MSTC's e-Procurement Portal Guidelines for Bidders

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(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 in 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.)

1. <u>**System Requirements:**</u>

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 9 or above.

2. <u>**System Settings:**</u>
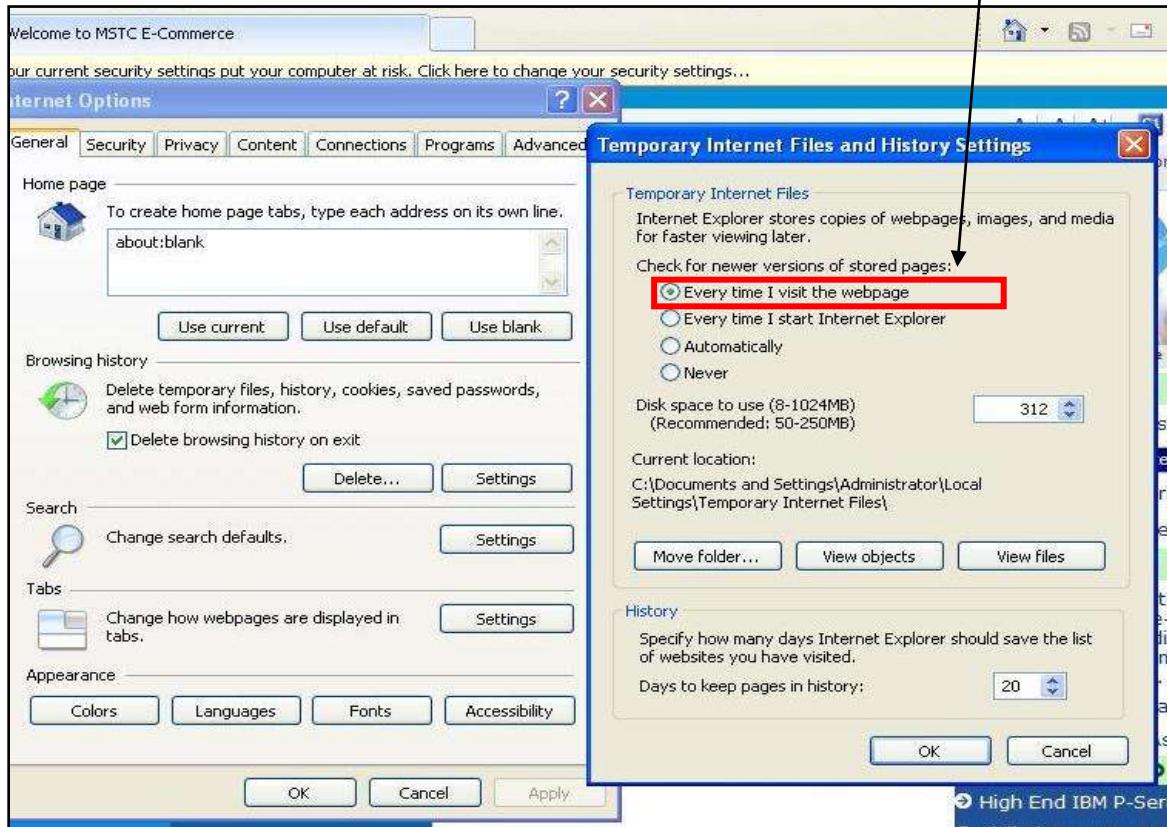 a. Add our website i.e. www.mstcecommerce.com under compatibility view settings
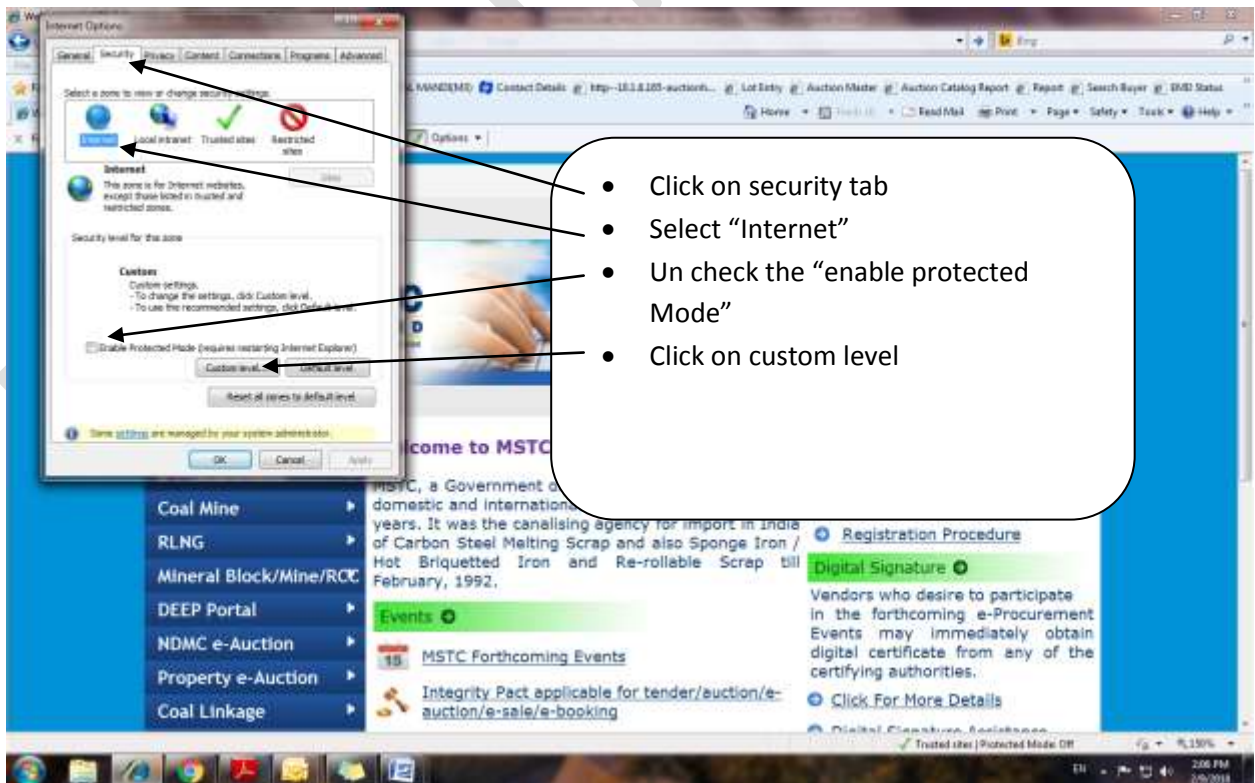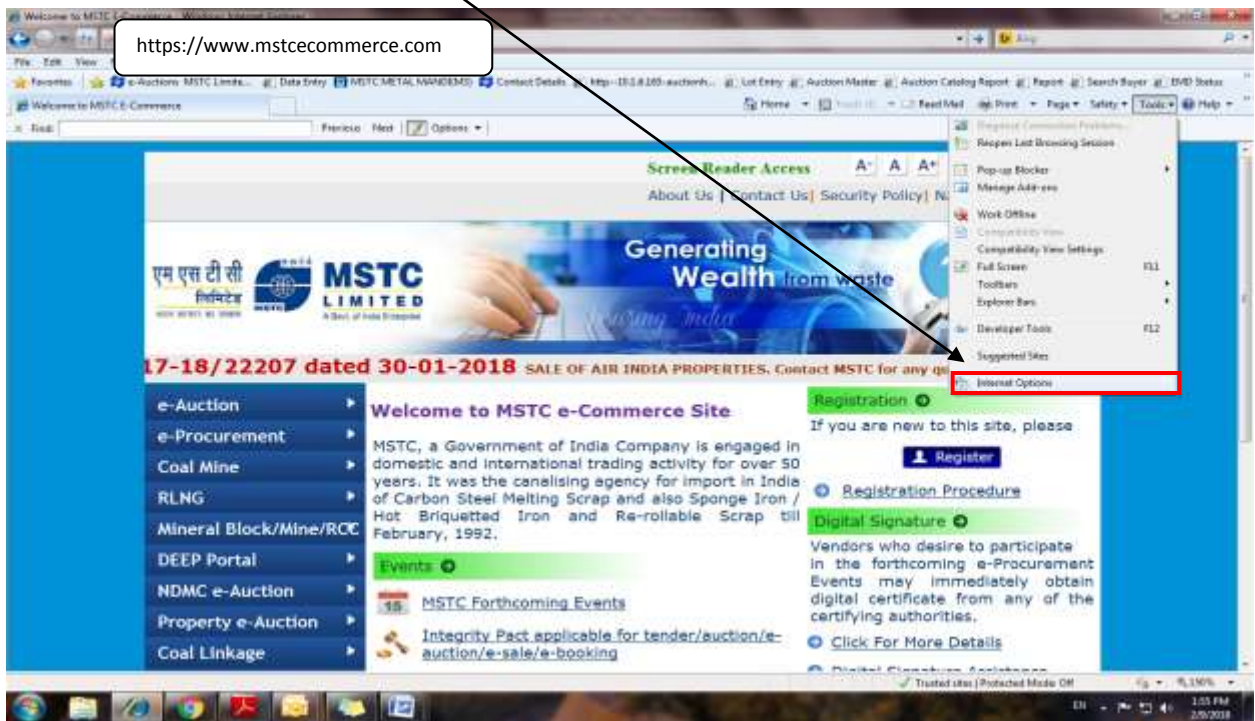
  Tools -> Compatibility View Settings->
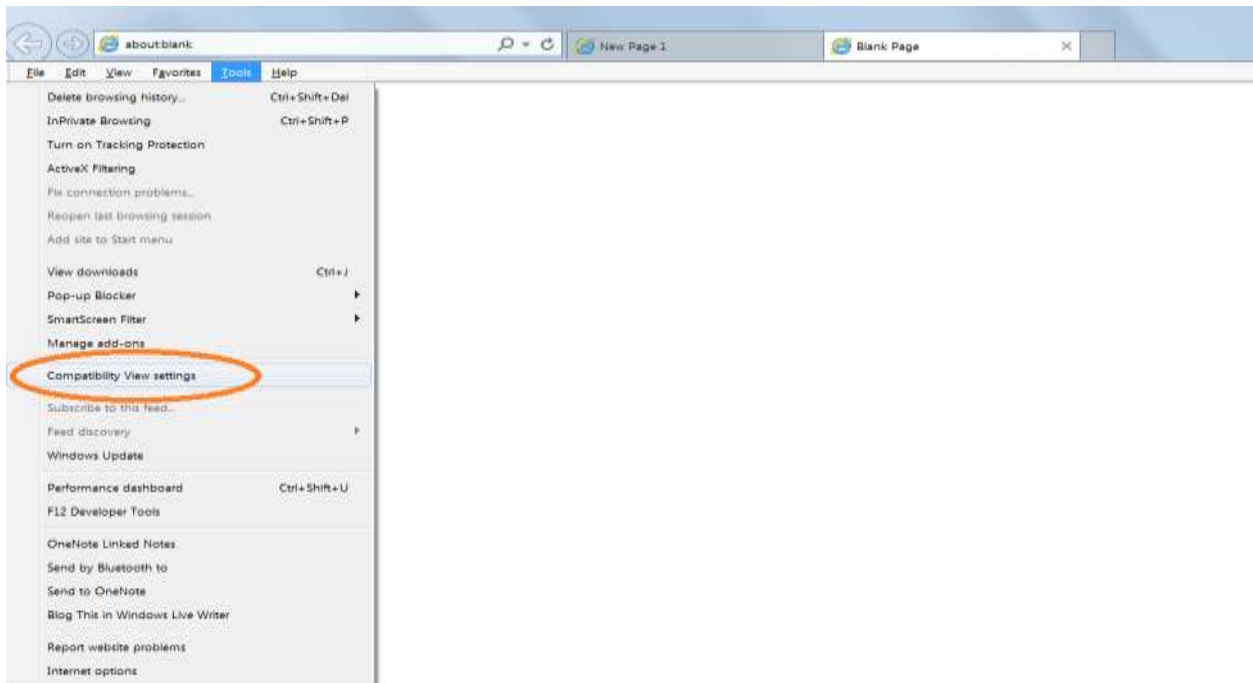
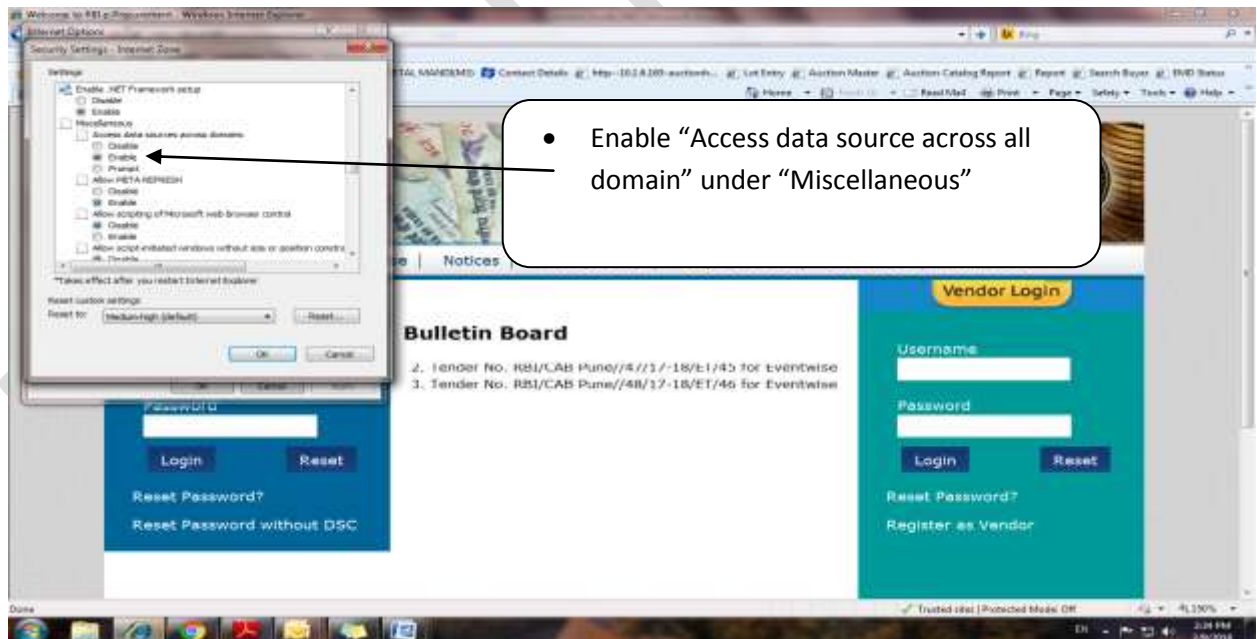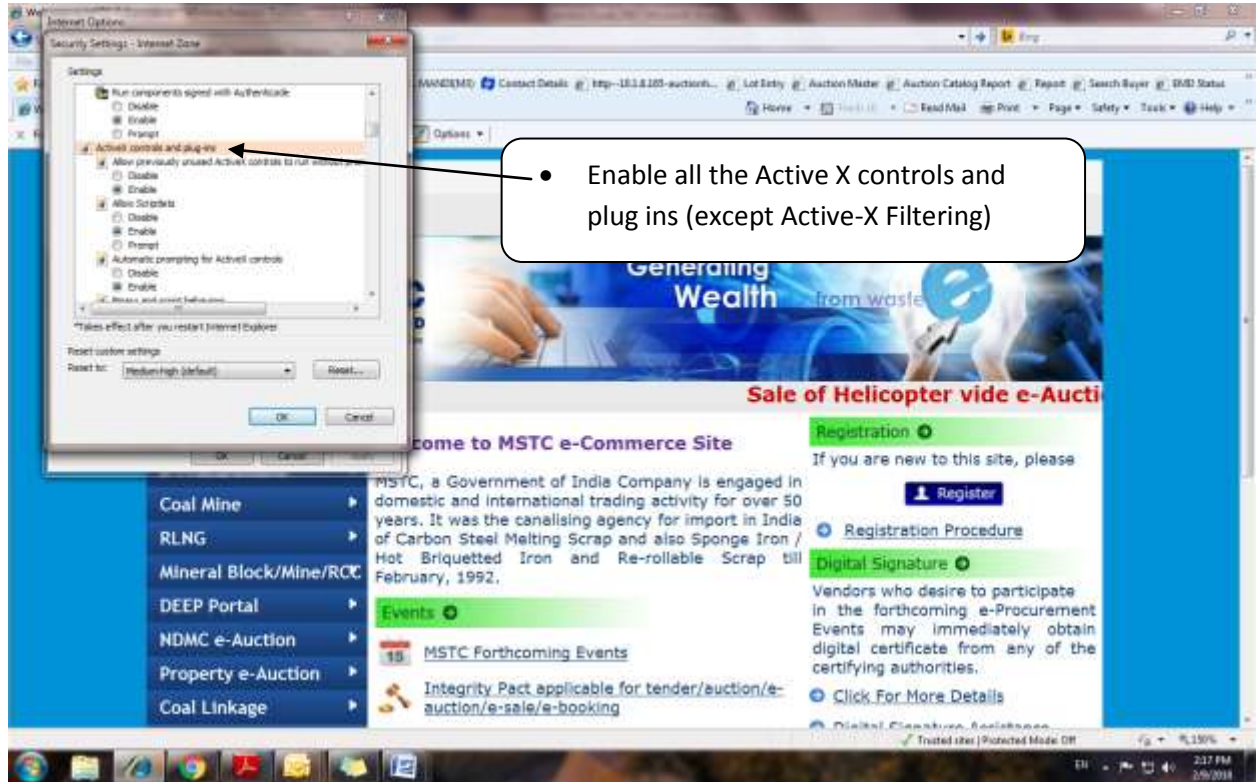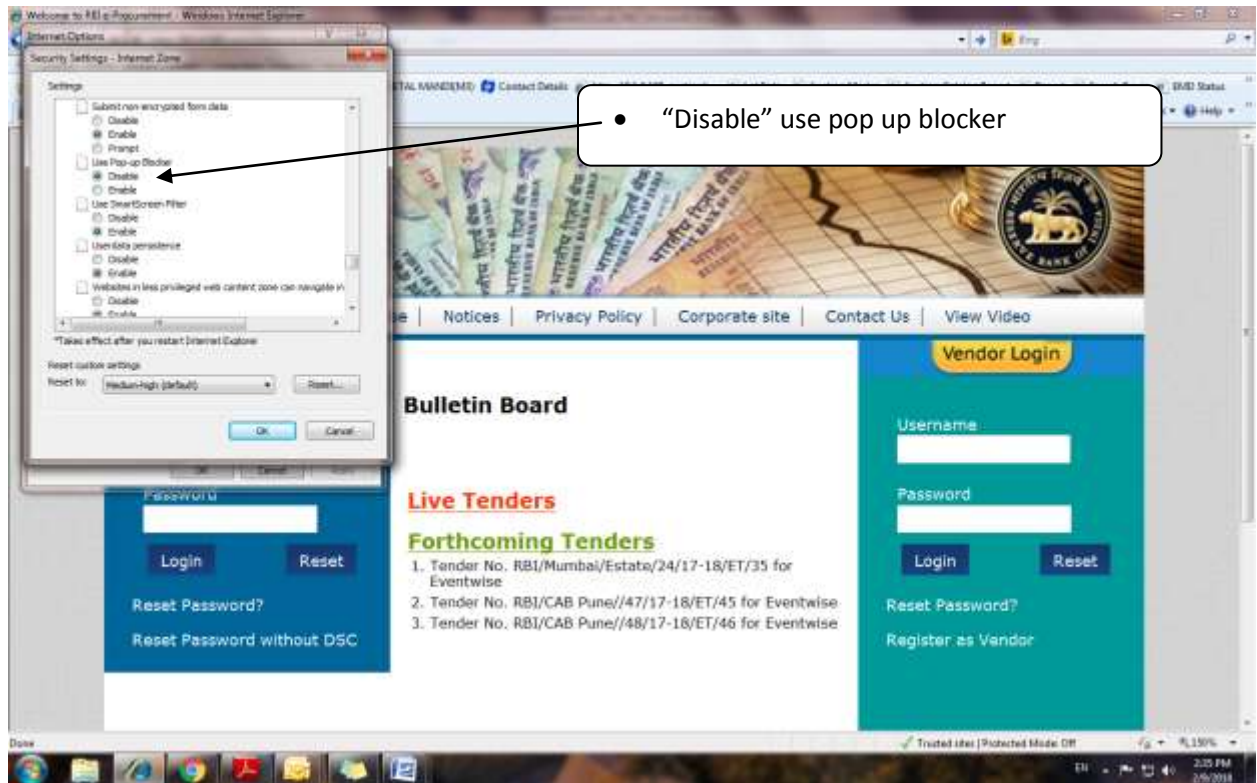Enter www.mstcecommerce.com and Click on add

