What is meant by RFx/NIT/Bid Invitation/Tenders ?

RFx/NIT/Bid Invitation/Tenders is the document of the Purchaser with reference to which the vendor (material supplier / contractor) is expected to submit his quotation / offer. This document contains the technical specifications of material to be supplier or job to be done, relevant terms and conditions, period and quantities etc. that form the basis of technical, commercial and price offer.

Henceforth RFx/NIT/Bid Invitation/Tenders will be referred only as Bid Invitation in this document.

What is meant by Live Bid Invitation ?

Live Bid Invitations are those Bid Invitations for which the Submission Deadline has not yet reached. For Open/Global Bid Invitations the Document Sale Close Date has not yet reached.

What is the difference between a Bid Invitation and a Job?

Bid Invitations may contain one or more job(s) belonging to the same or different Contract Classifications, but they will have the same Tender Document. You can view all the jobs in a Bid Invitations which will occur as separate line items.

Please read the document very carefully before submitting the quotation/offer.

How are Corrigendum / Amendments displayed?

Any Bid Invitation which has a version number greater than 1 is to be taken as an amended Bid Invitation. The latest version of the published bid invitation is the version visible to the vendor/supplier.

In case of Technical requirements the Corrigendum can be accessed in the "Corrigendum" sub folder of cFolder.

Is Member Registration mandatory? What are the advantages of registering on the site?

Member Registration is not mandatory for general access. Any organization can log in with the use of guest login available on the portal which does not require any password. The users who log in using this feature are given a restricted view limited to public tenders (open or global) only and to the public documents which have been uploaded on the Bokaro Steel SRM site.

All the vendors who are already in business with SAIL Bokaro and do not have user credentials to access the SRM portal need to submit the mandate filled with all relevant data.

The mandate copy can be downloaded from "Terms and Conditions" at the bottom of the SRM portal page.

What are Public Documents ?

Documents of the nature of legal information, standard instructions, training manuals etc which either help in the process of submission or must be read understood and accepted before submission of offers are uploaded in the this area.

What is "eTendering"?

Electronic tendering (eTendering) is a process for sending and receiving tenders by electronic means, rather than the hard copy (paper) route. Instead of sending handwritten/typed documents through post the vendor has to log in to the secure SRM website of Bokaro Steel and submit the offer online through internet.

The basic principles of tendering will not change, just the methodology.

What are the benefits of eTendering?

e-Tendering is beneficial both for the Purchaser (Bokaro Steel) and the vendor (material supplier/contractor). For Vendors advantage include:

- Reduced costs - No postage and printing for tenders to be sent to us.
- Speed - Using SRM means we will be able to shorten tender submission period as tenders reach the intended vendors immediately on publication.
- Peace of Mind – Documents once submitted electronically reach Bokaro Steel Plant immediately and therefore worries of postal delays, document being misplaced etc is totally eliminated. The Purchaser is able to view the documents only after the submission deadline.

- Efficiency - Enables tenders to be created, exchanged and stored electronically in a secure environment.
- Ease of operation – The vendor can submit his offer from his office or even when he is on the move (provided he has an internet connection). The submitted offer can be modified any number of times before the submission deadline.

What technology will Suppliers need to use the eTendering service?
The service is web-based and is designed to be accessible to any prospective Vendor using a computer equipped with Internet connection. That means that if you use Internet, then you can probably use the service.

What Internet settings do I have to maintain for Bidding ?

Web Browser	:	Internet explorer v7.0 or higher recommended.
Pop-ups	:	Pop-ups should be enabled on SAIL/BSL e-Procurement URL
Active-x control	:	Allow both Signed and unsigned activeX components from the SAIL/BSL site to download and run on your computer.
Screen Resolution	:	1024 by 768 pixels is recommended.
Internet Speeds	:	If you are experiencing slow connectivity to SAIL/BSL 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)
Setting for Trusted Site	:	Add the SAIL/BSL e-tendering website to the list of trusted sites in the internet explorer browser. Go to Tools-> Internet Options ->Security. Click on Trusted Sites. Next click on the "Sites" button and add the website to the zone: "http://eproc.bokarosteel.sailbsl.in/irj". Ensure that in this zone, you have enabled ActiveX controls and plug-ins to be downloaded and run (both signed and unsigned).

What languages can I use?
The language of documents submitted by you should be English.

Can I access the system for bidding at any time, on any day?
We recommend you to submit the bids during our working days (Mon - Sat), as our e-tendering system may undergo routine maintenance activities on Sundays for a few hours.

