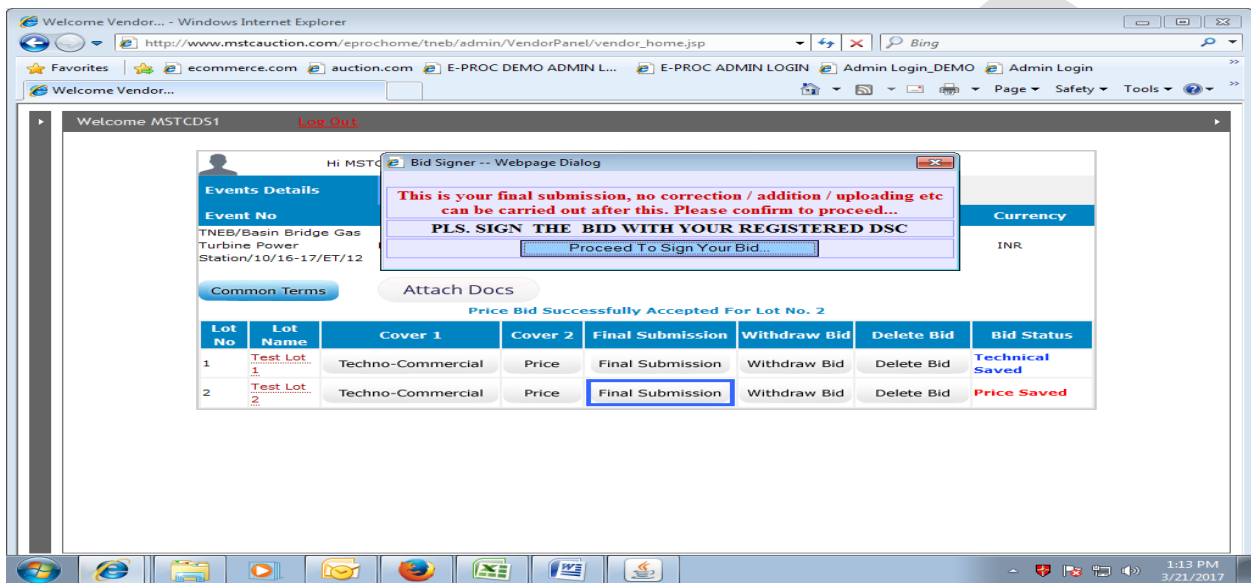
Once a bidder selects 'I have no documents to attach' and click on 'submit' the "Attach Docs" link gets disabled for that event. This option may be exercised in case the bidder does not wish to attach any supporting documents.

In case a bidder selects 'I have no documents to attach' by mistake, it may use the 'Delete no Doc' link to enable the 'Attach Doc' button and upload the documents



G. Final Submission

Once the technical and price bids have been filled and documents have been uploaded and you feel that you won't edit them any further, you are required to submit the bid by clicking on Final submission button which shall be highlighted. Once the said button is clicked and the data is digitally signed with bidder's Digital Signature, the bid stands submitted and no further editing of the bid is possible thereafter.



Bidders will receive an acknowledgement mail in their registered email id against each tender after final submission against each lot

Bidders are required to take special note of the following points.

- (a) A bid can be edited any number of times and documents can be uploaded before the final submission of bid (i.e before clicking on Sign & Encrypt). Once the bid has been submitted by clicking on Final Submission with its DSC, no further editing of bid or uploading of documents is possible.**
- (b) A bid can be submitted up to the scheduled closing time of the event. After the closing time of event has passed, no bid will be accepted by the system. Hence, bidders are advised to make final submission of their bids well in advance.**
- (c) A bid can be withdrawn or deleted with its DSC prior to the closing time of the event. However in case of withdrawal of bid, no fresh bid can be submitted. On the other hand if a bidder wishes to edit its bid after final submission he may do so by clicking the “Delete Bid” button with its DSC and re-submit his bid**