b. 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.
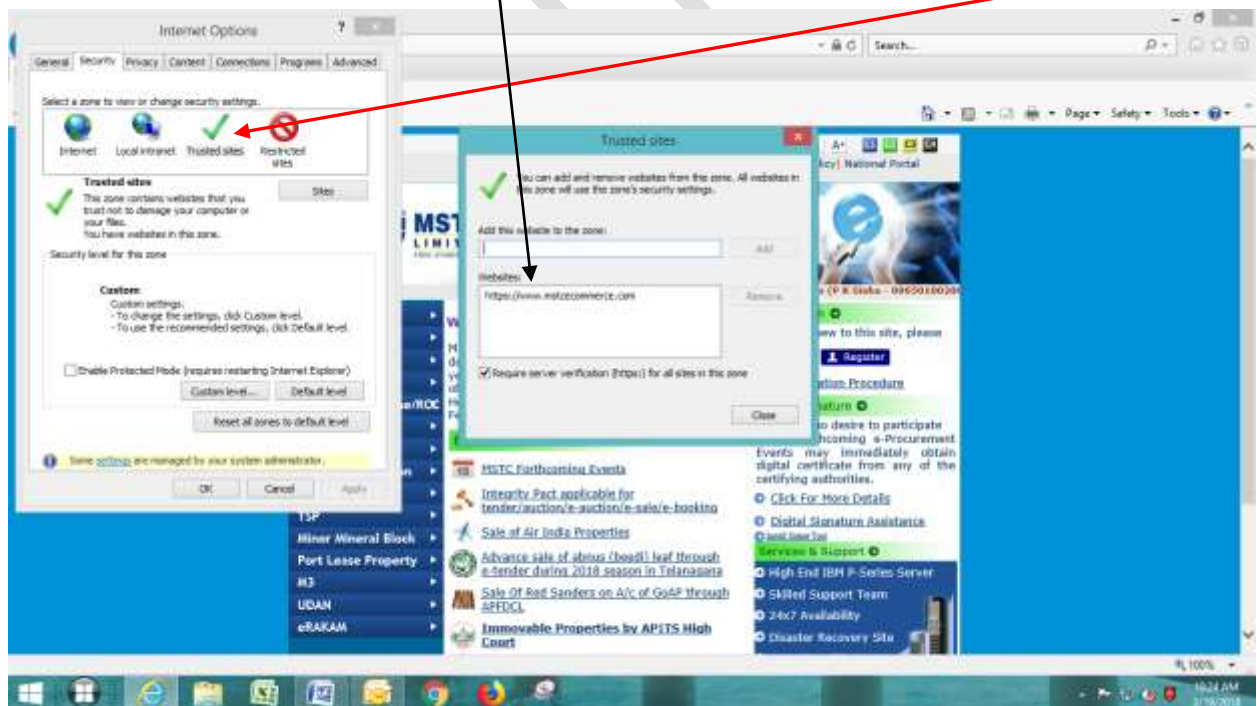
c. Click on Tools->"Internet options"

https://www.mstcecommerce.com

- Click on security tab
- Select "Internet"
- Un check the "enable protected Mode"
- Click on custom level

- Enable all the Active X controls and plug ins (except Active-X Filtering)

- Enable "Access data source across all domain" under "Miscellaneous"

- "Disable" use pop up blocker

d. The website https://www.mstcecommerce.com should be added to the list of "**Trusted Sites**".

e. Latest Drivers for your Digital Signature Certificate should be installed properly in the computer.
f. The computer should have latest Java Runtime Environment version (Windows X-86 Offline file preferable) installed in it.
g. For Browser related settings, please refer to the 'View Video' available above 'Vendor Login'
h. 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.

3. **Java Related settings:**

Your system should have a latest version of Windows X 86 offline- 32 bit JAVA (irrespective of 32bit/64bit Computer). If it is available, proceed with the below steps-

a. **Go to control panel and search "Java"**

b. **Click on tab "java" and then click on "view" to check whether java version is appropriate (X-86, 32 bit) or not. If x86 is mentioned in it, it is the correct version.**

Please ensure that your system has a latest version of java (X-86)
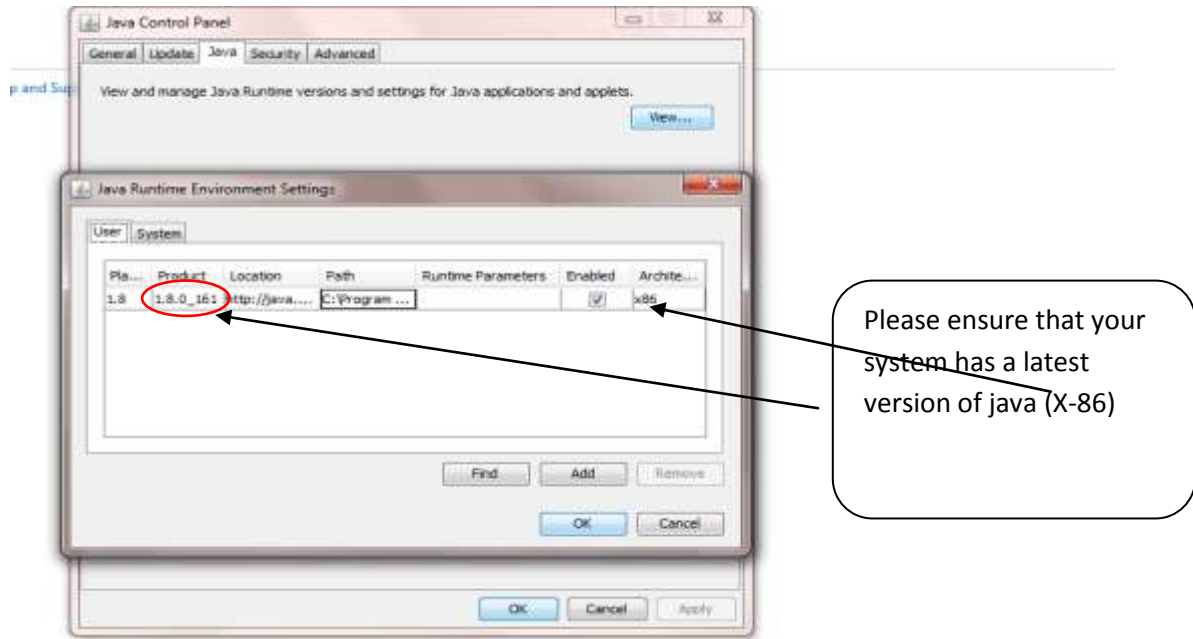
NOTE

In some cases, it may so happen that Java is not being allowed to run. In that case, click on the security tab and select the minimum security level (high, medium or low whichever is available) and add https://www.mstcecommerce.com in the exception site list and click add button.

Add website www.mstcecommerce.com under exception site list
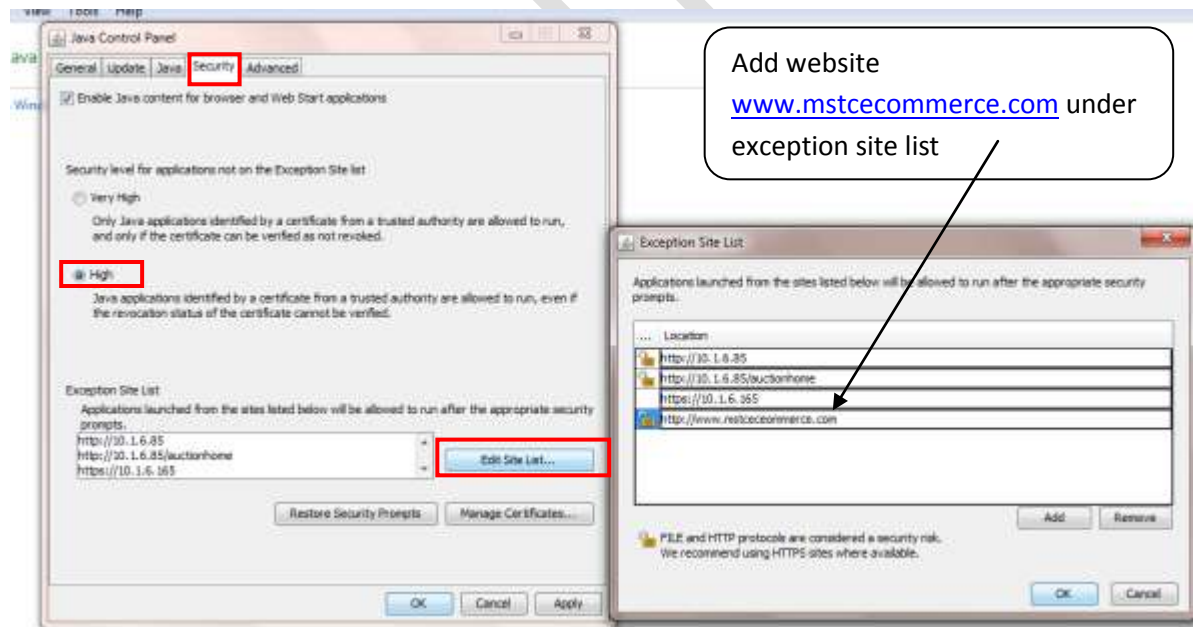
c. **Go to advanced tab. Select "show console" available under "java console" and tick "Place java icon in the system tray" available under "Miscellaneous" tab.**


Select "show console"

Tick the TLS 1.0, TLS 1.1, TLS 1.2 and place java icon in system tray
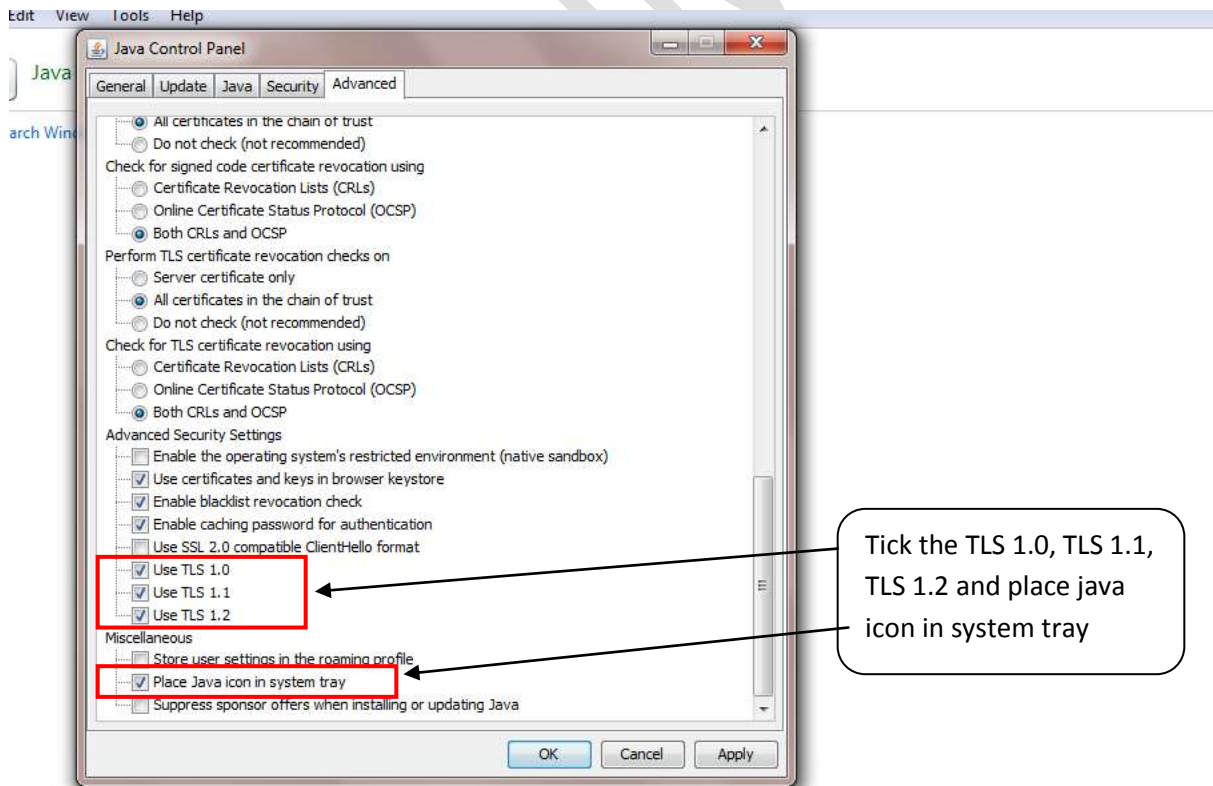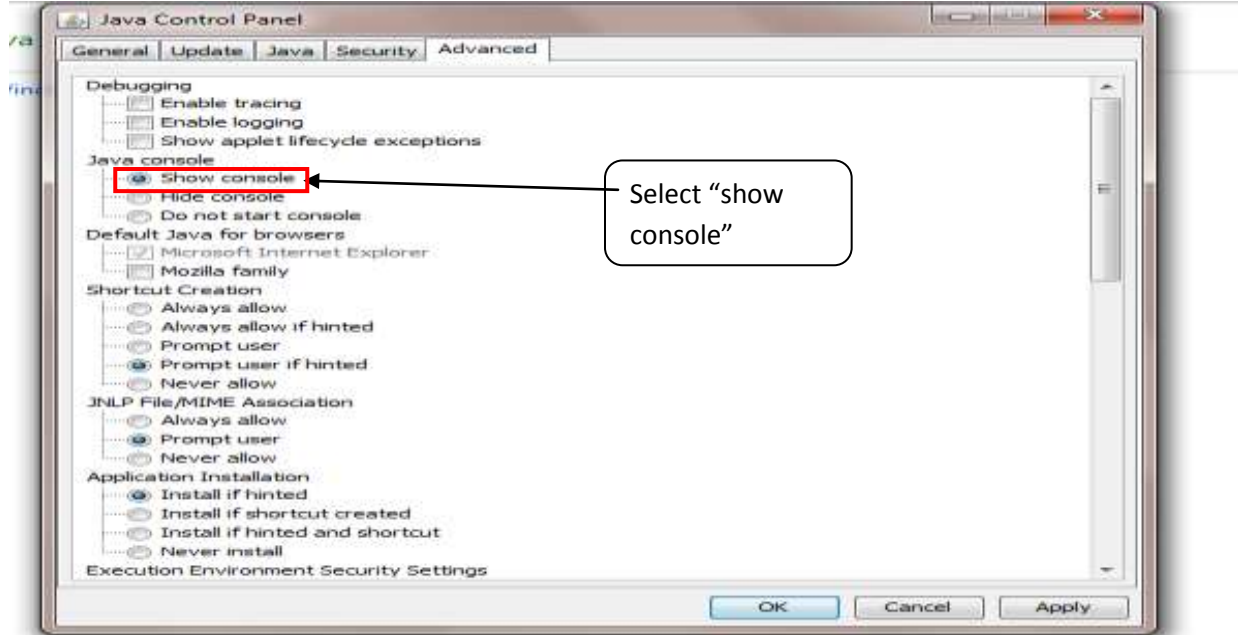
Once above steps are completed, log on to the website-
https://www.mstcecommerce.com/eprochome/rbi and login

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.
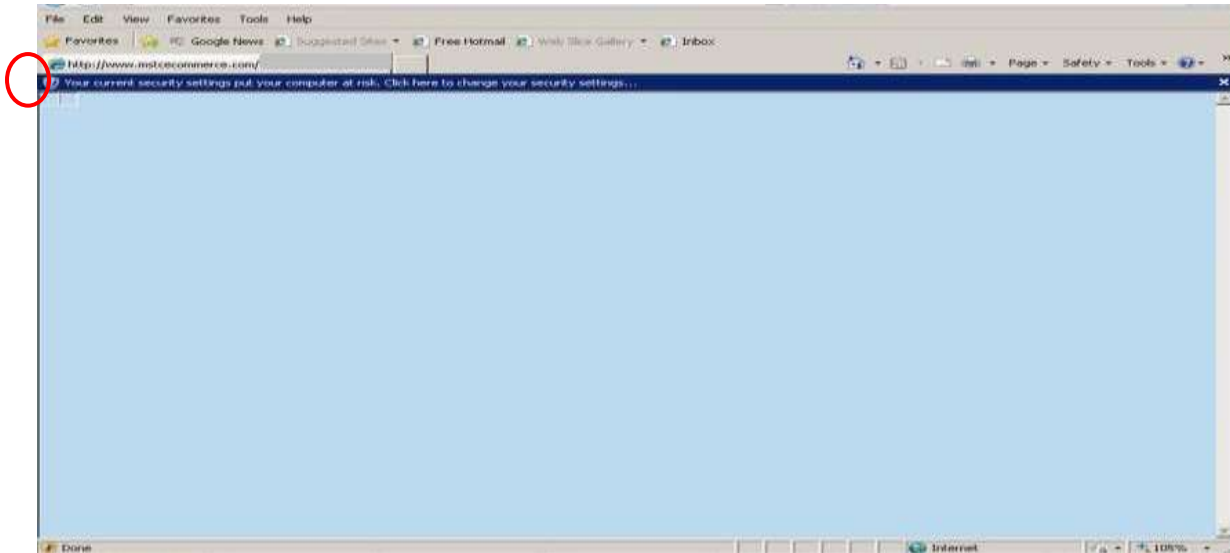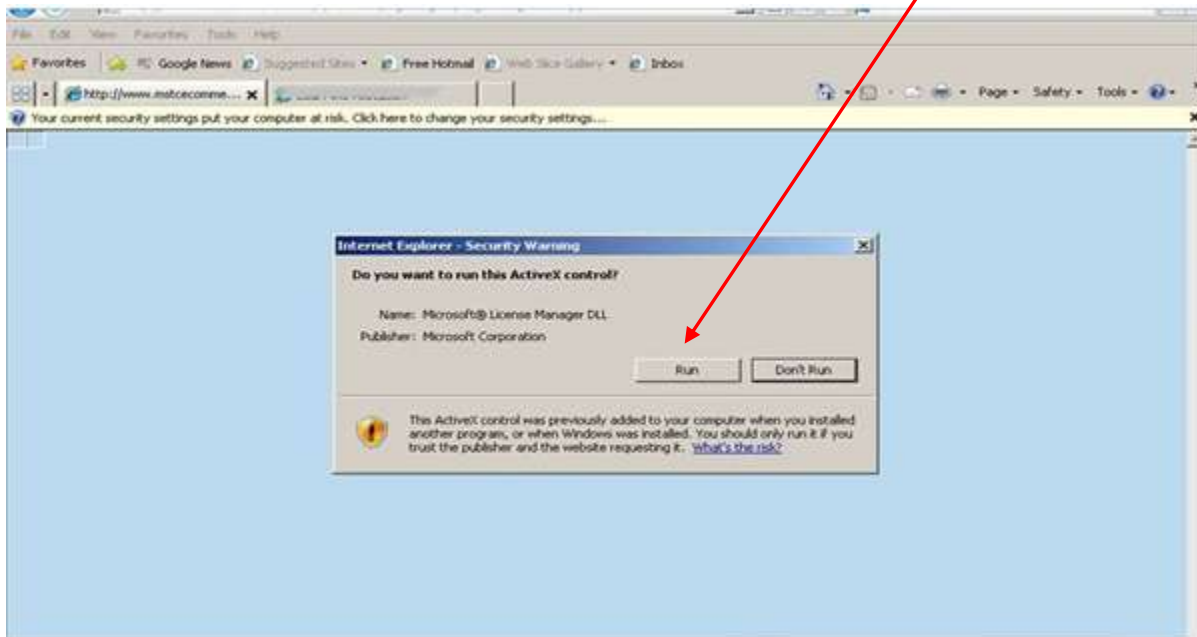

In the above case, the **blue question mark** sign indicates that the website wants to run certain add-on/s. That should be done by right clicking on the icon and running the add-ons as shown in subsequent screenshots.