How many Bids can I create?
Against one electronic Tender, only 1 Bid can be submitted.

Can I delete tender documents?
Suppliers can withdraw their tender responses until the submission deadline date and time. However the responses remain on the system with status as withdrawn and that particular document cannot be opened or considered by Bokaro Steel Plant

Can I receive mails for changes in Bid Invitation?
The Vendor will receive an email if Dealing Officer (Buyer) carries out any changes in Bid Invitation document.

How can I search Current Bid Invitation on E-tendering Website?
Under the RFx and Auctions Tab the RFx is visible in different status such as All, Published, Completed, Ended with the number of documents under each heading, as per conditions input by vendor' displayed alongside. The search facility based on Bid Invitation Number, Date of Publication, Status of Bid Invitation etc. is also available.

How do I submit my tender documents?
Kindly refer to the training manual in the Public Documents portion of the RFx and Auctions Tab.

Do I have to compulsorily submit my tender through the Internet?
Yes. For SAIL/BSL tenders that are hosted on e-procurement site, the offers have to be submitted online only. However, documents which necessarily have to be submitted in originals like EMD and any other documents mentioned in the tender documents have to be submitted offline.

What are the pre-requisites to submit tenders on-line?
1. Vendor should have a valid User id to access SAIL/BSL e-Tendering application.
2. Vendor should have an internet connection.
3. The browser used should be Internet Explorer version 7.0 and above
4. The operating system should be Microsoft Windows 98 or above.
5. Vendors should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

How do I get a valid User Id to access SAIL/BSL e-Procurement?
Please fill up and submit the mandate form and submit the same as per instructions given therein. Ensure that the e-mail id mentioned in the form is the one on which you wish to receive all related information for our e-Tenders including the user ID and password. The vendor will be intimated of their login id and initial password.

What if I face any problem in submitting the questionnaire to get user id?
If you are having trouble in filling up the form for getting the user id, please contact the dealing officer as per the contact details provided against the bid invitation.

Where can I edit my Profile?
As soon as you log into the site, you will find a link at the top right named 'Personalize'. Click on link and then on User Profile and then on modify button.

What if I have some problem / queries regarding your website?
Please contact the concerned person mentioned in contact details in Bid Invitation during Business Hours.

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

All times displayed on our website are our server time according to Indian Standard Time. (GMT + 5:30 hrs). This shall be the time considered for all purposes related to bids on Bokaro Steel Plant e-tendering site.

What do I do if the output preview is not opening while preparing the BID?
Check the following (or get it checked by your computer maintenance staff) as mentioned:
• Java applet not properly installed.
• Older version prior to 1.6 of java is installed.
• Multiple java versions installed. In such case uninstall all versions and install latest version (control panel – add/ remove programs)
• Delete Temp files & Cookies

Can I change the bid after saving / submitting it on SRM site?
Bid once submitted can be changed up to the submission deadline date & time. Please ensure you 'Submit' after the changes are made else the earlier submitted version will only be visible to the buyer.

Can I see the prices of other bidders in Bid Opening?

Price of other bidders is not visible to all vendors for Single Bid cases or in case of cases below a certain value as decided by SAIL from time to time.

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. The data submitted by the vendor can only be seen by SAIL/BSL authorized person after the opening date and time has been reached.

How do I protect my account?
The vendor is responsible for maintaining the confidentiality of the password and account and shall be fully responsible for all activities that occur under the given password or account. The vendor should ensure log-out from the account at the end of each session. Vendor should not share the login id or password with anyone.

Bokaro Steel Plant cannot and will not be liable for any loss or damage arising from failure to comply with the foregoing.

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

What is Guest User?
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 can not participate in Bidding Process. For participating in Bidding, you should have a valid User ID and password.

What Important points should Vendor remember?:
1. Always check that your e-mail in registration is accurate. You will not receive notifications if this address is wrong.
2. Bidders are requested to make note of time being displayed on our e-tendering website to ensure that the bids are submitted on time.
3. **Try to avoid responding at the last minute. Try to submit your Bids through e-Tendering well in time.**

Modification of software?
Bokaro Steel Plant reserves the right to modify, add, delete and/or change the contents and presentation of the information on the SRM Site at any time as it may in its absolute discretion find to be expedient and without giving any notice. It is the user's responsibility to refer to the terms and/or any change or addition to the same while accessing the site.