

Rourkela Steel Plant

# User Guide for e-Procurement SRM-7

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## Rourkela Steel Plant

### Common Problem & Solution for RSP-SRM

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#### Message appear “No user Certificates available” during digital signing

**Reason** - This issue will happen if IE browsers are not running as run as Administrator.

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

#### 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.

#### 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 RSP. Contact RSP.

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## Common Problem & Solution

. 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 JRE 7 patch level 51 or higher and Microsoft Visual C++ 2012 (x86) Redistributable Package and remove all other version of VC++.

**Message appear “Object not found” or “Done with errors” or “No Active X POPUP” for Installations when trying install the ActiveX (apsign.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++ 2012 (x86))

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## Common Problem & Solution

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### 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

### Login Error – “acr\_error” during Digital signing or Page crashes.

**Reason** – Not enable the compatibility view option on Internet Explorer

**Solution** – Add website name “http://dc01smw.sailrsp.co.in:50100/irj/portal” in compatibility view setting in Internet Explorer.

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## Frequently Ask Question

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### What is RSP-SRM?

RSP-SRM 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 RSP Tenders are hosted on SRM Portal 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 for enrolling themselves as RSP approved Vendor.

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

### what will be done in RSP-SRM?

1. RSP buyers will float RFx (request for quotation /notice inviting tenders).
2. Vendors will view the RFx issued to them by RSP buyers and its attachment, intent to participate, submit techno commercial terms along with attachments and price of their bid, digitally sign and encrypt their bid, view comparative statements (technical/price) after bid opening.

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## Frequently Ask Question

### 3. who is eligible for access to RSP- SRM?

Vendors who have business dealing with RSP are eligible for access to RSP-SRM. Vendors who are already doing business have been issued a vendor code. Please check your previous documents like RFX/PO which indicates the vendor code.

For access the RSP- SRM is required to submit a digitally sign RSP-SRM mandate form (available in sail tender site, EPS and SRM Portal). After which they will be issued SRM user id and password by RSP through email.

Users will be auto directed 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 the further processes.

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

Please refer to the seller's user manual for step by step details of using RSP-SRM portal.

If the difficulty persists, you can send e-mail with elaborate queries from your registered email id (submitted by you to RSP in SRM MANDATE FORM) to [rspsrm.helpdesk@sailrsp.co.in](mailto:rspsrm.helpdesk@sailrsp.co.in) and [rspsrm.helpdesk@gmail.com](mailto:rspsrm.helpdesk@gmail.com) . Email must include vendor name, vendor code and RFX document number.

After the email is received by the RSP-SRM HELPDESK Team and the issue is unresolved within 24 hours, you may contact through Helpline numbers from your registered mobile number ( submitted by you to RSP in SRM MANDATE FORM).

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## Frequently Ask Question

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### 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.

### How to Obtain Class 2 or 3 Digital Certificates?

In order to bid for RSP 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.

1. Visit the site of the licensed CA using internet browser.
2. 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.
3. For making payment and submission of documents required for issue of the Digital Certificate, follow the instructions on the CA's website.
4. Use the class 3 Digital Certificate thus obtained for online bidding on RSP e-Procurement site.

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### Frequently Ask Question

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s to some licensed CA's are provided below

[www.ncodesolutions.com/](http://www.ncodesolutions.com/)

[www.safescrypt.com/](http://www.safescrypt.com/)

[www.tcs-ca.tcs.co.in/](http://www.tcs-ca.tcs.co.in/)

[www.emudhra.com](http://www.emudhra.com)

[www.nicca.nic.in](http://www.nicca.nic.in)

**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.



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## Frequently Ask Question

### 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:

1. Receive notification of the relevant tenders.
2. Receive tender documents online.
3. Submit Bids Online
4. Receive any changes to tenders online
5. Timesaving
6. 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.

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## Frequently Ask Question

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**Authorized 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 ITACT:** The complete e-Tendering solution is made in compliance With the requirements of IT ACT 2000 of the Govt. of India.

### 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), Specification of Contract (SCC), Instruction to Bidders (ITB).Scope of Work (SOW), Annexure etc. in the form of **Word, Excel or PDF format**. PI. ensures that the document attached is free from any virus/malware or unsolicited contents. Scanned copy wherever required may also be attached.

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

Internet explorer v 8.0 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.

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### User Caching:

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".

### MS Internet Explorer (IE):

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

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- **Web Browser :** Internet explorer 8.0 or higher recommended
- **Proxy:** If you are unable to access RSP 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.
- **Pop-ups:** Pop-ups should be enabled on RSP e-Procurement URL and Bid Documents URLs.
- **Recommended Screen Resolution:** 1024 by 768pixels.
- **Internet Speeds:** If you are experiencing slow connectivity to RSP e-Procurement, then contact your system administrator/ISP provider for desirable speeds.
- **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)
- **What languages can I use?**
  - The language for bidding/documents submitted by you should be English.
- **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.

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## Frequently Ask Question

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### Can I make changes to the bid submitted?

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

### 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.

### 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.

### 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 cannot participate in Bidding Process. For participating in Bidding, you should be registered Vendor of RSP having a valid portal User-ID and password.

### How long my registration is valid one Tendering portal?

Valid for 5 year from the date of registration.

### 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)