Right Click on the message and run the add-on/s as they appear.
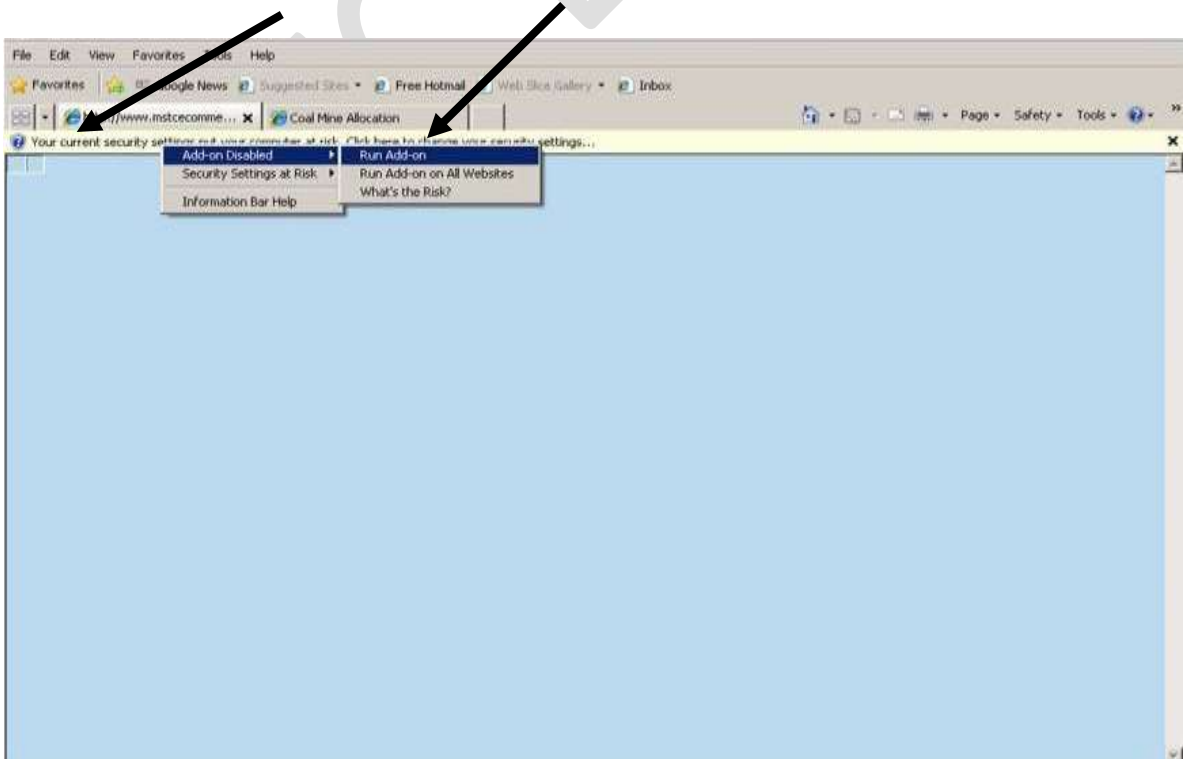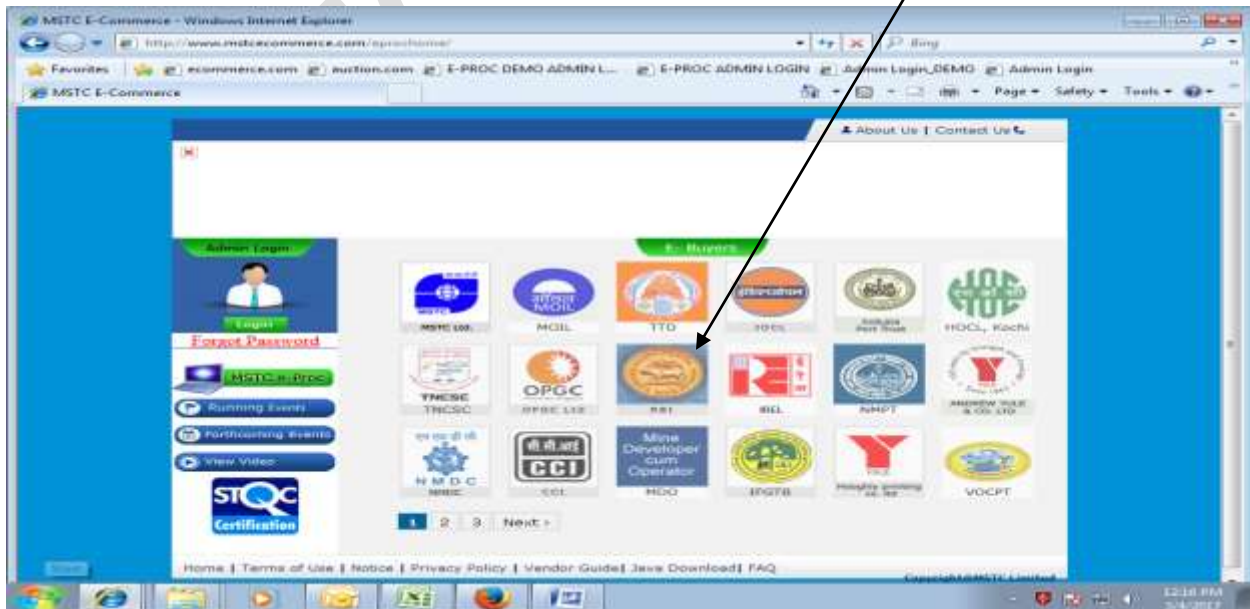
A sample add-on is shown below when the add-on wants to run. Click on **Run** to allow that add-on.

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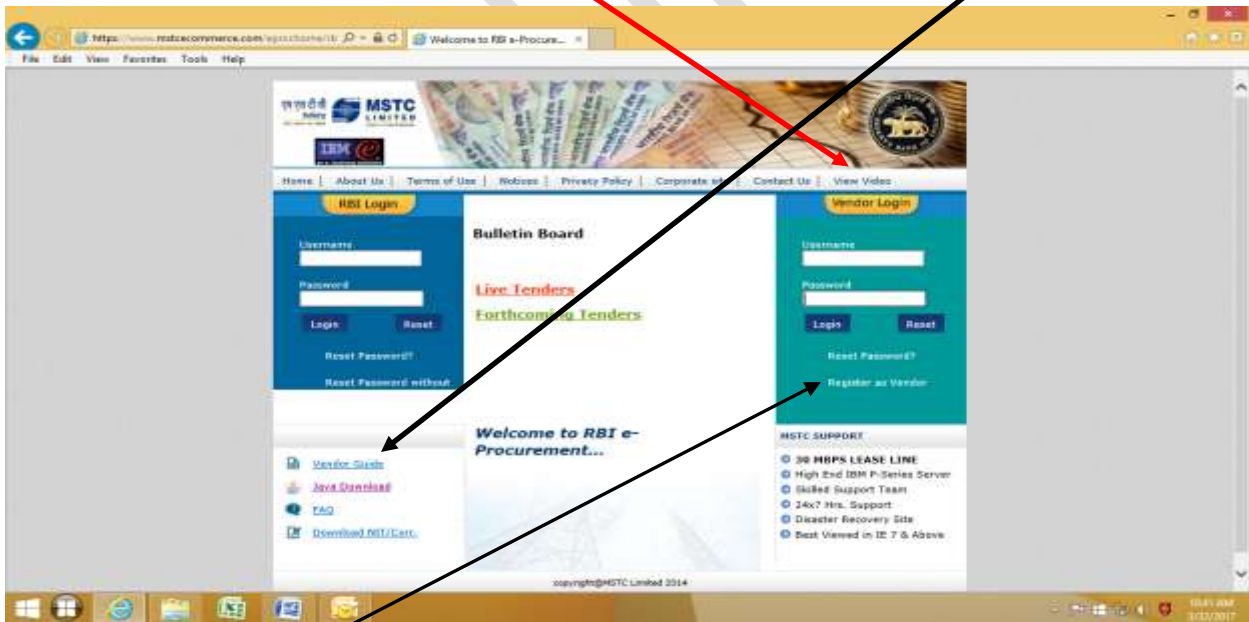
4. **Vendor Registration**

Visit the website https://www.mstcecommerce.com/eprochome/ and select **logo** of the buyer-RBI.
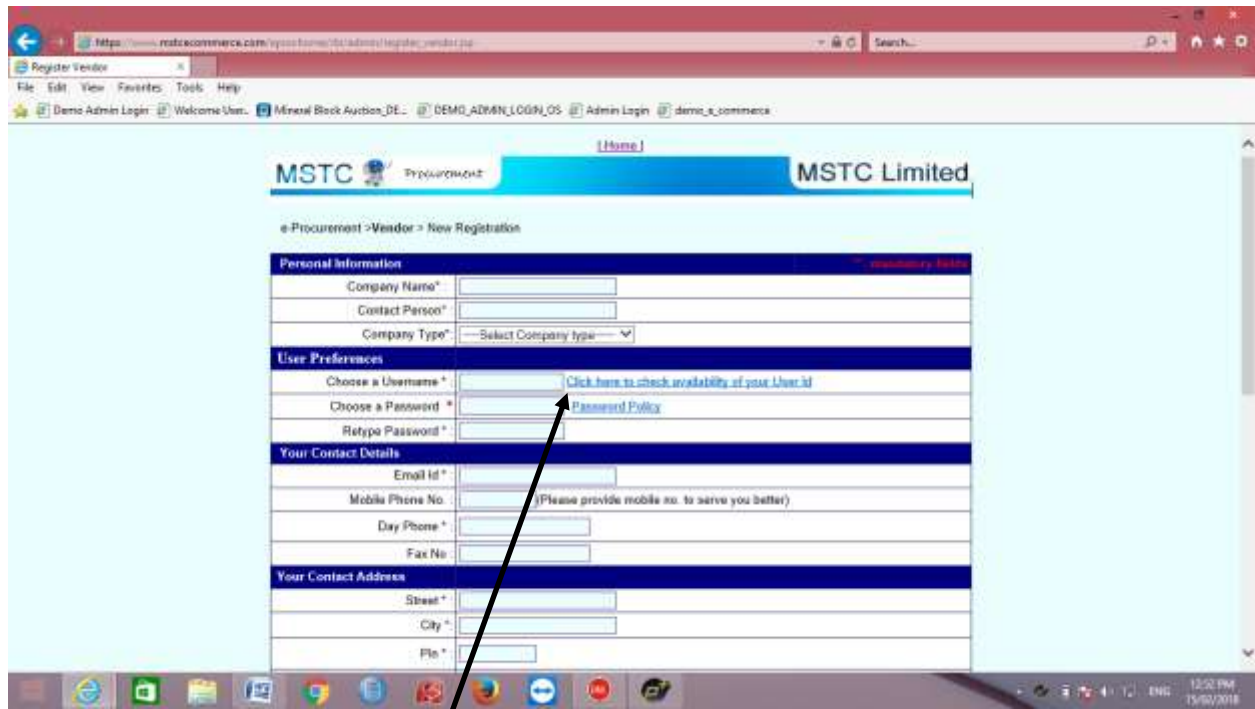

On selecting the Buyer's logo, the Vendor Login page gets displayed

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 from the link "**click here to check availability of user id**" and **password policy** before creating the same. (It is advised your user name should have 8 characters with alphanumeric characters and a special character like "@".)
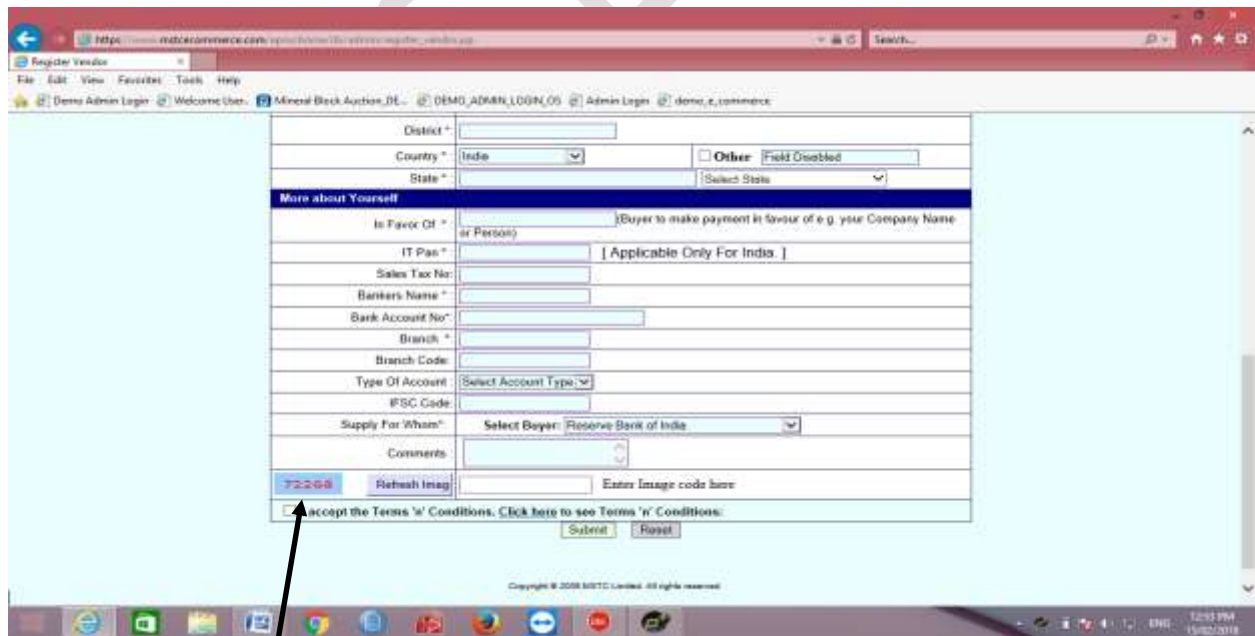

Please refresh the image before clicking on Submit button. After that a preview page will appear and if you press continue then a message of successful registration will come

