

Frequently Asked Questions (FAQ)

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What is “e-Procurement” on CSL e-Procurement site?

Selected CSL tenders are hosted on CSL e-Procurement site. All vendors can participate in such tenders. Vendors can pay tender fee, download tender documents, submit price bids and unpriced technical bids online through CSL e-Procurement.

How do I get a valid User Id to access CSL e-Procurement?

Register as a bidder.

What are the pre-requisites to submit tenders through CSL e-Procurement?

- Bidder should have a valid User Id to access CSL e-Procurement site.
- Bidders should have internet connectivity / Broadband connectivity.
- Bidder should have a legally valid class 3 signing digital certificate as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.
- Bidder should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

What if I don't submit my tender through the CSL e-Procurement before tender submission deadline?

CSL e-Procurement 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. However it is strongly recommended that bidders submit their bid well before submission deadline. All times displayed on our website are our server times according to Indian Standard Time. (GMT + 5:30 hrs), shall be the time considered for all purposes related to bid.

What are the benefits in receiving / submitting tenders online?

E-tendering or online tendering is just carrying out the same traditional tendering process in an electronic form, using the Internet. But the RFX and RFX Response are created in e-mode. The time taken and cost for dispatching hard copies of RFX and RFX Response is saved.

Using e-Tendering, the bidders can instantly :-

- Receive notification of the relevant tenders
- Receive tender documents online
- Submit Bids online

What technology will bidders need to use the e-Procurement service?

The service is web-based and is designed to be accessible to any prospective bidder using a computer equipped with Internet connection. That means that if you are reading this page on the Internet, then you can probably use the service.

Can I access the system for bidding at any time, on any day?

We recommend you to submit the bids during working days (Monday to Saturday), as our server/database may undergo routine maintenance activities on Sundays/Holidays for a few hours.

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.

How can one be sure that confidentiality of the tender details is maintained in e-Tendering?

The security features incorporated in the application ensure that all activities are logged and no unauthorized person has access to data. The data submitted by the vendor can only be seen by CSL authorized person **“only after the opening date and time has been reached”**. The main security features are:

Digital Signature: The solution includes capturing Digital Signature Authorized and certified by approved agency nominated by Controller of Certifying Authorities under Ministry of IT, Govt. of India.

Bid Encryption: Bid encryption is feature where supplier will encrypt the bid (confidential data like prices etc.) while submitting the bids online. The encryption will be carried out with an encryption key at vendor's workstation.

Process Validation: The Solution has been so designed that any CSL authorized person cannot view the commercial bid of any Bidder(s) till the date & time specified for the opening of the commercial bid is reached. Also, no bidder will be able to see the commercial bid of other bidder(s) before price bids are opened.

Unauthorized Access: The entire solution is behind a firewall and unauthorized access is not allowed. The login & password of each user is encrypted at the database level. 128 bit SSL Certificate from CCA is used for communication between the browser and the web server.

Compliance to IT ACT: The complete e-Tendering process is compliant with THE INFORMATION TECHNOLOGY ACT, 2000 of the Govt.of India.

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.

Who is a Certifying Authority?

A trusted third-party organization or company that issues digital certificates used to create digital signatures and public-private key pairs. The role of the CA in this process is to guarantee that the individual granted the unique certificate is, in fact, who he or she claims to be. Usually, this means that the CA has an arrangement with a financial institution, such as a credit card company, which provides it with information to confirm an individual's claimed identity. CAs are a critical component in data security and electronic commerce because they guarantee that the two parties exchanging information are really who they claim to be.

Who issues the Digital Signature Certificate?

A licensed Certifying Authority (CA) issues the digital signature. Certifying Authority (CA) means a person who has been granted a license to issue a digital signature certificate under Section 24 of the Indian IT-Act 2000.

What is the validity period of a Digital Signature Certificate?

The Certifying Authorities are authorized to issue a Digital Signature Certificate with a validity of one or two years. The maximum period for which the DSC is issued is only two years. On the expiry of the term, the Digital Signature Certificate can be revalidated by paying the fees again.

How to find if the certificate is correctly installed?

In the browser, click on Tools -> Internet Options -> Content -> Certificates -> View In new window click on "certification path". At the bottom of the screen message must be "This certificate is OK"

**Can I participate in e-Tendering if I do not possess a DSC?
(Digital Signature Certificate)**

No. It is mandatory to have a valid digital signature certificate for e-Tendering.

How many Bids can I create?

Against one electronic Tender, only 1 Bid can be submitted, however after submission revisions on the bid is possible until the deadline for the bid has been reached.

Can I get intimations on changes/amendments applicable for bids published?

Yes, every time any change/amendment is done by dealing officer, the bidders will be intimated through an email.

What languages can I use?

The language for bidding/documents submitted by you should be in English.

How do I confirm the status of my bid submission?

Check the status of your response in the screen after login next to your response number as “Submitted” or click on the response number and see the status as “Submitted”.

If error “Document is already processed” is encountered, what is the solution?

Please logout from the portal and close all the sessions of the browser. Login again.

What should be the Size of Documents to be attached while bidding?

Preferably small sized documents shall be attached. General information not relevant to the tender / bid like entire product catalog, price list, complete annual report, video files, pictures and images etc. shall not be attached unless it is requested in the tender documents. It is recommended that total size of all tender documents should not be very large to enable you and us the quick uploading/ downloading of the documents.

What should I do to get help while submitting my e-Tender?

If you need help while submitting your e-Tender, please contact the concerned purchase officer.

Business Hours: 08:00 Hrs to 17:00 Hrs India Time (GMT+5:30 Hrs) on all working days.

What if I want to operate my e-Tendering account from a different computer?

Internet connectivity and Digital certificate are 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.

While entering the data for online submission of the bid, if my internet connectivity got disconnected, whether I should start from the beginning again?

Not necessary. Similar to Microsoft office packages, you can save your bid, a unique number will be generated and afterwards use Edit mode for further updating.

Can I take a print out of the bid submitted?

Yes. You can take print out using ‘print preview’ option.

Important points to remember:

1. Always check that your e-mail address in your registration is correct and valid. You will not receive any notifications if this address is wrong.
2. Bidders are requested to make note of dynamic time being displayed on our e-Procurement portal to ensure that the bids are submitted on time.
3. For Two part bids, please ensure that you have attached appropriate technical documents to the bid before submission
4. Try to avoid responding at the last minute. Try to submit your bids through e-Procurement well in time.

Glossary

1. RFX Response
2. RFX
3. Bidding System

RFX Response

RFX Response is a response or Quotation from vendor to a RFX(BID Invitation) from purchasing organization. RFX Responses are to be submitted against the RFX No.

RFX

RFX refers to enquiry floated by the Buying Organization (CSL) inviting vendors to submit their RFX Response/Quotation.

Bidding System

Bidding system is either Two Bid system or Single Bid System.