This completes the on-line registration process. Your account is auto-activated (unless mentioned otherwise) and you may proceed to login.
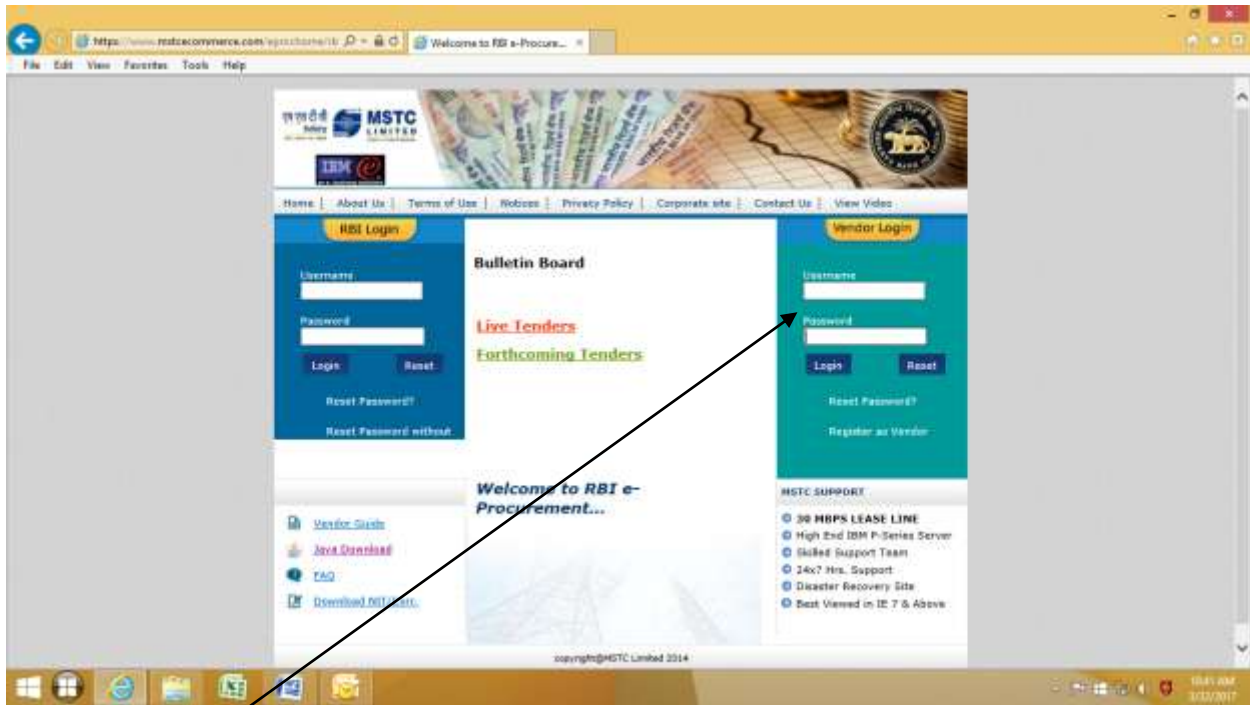
Type your **user id and password** and click on Login. The system shall ask for your DSC as below.
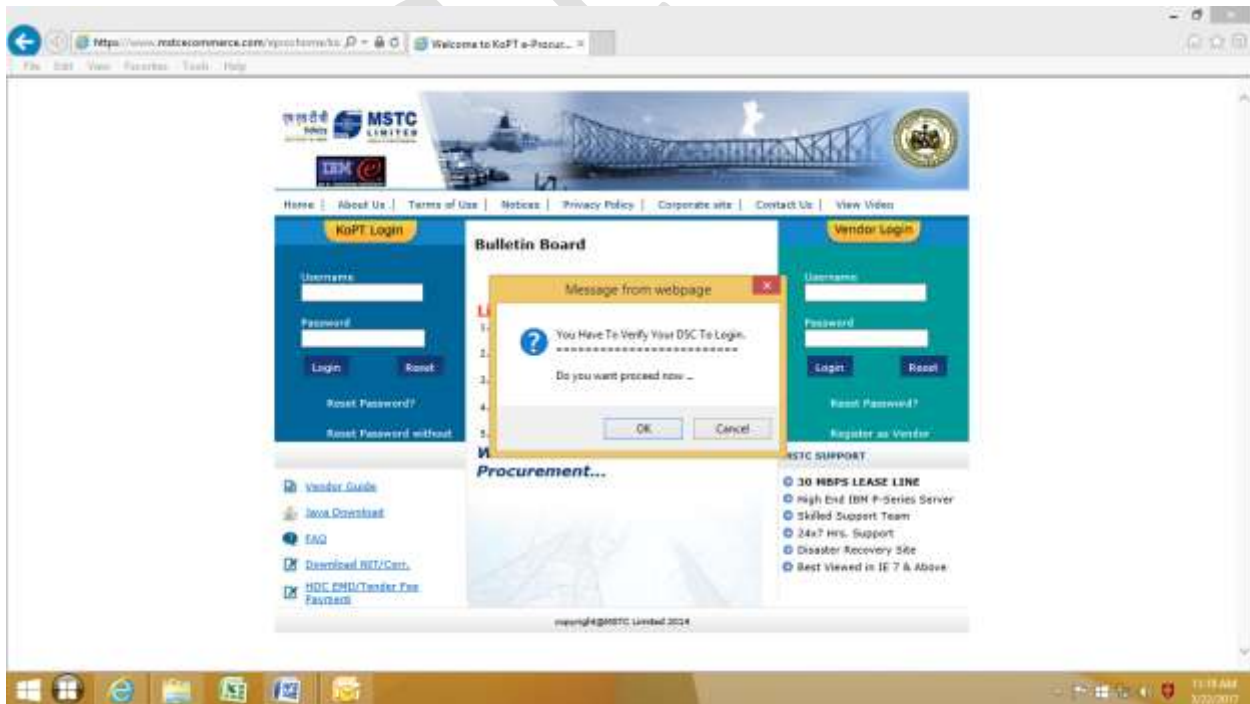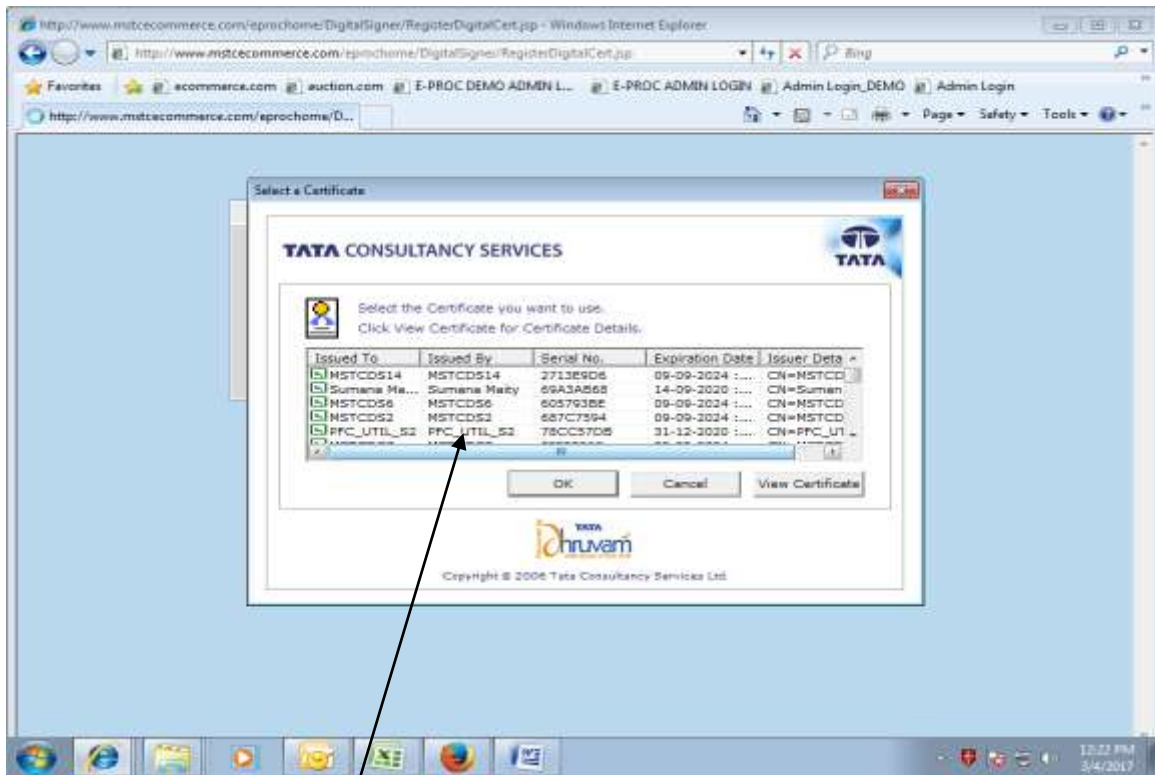
Click on OK and select your DSC in the signer form for authentication. When you are logging into the system for the first time, system shall verify the name of the person to whom the DSC has been issued and the name of the contact person provided during registration, for the user id being used for logging 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.

5. Change / Forgot 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.
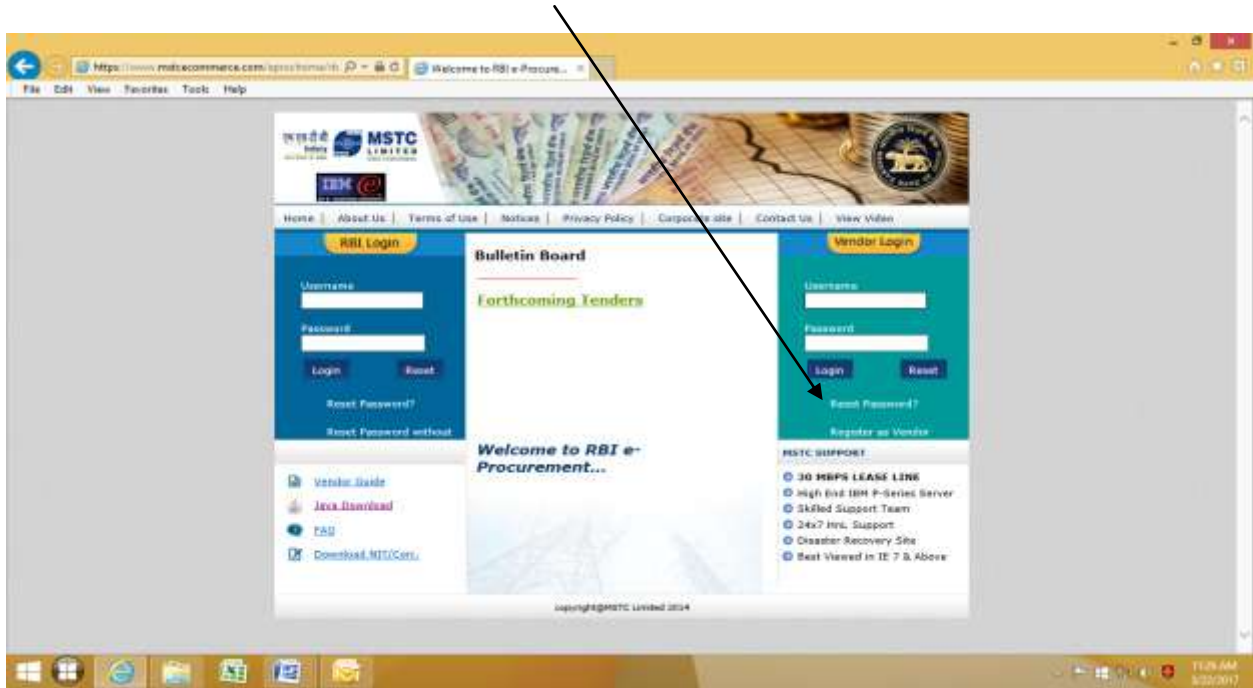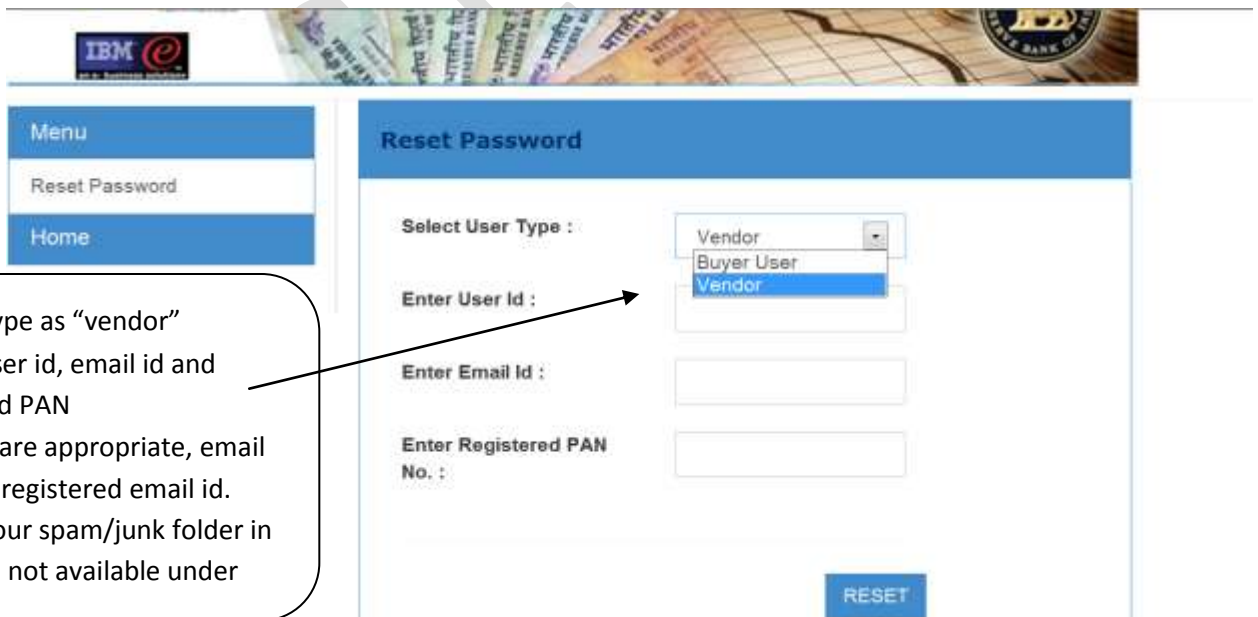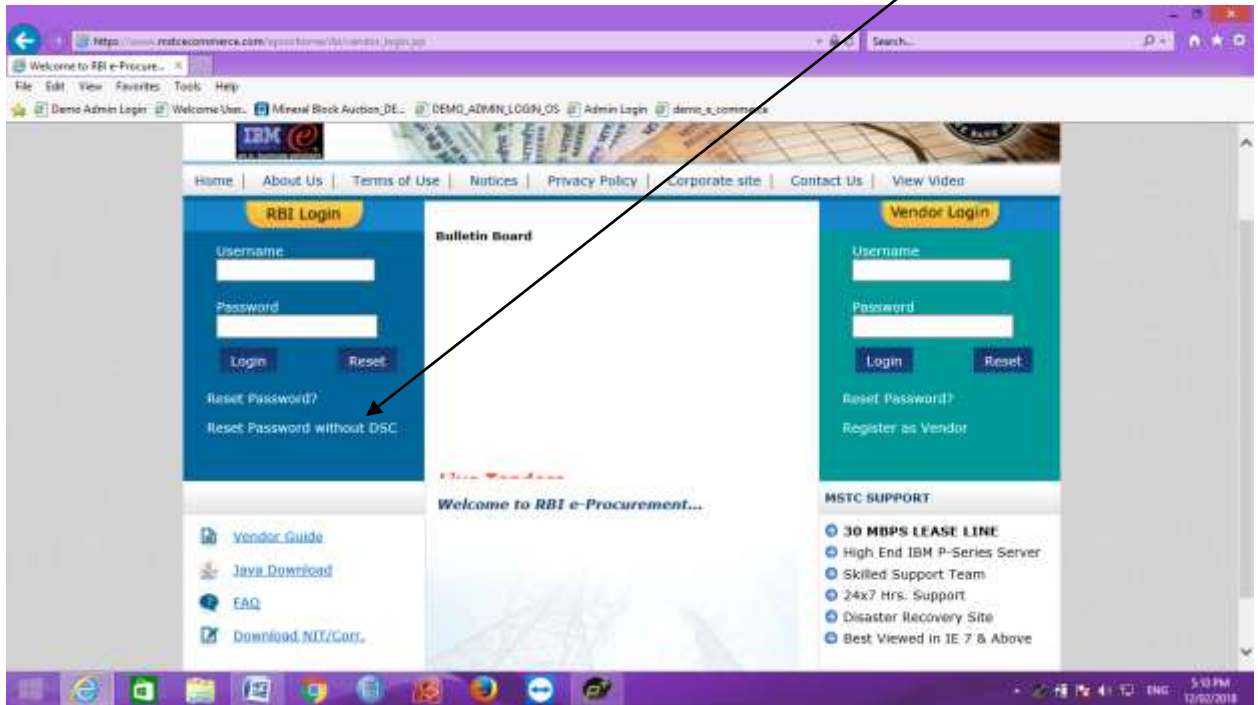

The system will ask for user id and new password as shown below.

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 "Reset password without DSC" link available in www.mstcecommerce.com/eprochome


- Select user type as "vendor"
- Enter your user id, email id and enter registered PAN
- If the details are appropriate, email is sent on your registered email id. Please check your spam/junk folder in case the mail is not available under

6. DOWNLOADING OF NIT / CORRIGENDUM BY BIDDER:

  a. Unregistered Bidders:

   Step 1: Click "Download NIT/Corr."
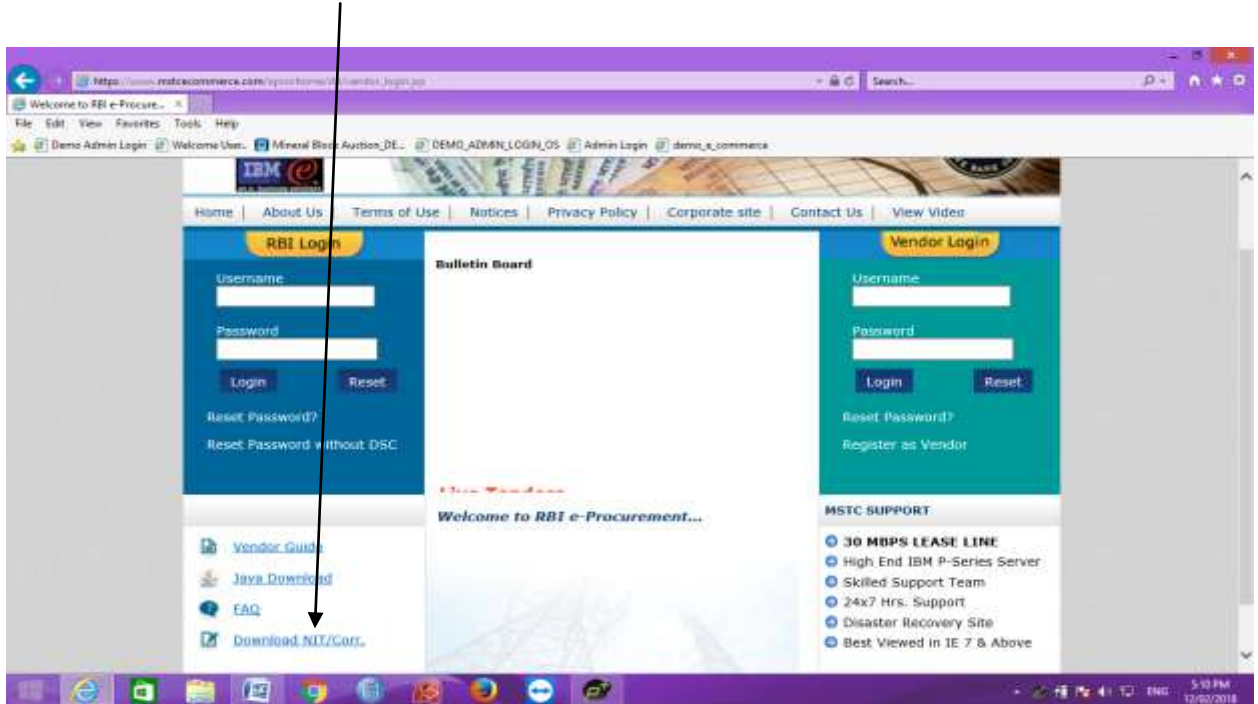
Step 2: Click 'Proceed' button and fill up the details as Company Name, e-mail ID, Mobile No., Name of the contact person and click on "Submit".
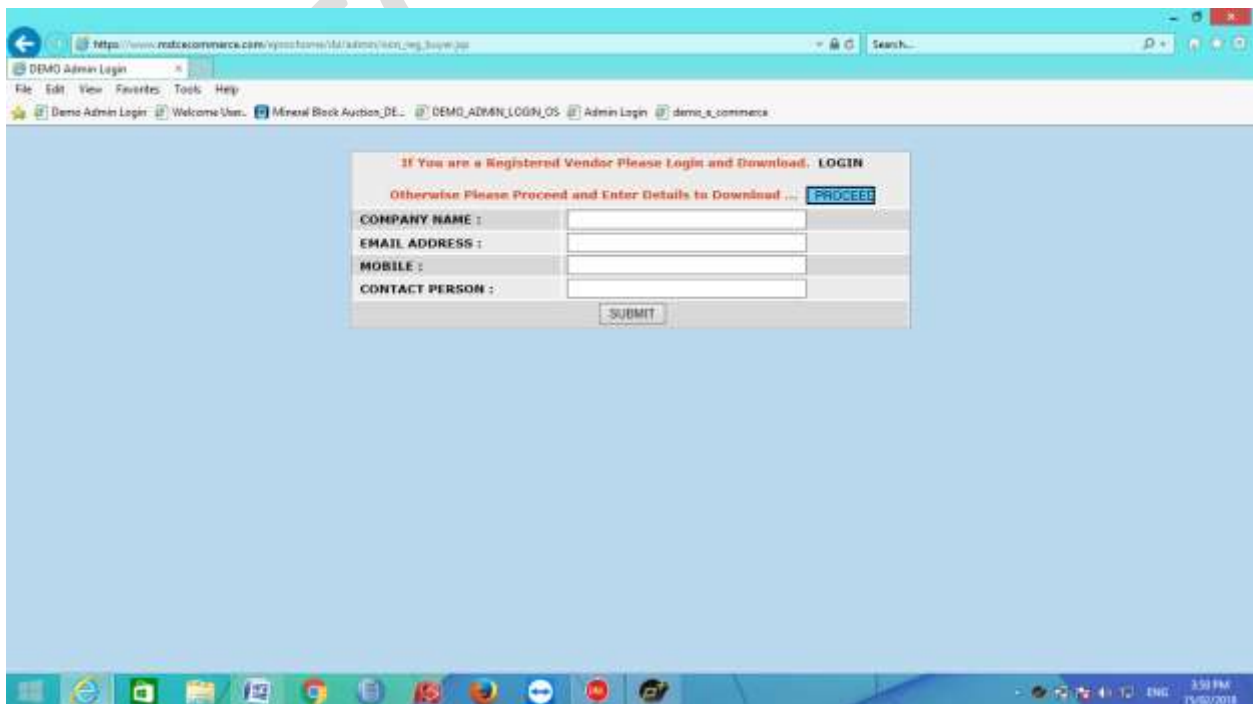
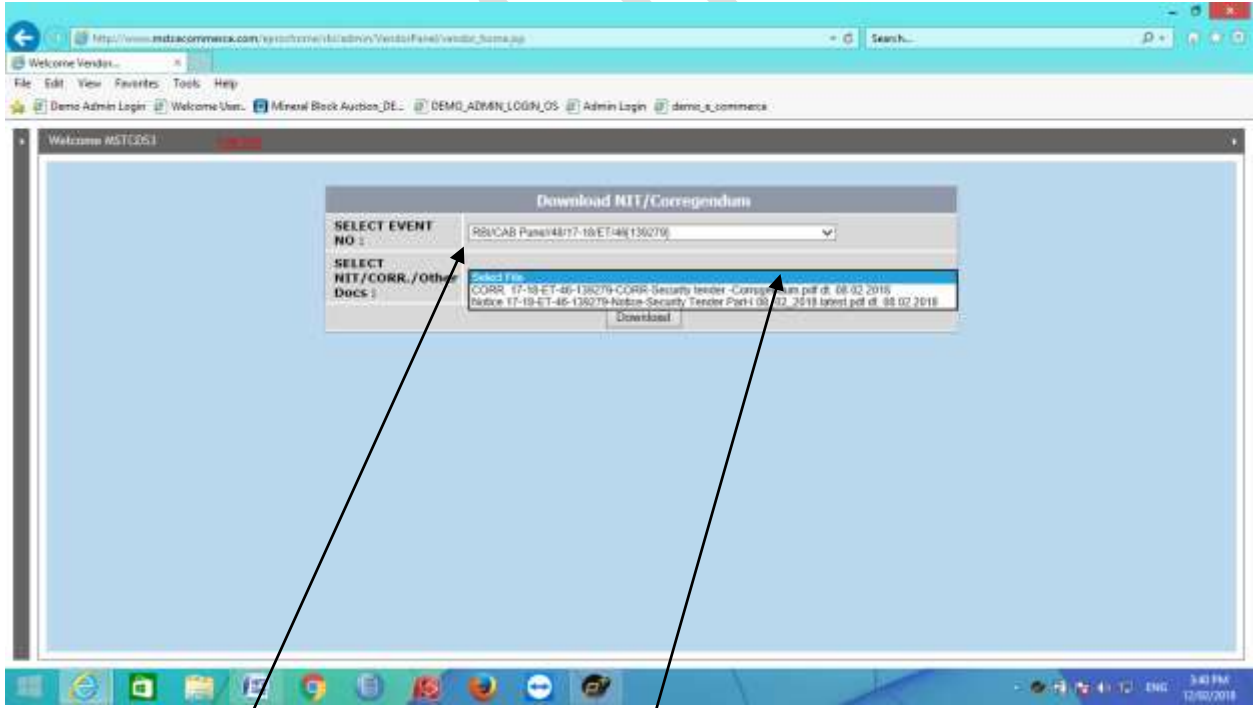**Step 3**: After submission of the details, select the event No., select the notice/corrigendum and download the same.
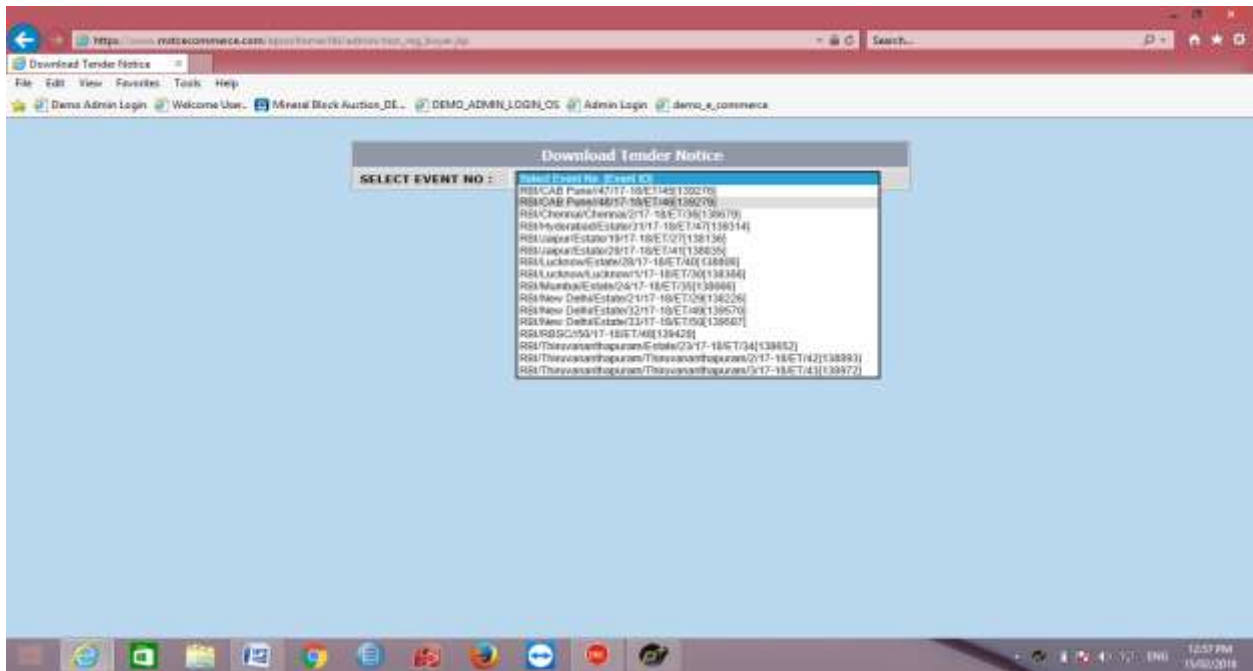
b. Registered Bidders:

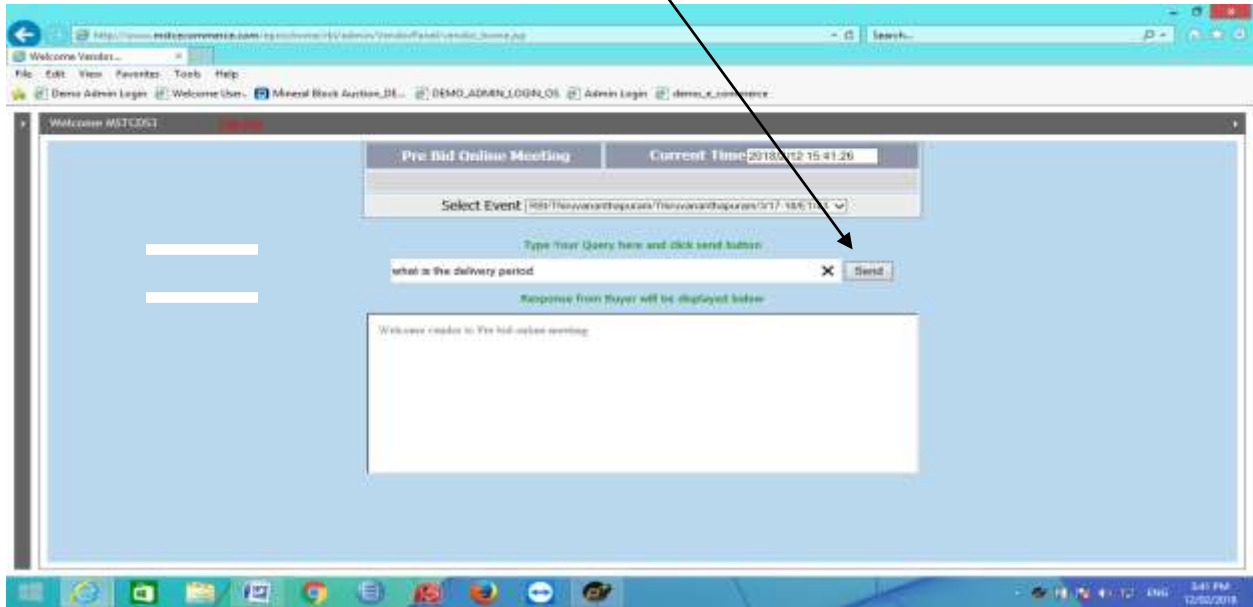**Step 1**: In "Vendor Login" link, Login with user ID, password & DSC.
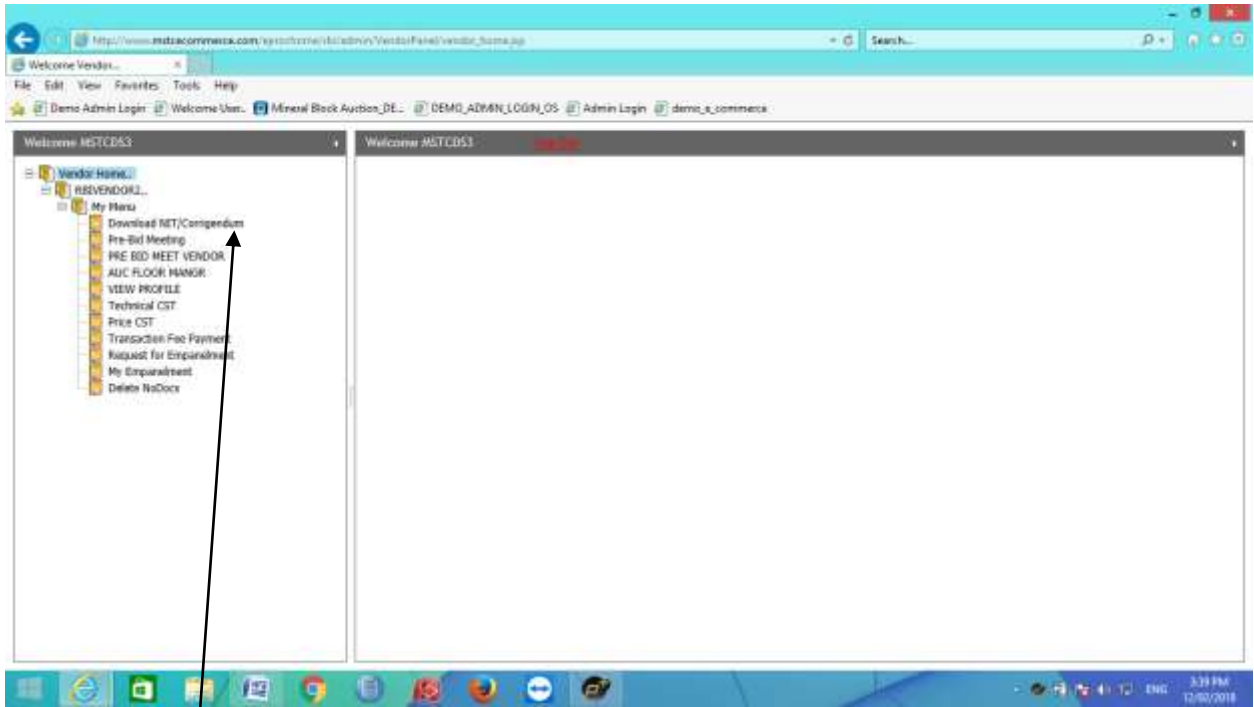
Step 2: Click "Download NIT/Corrigendum" link.

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

1. 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**.
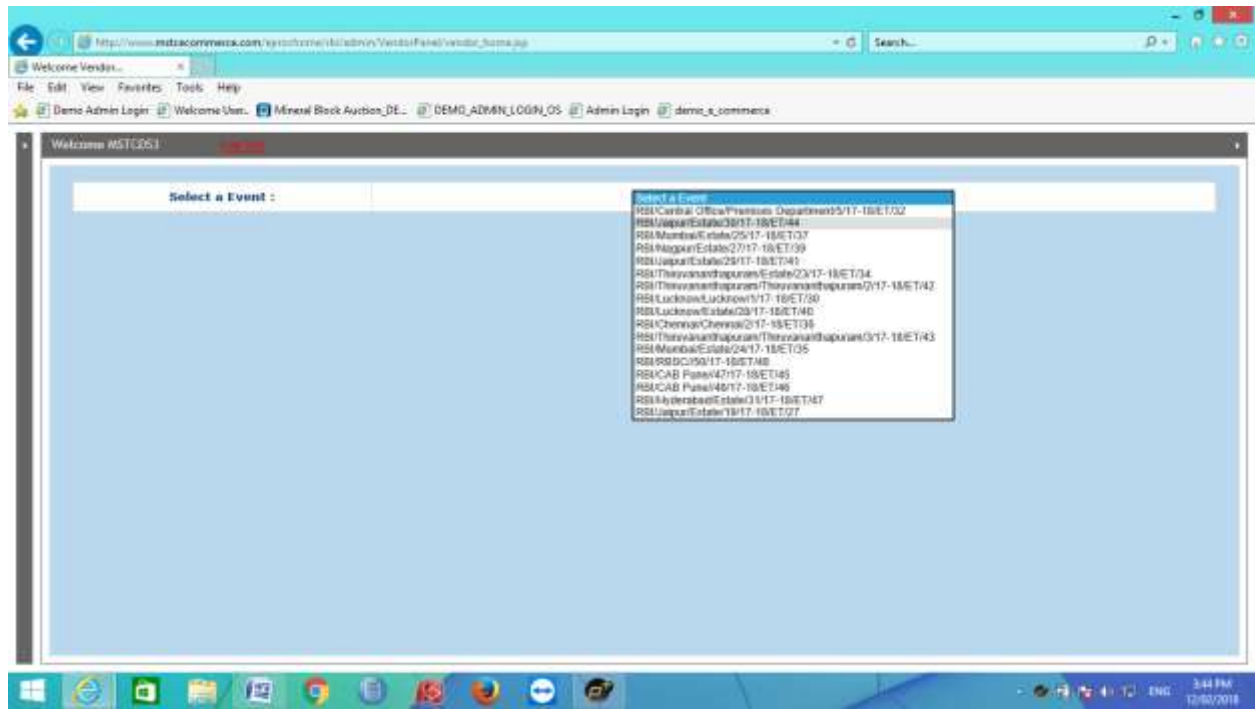

7.Transaction Fee Payment:

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.
Step 1: Click on Transaction Fee Payment
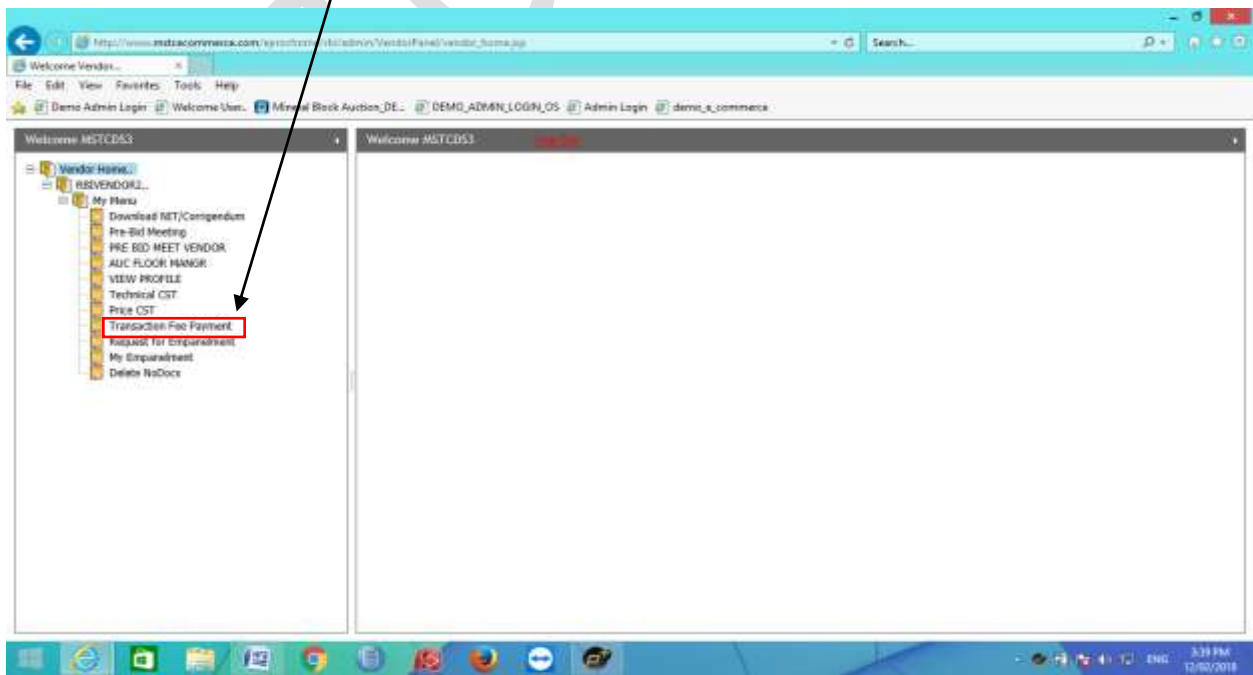
Step 2: Select event no from the drop down box

Step 3: Select NEFT/ RTGS or Online Payment.

NEFT RTGS: 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.

NOTE- For payment using challan it may be noted that the remittance for a particular tender should only be made to the system generated account no mentioned in the corresponding challan.

Online Payment: 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.
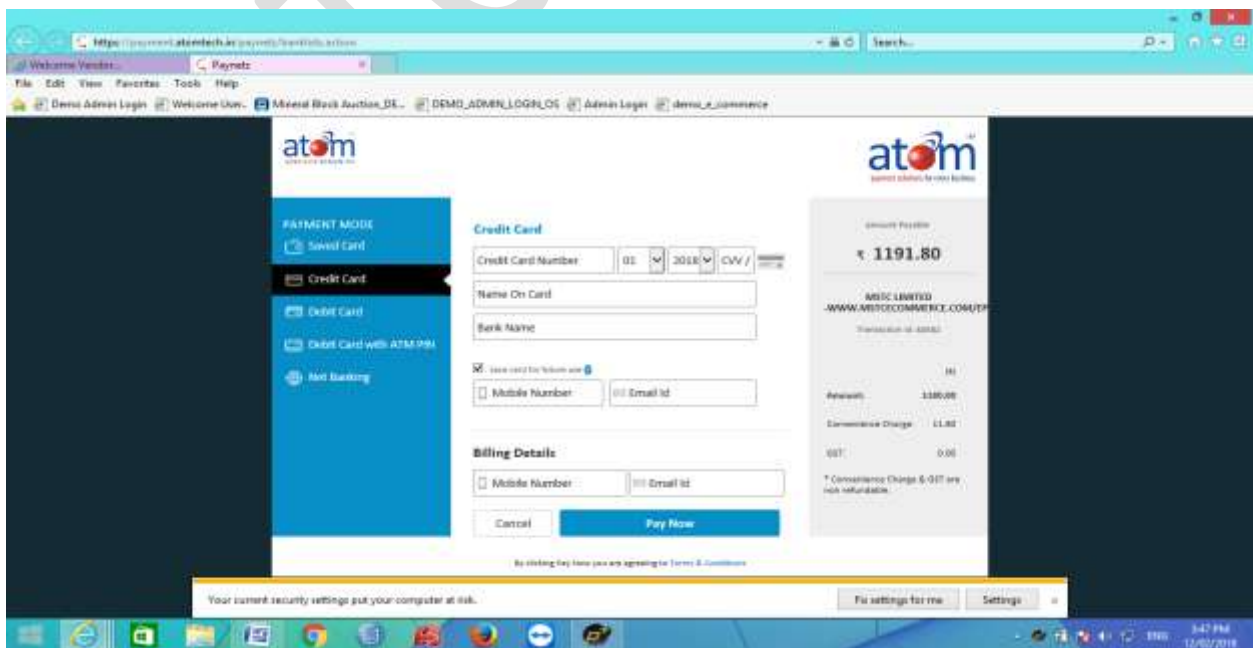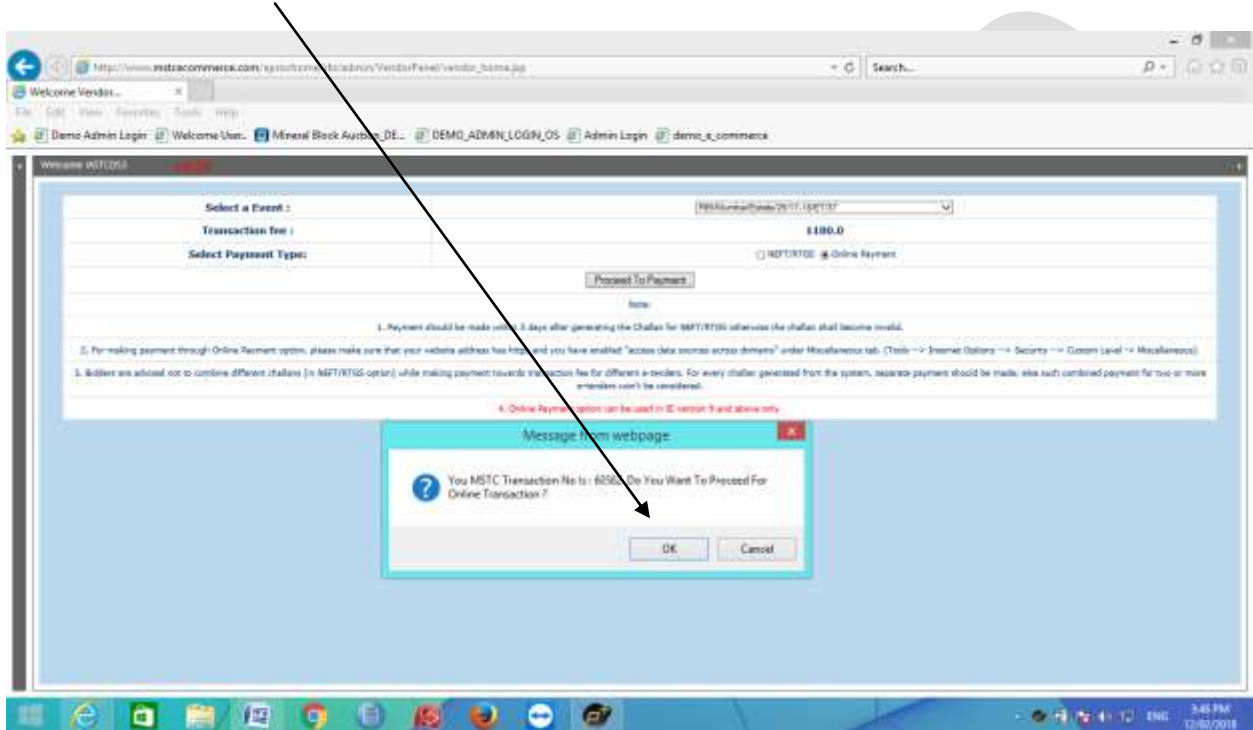
On the payment gateway page the bidder has the option to make payment through Net Banking, Credit Card or Debit Card by selecting the desired option.

Once the payment gets credited in MSTC's designated bank account, the transaction fee shall be authorized automatically and the vendor shall be receiving a system generated mail.
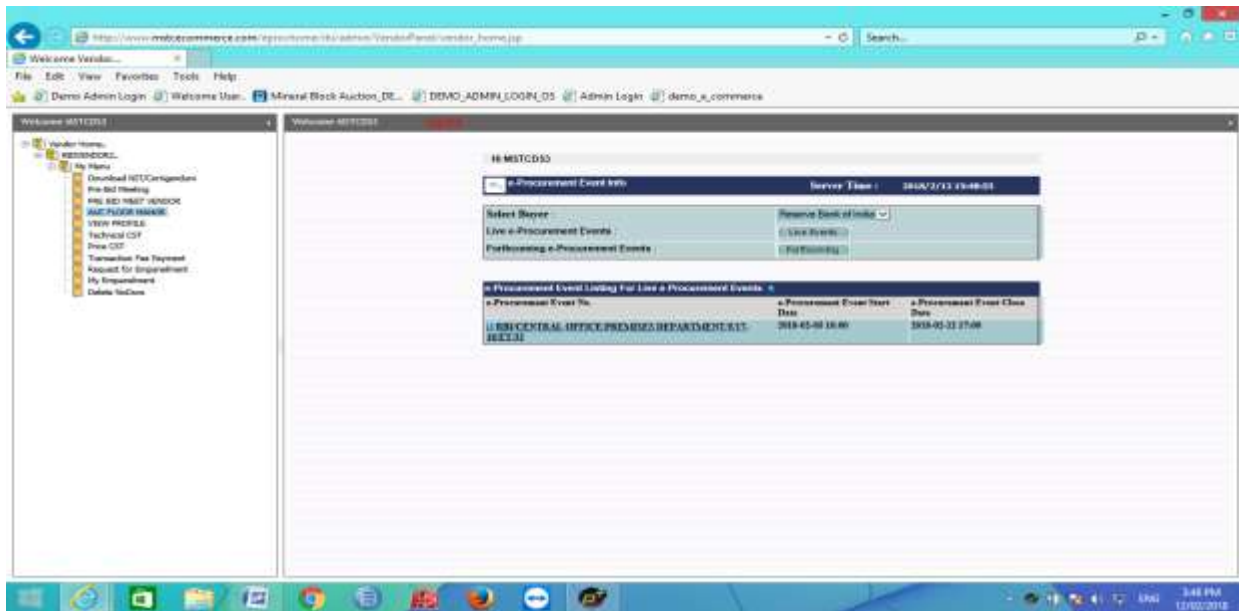
8. Bidding in e-tender:

Log into the website with your user id, password and DSC.
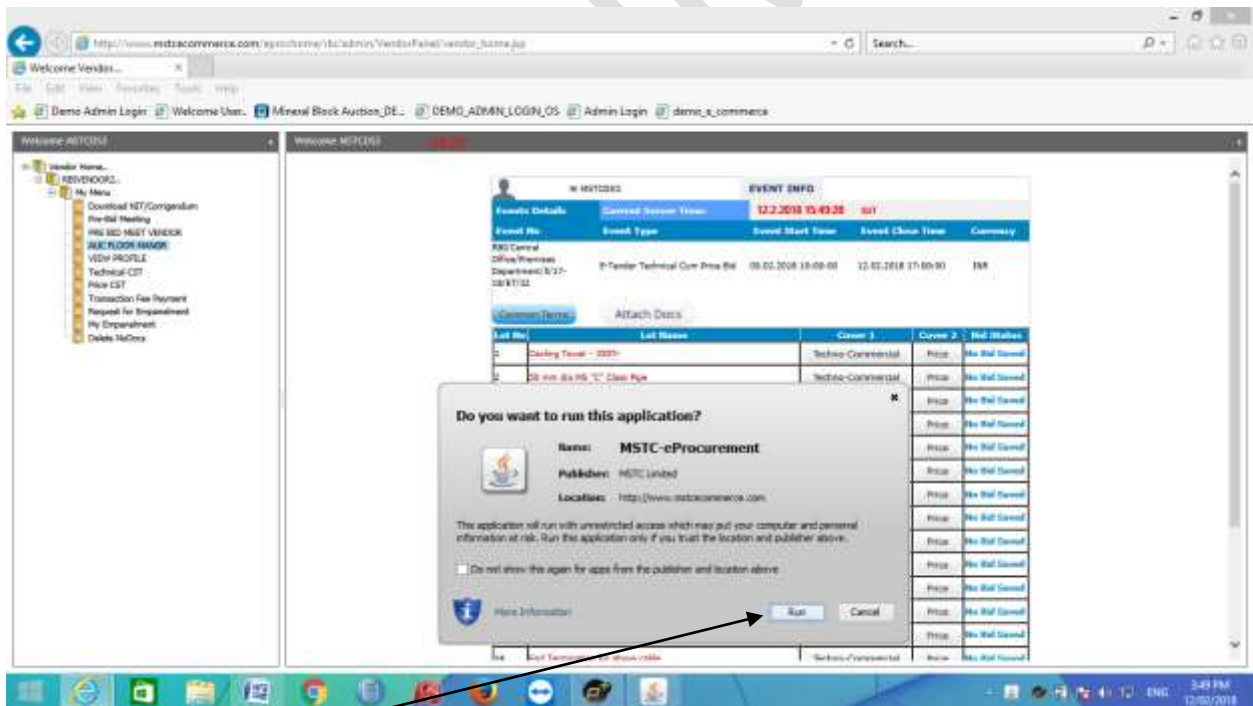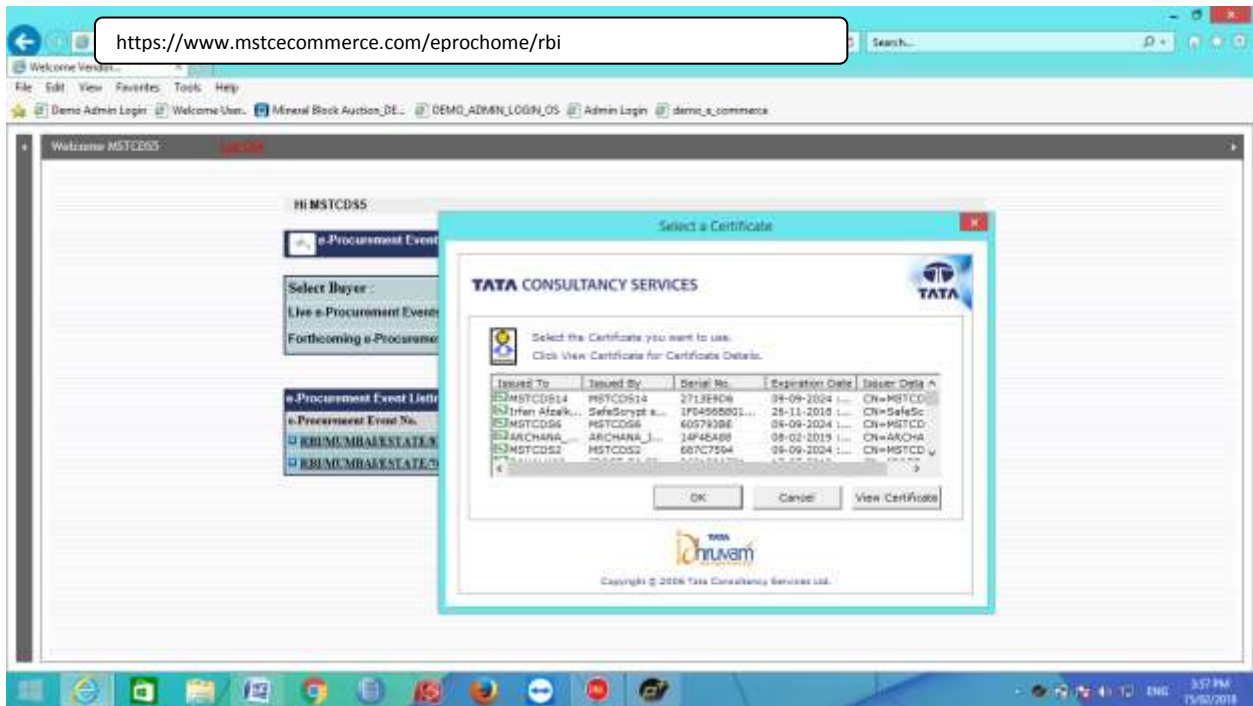
Click on AUC FLOOR MANGR
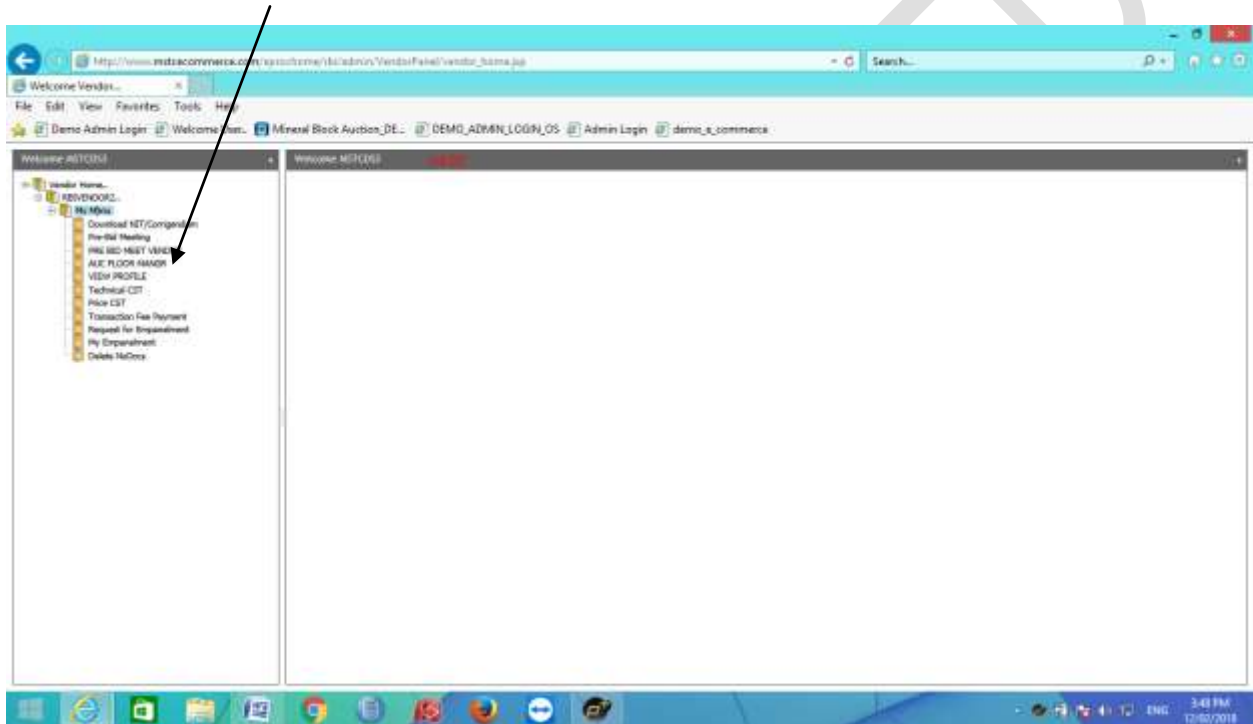
Click on **Live Events** to view and participate in running events.
Click on **Forthcoming** to view upcoming events.

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 Corrigendum.
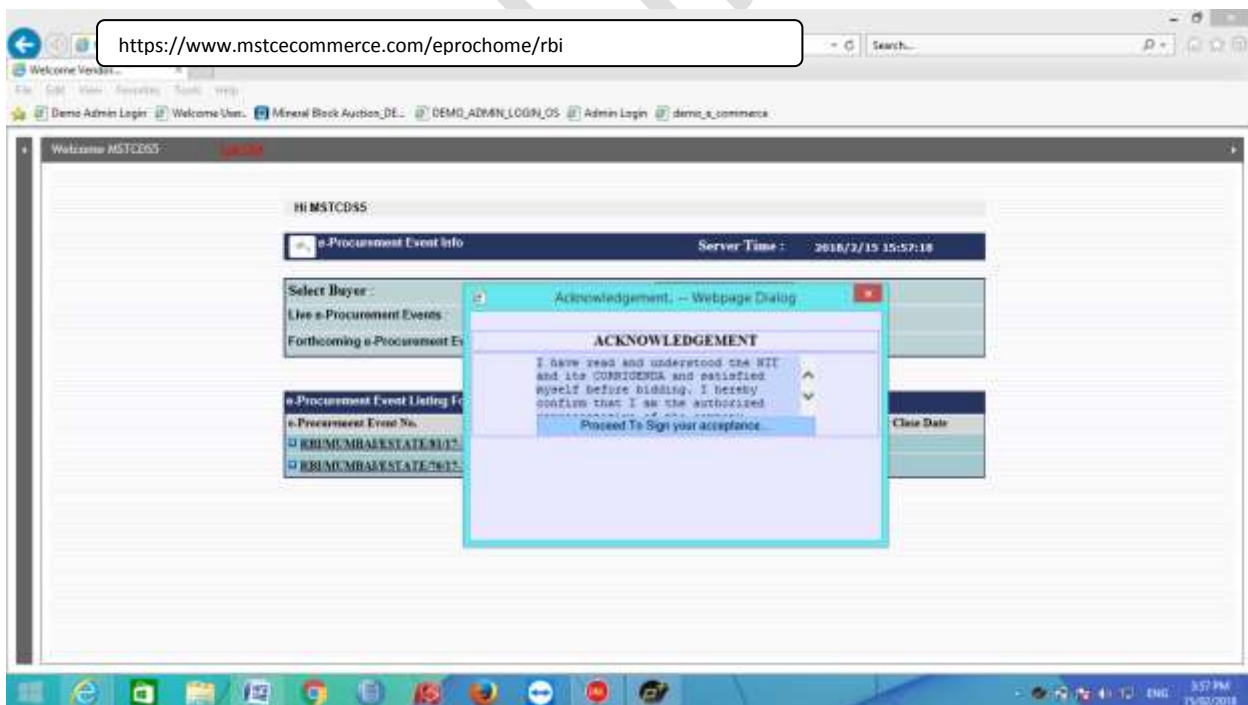
Wait for the JAVA application to be downloaded on your computer and Run the application by clicking on the Run button. If there is any problem in the Running of JAVA application, check for the JRE version installed in the computer and upgrade the same if necessary. (Windows X-86 preferred irrespective of 64 bit or 32 bit PC)
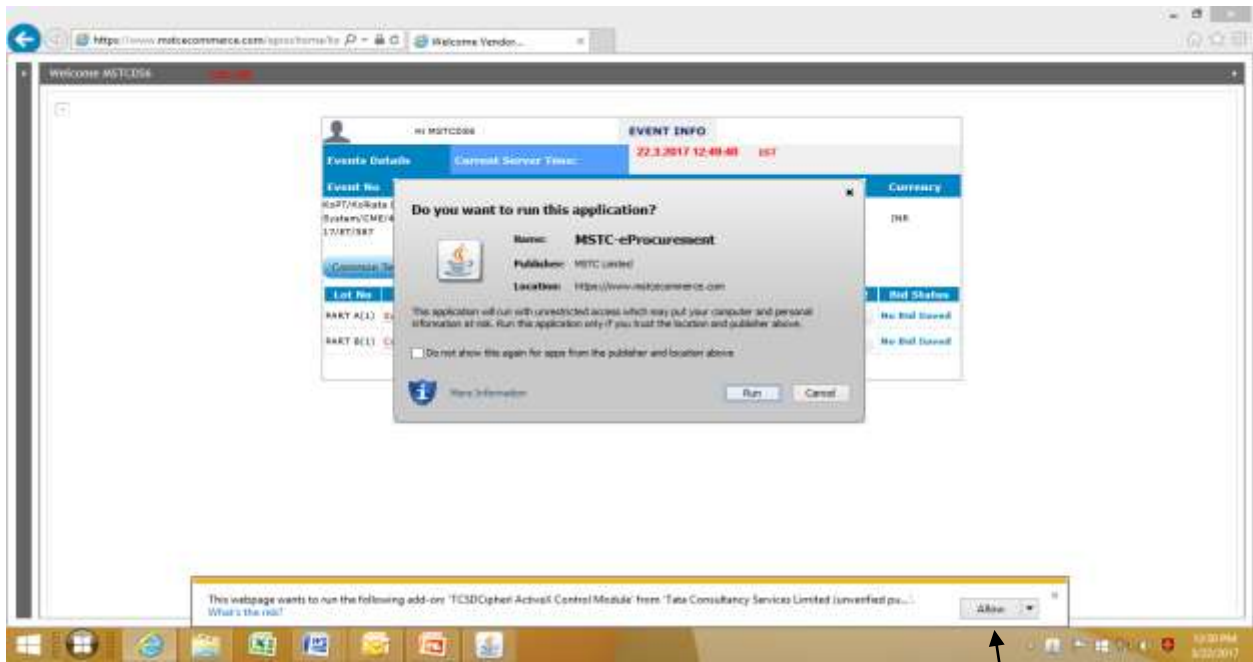
In some cases the website might prompt for an "Add On" to run, which should be allowed.

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.
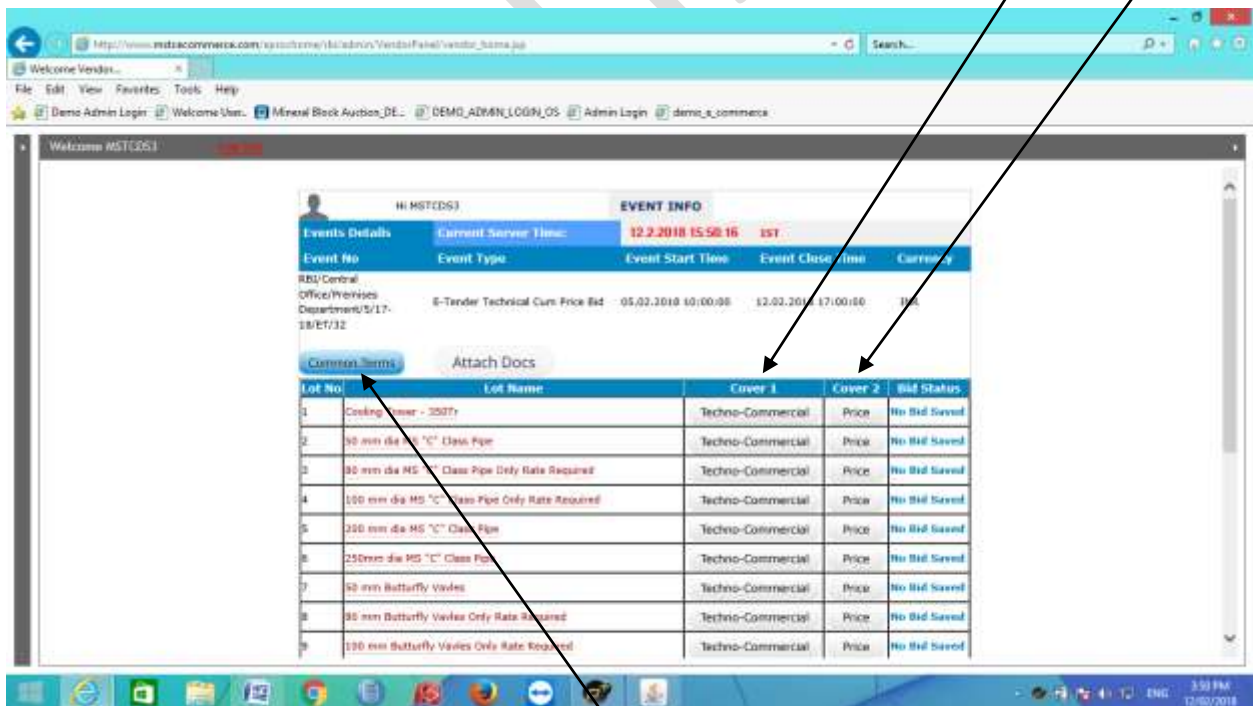

Some tenders may have "**Common/Commercial Specification or Terms**". In those tenders both the aforesaid links will be activated only after saving the "Common/Commercial Specifications or Terms"

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.
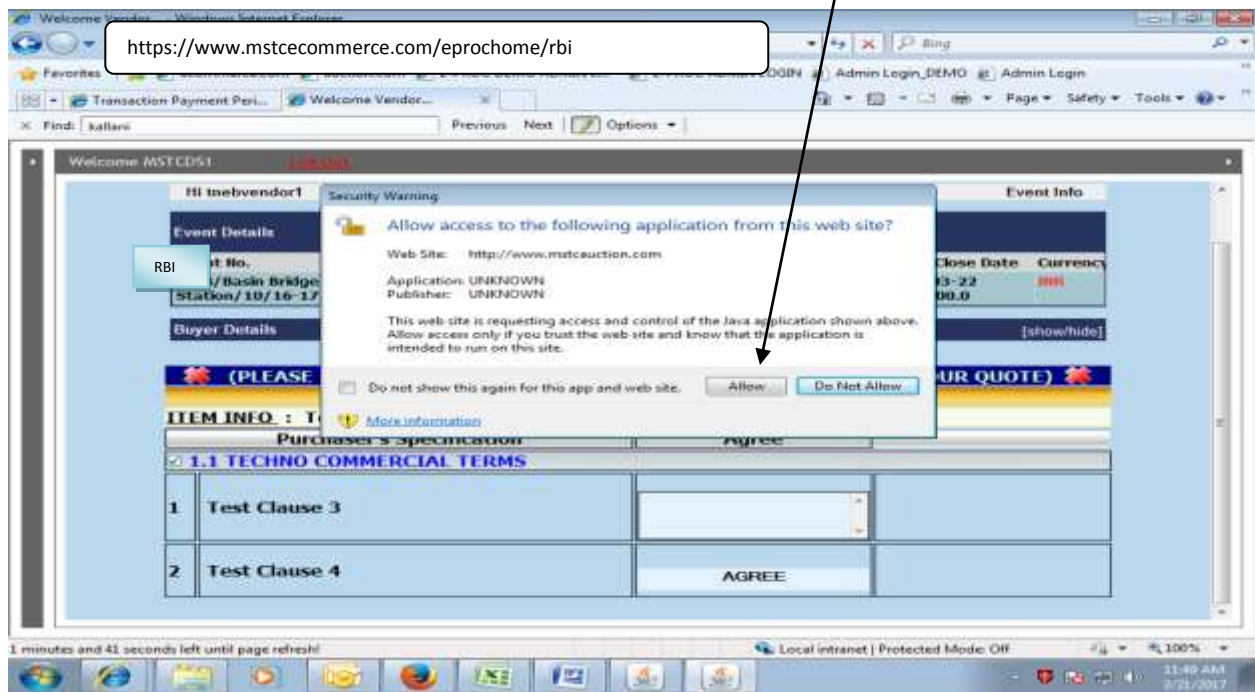

Once a bid has been saved, the Bid Status would change to "Technical Bid Saved" after saving Cover 1 and "Price Saved" after Saving Cover 2. To edit your technical/price bid, click on the links "Techno-Commercial" and "Price" respectively.
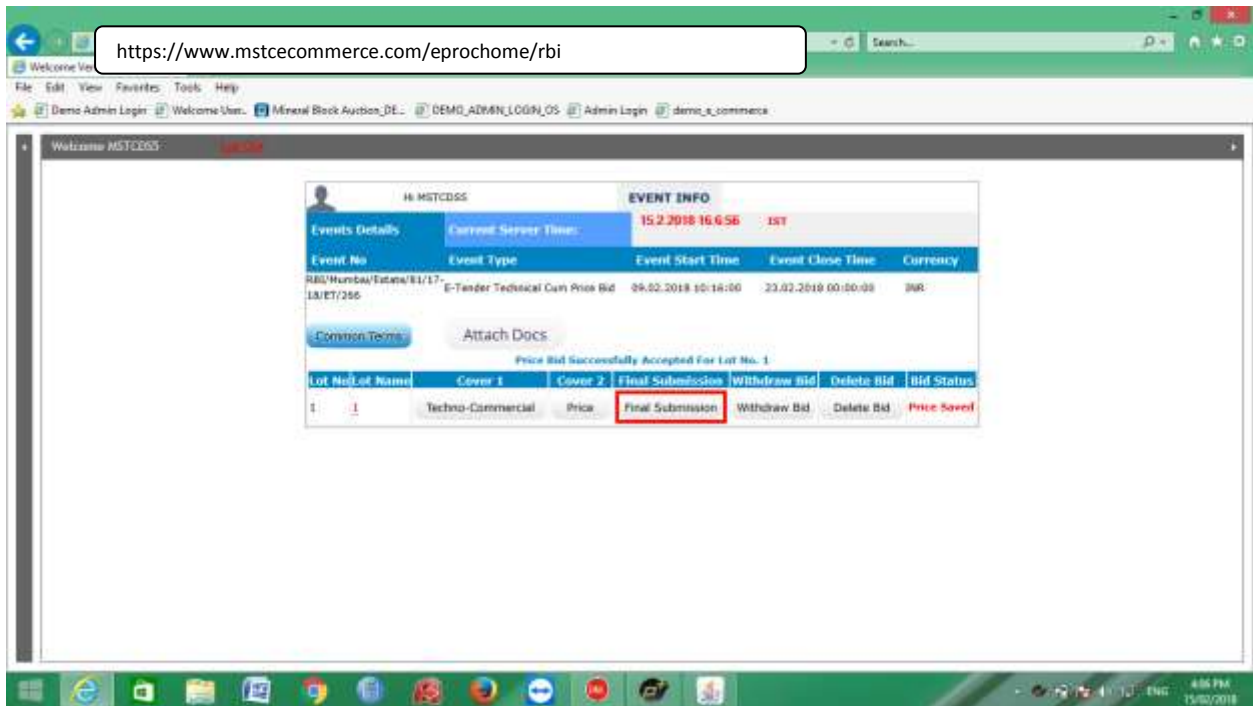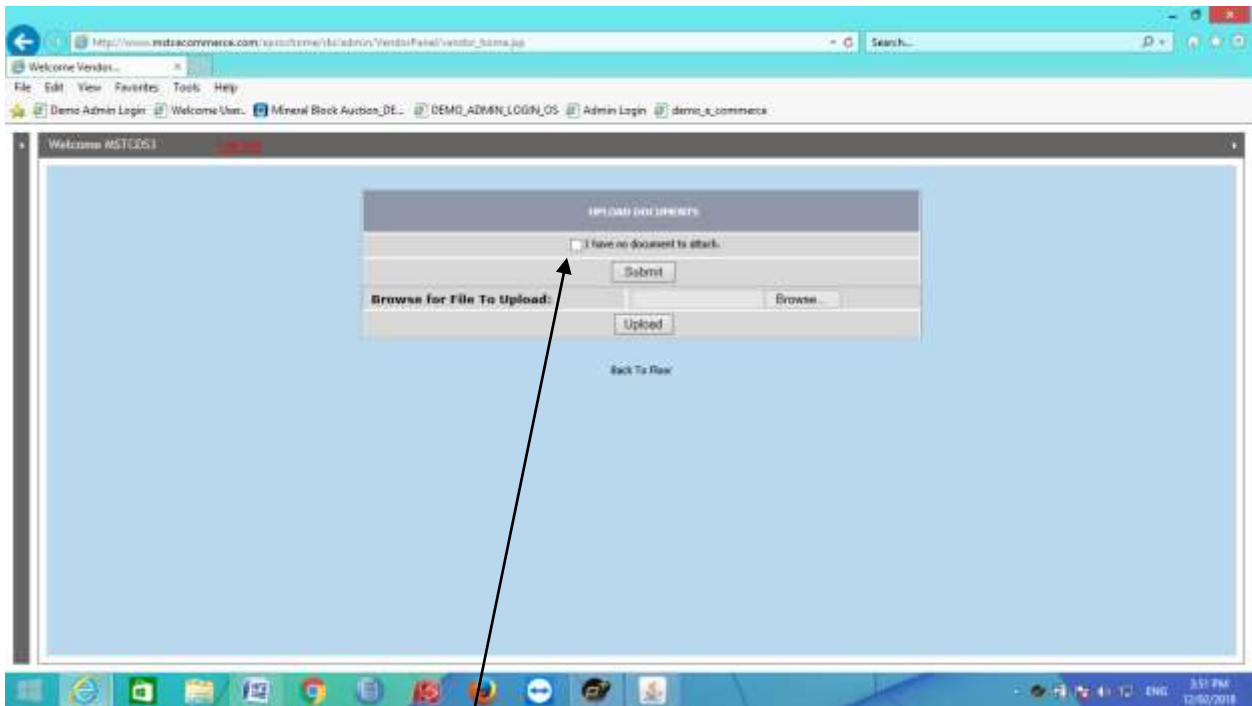
To quote the price bid, click on the link "Price" under cover 2. As you fill the required fields, the system displays the site cost per unit and total site cost as alerts. The price bid can be saved and edited subsequently through the same link.
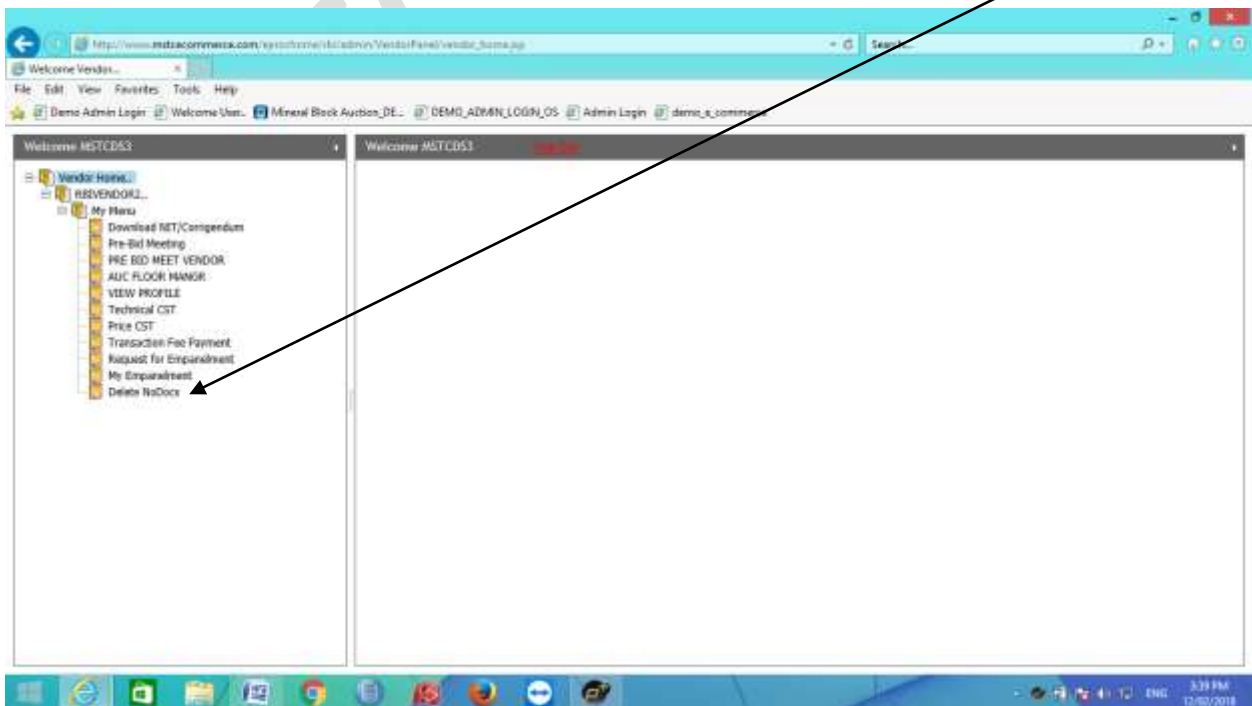
9. Upload Documents

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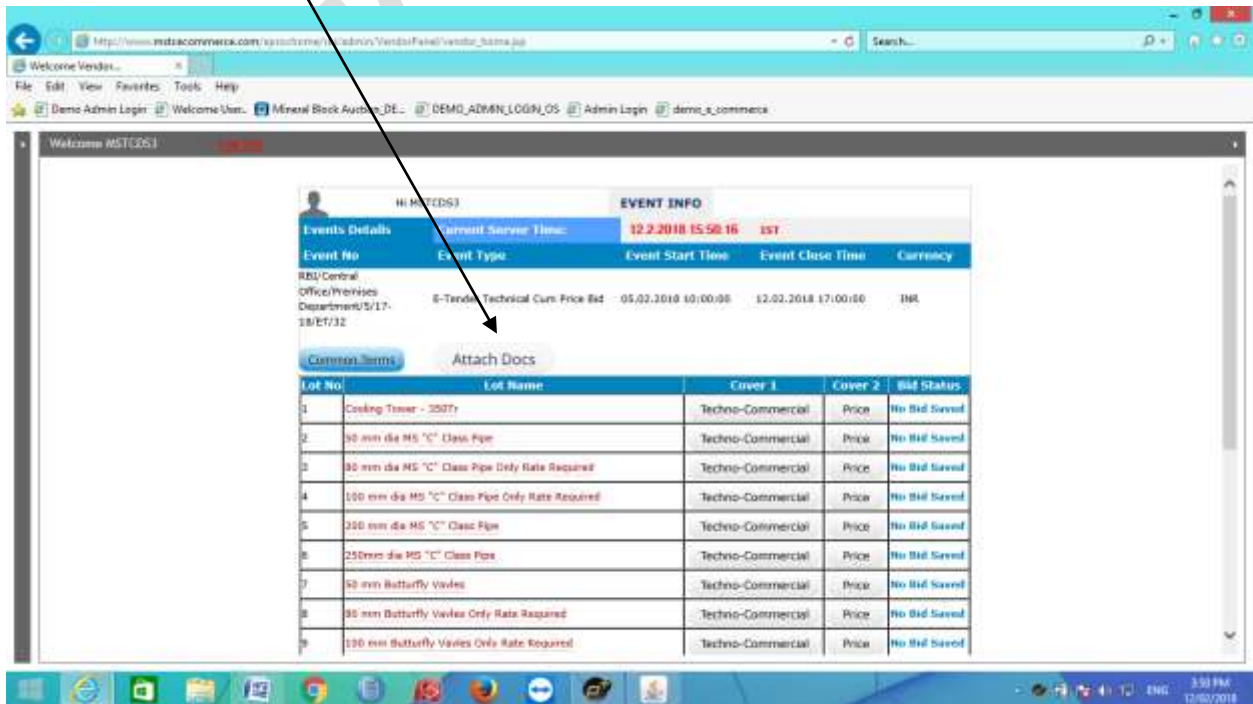
Once a bidder selects **'I have no documents to attach'** and click on 'submit' the "Attach Docs" link gets disabled for that event. This option may be exercised in case the bidder does not wish to attach any supporting documents.

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
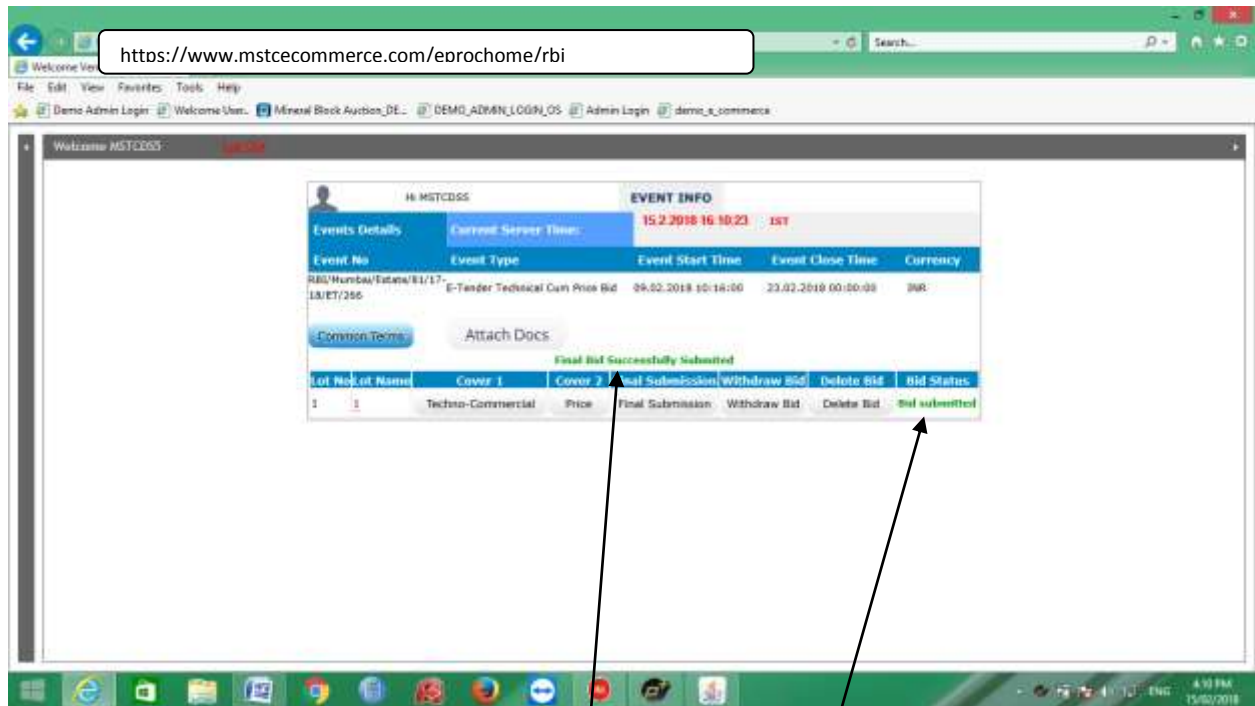
10. Final Submission

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.

https://www.mstcecommerce.com/eprochome/rbi

https://www.mstcecommerce.com/eprochome/rbi

A message shall be displayed as "**Final Bid Successfully Submitted**" and the links for Technical and Price Bids will get disabled. The Bid Status shall be updated as '**Bid Submitted'**.

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

9. Steps for requesting empanelment:

After completion of online registration, below steps are to be followed to request empanelment for limited tenders in RBI's e-Procurement Portal

1. Log on to the website https://www.mstcecommerce.com/eprochome/rbi
2. Login with your user name and password.
3. Sync your DSC if you are doing login for the first time. On successful login, click on the link "Request for empanelment" available under "My Menu"
4. Select the "Regional office" from the drop down menu and then select the corresponding department in which you want to request empanelment. For e.g. select "Central office" and then its corresponding department i.e. Premises, estate etc.
5. After selecting the office and department, fields "trade" and Tender Value will be displayed.
6. Select the corresponding trade and tender value and press "submit" button. Upon submission, your request shall be sent to RBI office for necessary action.
7. You can view your empanelment request under link "My empanelment". Once your request is approved/disapproved by RBI, you will get an email from MSTC Admin mentioning the same.

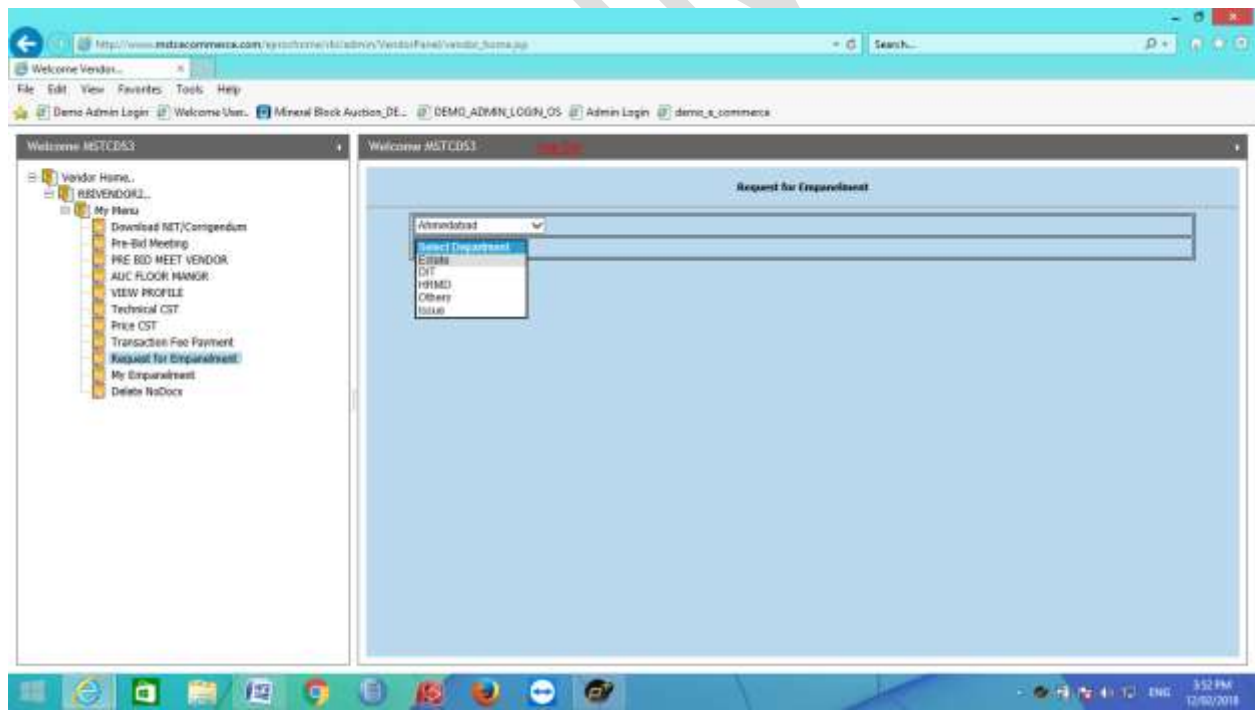Screenshots of the above steps are attached for your reference.

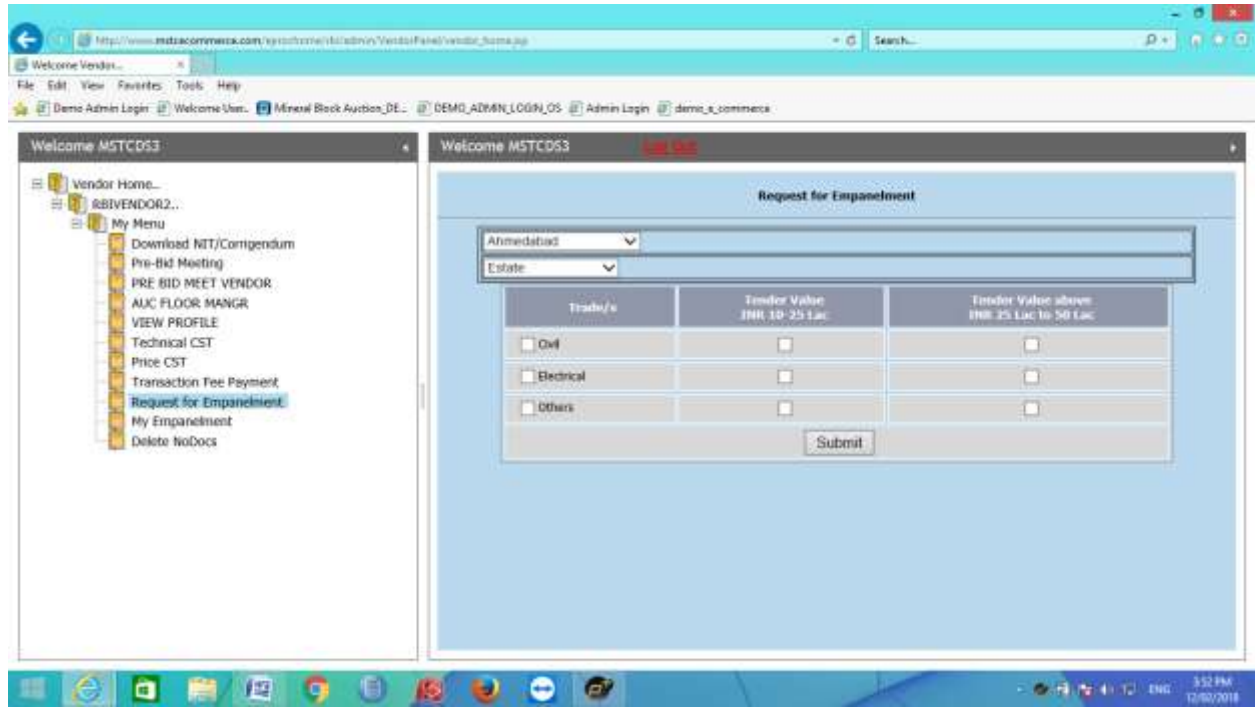**Step 1: Click on the link "Request for empanelment"**
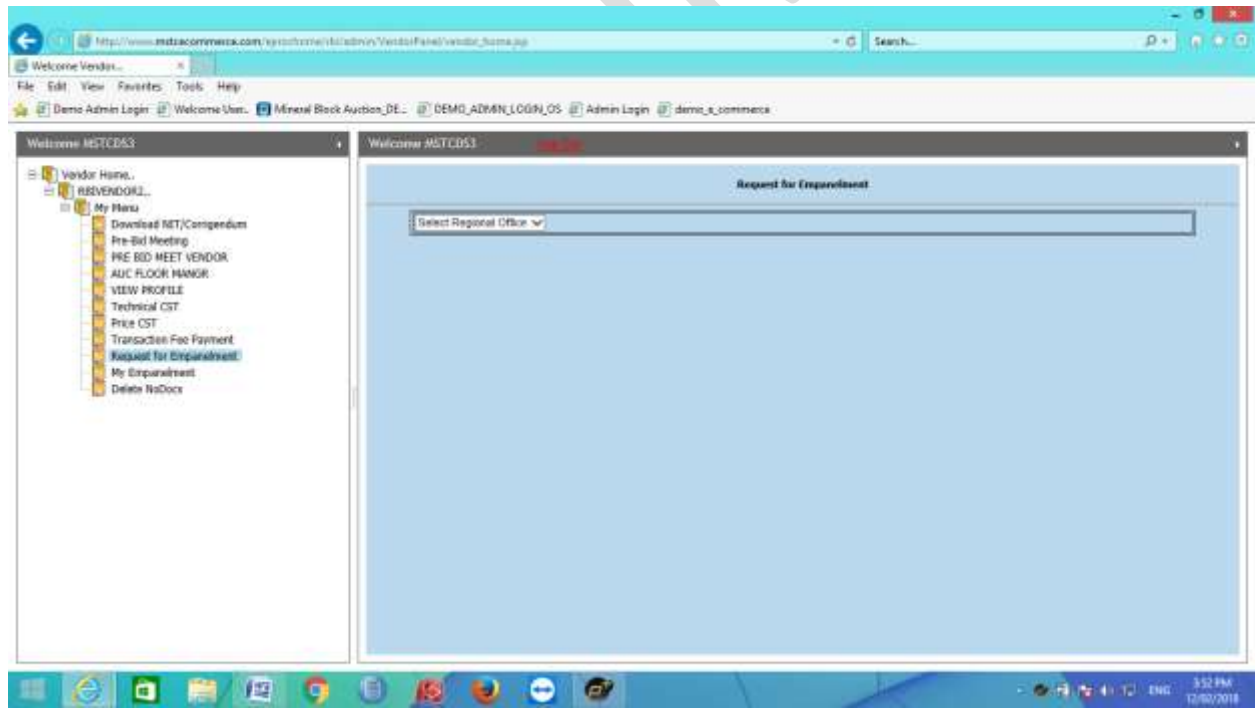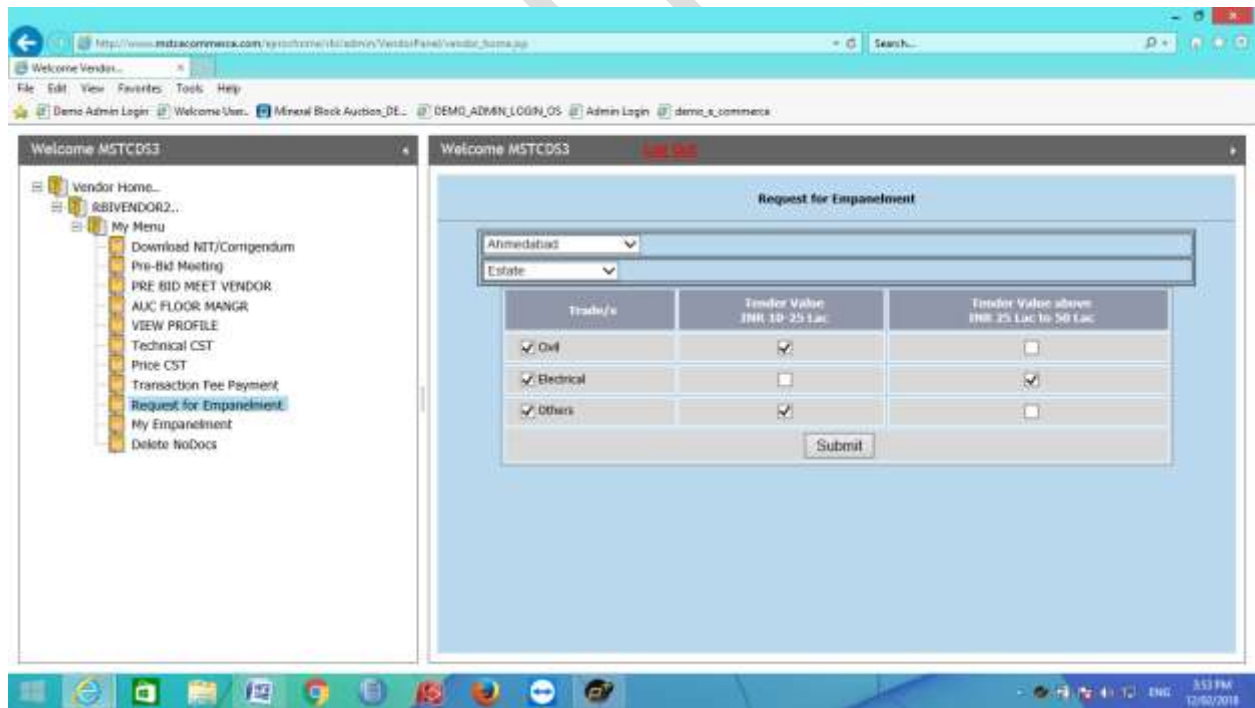
Step 2: Select Regional office
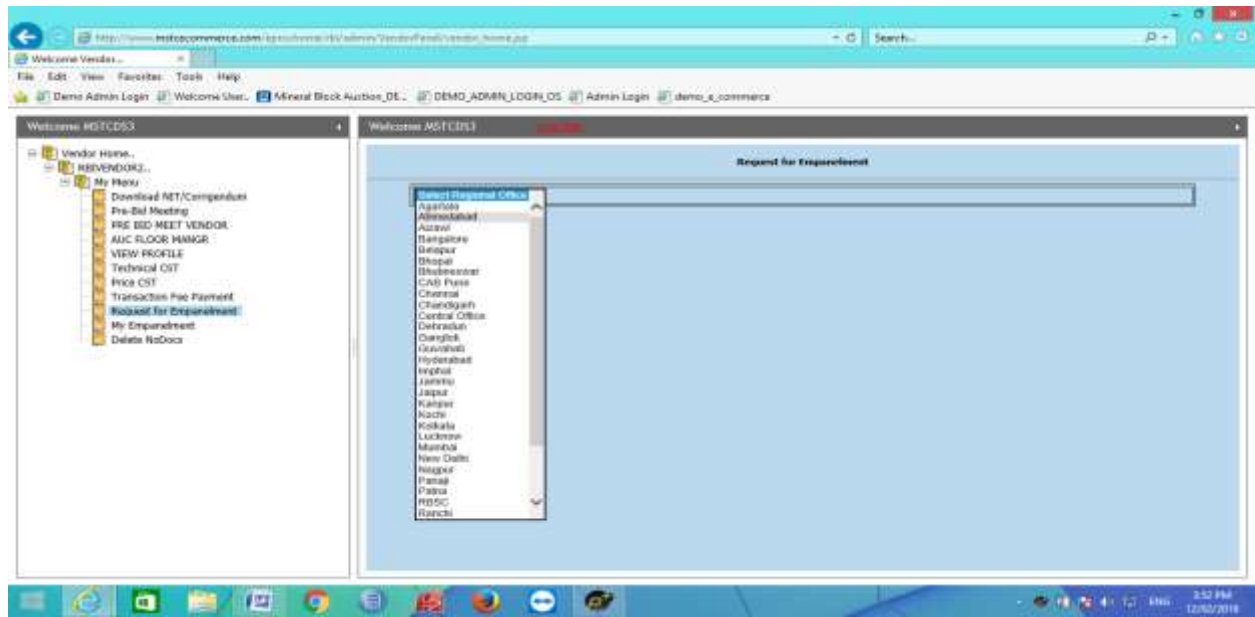
Step 3: Select Department-

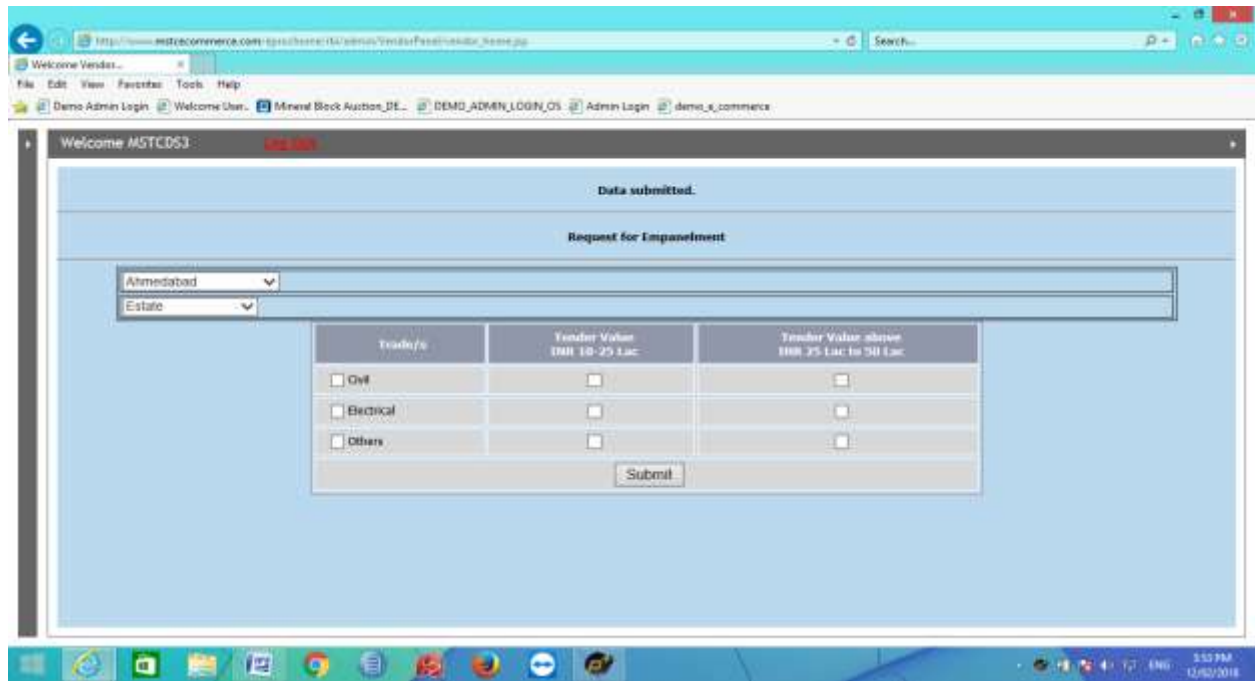**Step 4:** Select "Trade and Tender value"-

Step 5: Press "Submit" button-

Status of the request can be checked under "My Empanelment"