

## **USER GUIDE FOR THE PARTICIPANTS IN RESPECT OF E-TENDER**

### **INTRODUCTION:**

With the introduction of e-Tendering in the BEST Undertaking (referred as 'the Undertaking'), the Tenderers are now able to view, download and upload their tender/bids from our website **<https://www.bestetender.com>**. Tenderers are expected to benefit from this system as all activities related to tendering are possible at a click of the mouse button from their own office location, thus saving their valuable time and efforts. This self-help User Guide attempts to be informative on hardware, & software requirements/registration & Bidding procedures/Payment Gateways, etc. The system is User friendly and has many self-explanatory features.

### **HOW TO PARTICIPATE:**

On visiting **<https://www.bestetender.com>**, the tenders in process (Active tenders) can be viewed on the 'HOME PAGE' with details such as tender no, Description of the items, Bid Begin Date, Bid End Date, etc.

### **WHO CAN PARTICIPATE?**

1. Tenderers should have a valid '**User ID**' & '**Password**' to participate in the E-Tenders.
2. Tenderers should have legally valid Digital Signature Certificate (DSC) from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.
3. Tenderers should pay requisite Tender Cost & Earnest Money Deposit (EMD) wherever applicable.
4. Tenderers should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.
5. Tenderers are requested to note that any vendor having valid User ID and Password can directly participate in any live Public Tender uploaded on our website by the Undertaking without any pre-screening at the participation stage.

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**REGISTERING A NEW USER IN THE E-TENDERING SYSTEM:**

Any Tenderer who desires to participate in the tenders of the Undertaking shall have valid 'User ID' and Password'. How to get it? Please follow the following steps:

1. On the '**HOME PAGE**', new users are required to click the '**Tender Ref. no.**' link provided on the tender, they desire to participate.
2. Click the '**Login**' button provided on '**Detail Page**'.
3. The window opens to '**Login Page**' wherein the new users have to click the '**New User**' button.
4. The window then opens to a '**Registration Page**' wherein all the details in respect of their firm/company are required to be filled in.
5. After completing the details, they have to select the Digital Signature Certificate (DSC) and then click the '**Register**' button provided on the page. The Tenderers are requested to give proper 'E-mail' address to avoid further problems like non receipt of password/mails at their end.
6. After scrutiny and verification at the Undertaking's end, the system generated 'User ID' and 'Password' will be delivered to the E-mail ID given by the tenderer within 24 hours.
7. Once the 'User ID' and 'Password' is allotted to tenderers, the same will be used for all future tenders.
8. It is suggested to change the original password allotted by the system.

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**ACTIVE TENDERS, SUBMIT & MODIFY BIDS:**

Only Tenderers having valid 'User ID' and 'Password' (i.e. Those registered in the Undertaking's E-Tendering System) can submit their **bids** for their Active Tenders from the **Bid Begin Date** till the **Bid End Date**. Bids can be modified till the **Bid End Date**.

The tenderers are also allowed to modify their Techno-Commercial and Price Bids from the 'Modify' button provided on 'Techno-Commercial Bid' page. However, they must take care to resubmit their modified bid and also ensure that the print-out of new 'Techno-Commercial' & 'Quotation ID' generated is kept for future reference. However, Tenderers may please note that only the last bid shall remain valid in the system and all previous bids shall be wiped out. Tenderers are, therefore, requested to take care and ensure that the last modified bid is properly submitted and uploaded.

**PAYMENT OF TENDER COST/EARNEST MONEY DEPOSIT:**

Tender Cost will be accepted on-line only. The Payment Gateways facilitate the use of net banking, credit cards, debit cards or NEFT/ RTGS payments. After logging in to the Home Page by filling their User ID, Password and selecting the Digital Signature Certificate, the system opens to the page on which the concerned Tenderer's 'Active Tenders' are displayed. Tenderers can get in to the payment gateway by clicking on the relevant button in respect of Tender fees/ EMD/Security Deposit.

The tenderers, who desire to make NEFT/RTGS payments may note that they will generate the payment challan and Account No. only till midnight of the day prior to the bid end date (i.e. if Bid End Date is on 10<sup>th</sup>, the challan can be generated only till 8<sup>th</sup> midnight). It may also be noted that the tenderer should pay the total amount shown on the challan including processing charges and service tax, failing which, they will not be allowed to participate in the tender and the said amount may be forfeited.

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The tenderers are also requested to note that in case their bank asks them to pay extra charges towards NEFT/RTGS payment, the same shall be paid to the bank by the tenderer separately. Further, if any bank asks to fill up their own request form, then the tenderer should mention the correct Account No. (as per the generated challan) on the request form given by that bank. Please note that the Account No. generated in the challan is a unique number for that particular transaction and it varies with tender, vendor and payment type.

Please note that the tenderer shall not be allowed to participate in the tender unless and until the Undertaking receives the cash transaction reference or UTR/Remittance No. from Citi Bank. The Undertaking shall not be held responsible if the payments are not received in time resulting in tenderer not being able to participate in the tender.

**TWO BID TENDERING THROUGH E-TENDERING SYSTEM:**

The Undertaking's E-Tendering system software enables bidders to quote for tenders invited in Two Bid Tendering mode. Since most tenders, hereafter would be invited through this mode; the tenderers shall upload their Techno-Commercial and Price Bids through the E-Tendering system only.

**Hard copies of Bid documents or any other mode shall not be entertained.**

In the event the rates are found to be submitted through any other mode, their offers will be disqualified. If desired, the tenderer may take print out of acknowledgement of the bids submitted immediately after their submission. The Tenderers are requested to go through the following important steps:

- **Techno-Commercial Bids** are required to be uploaded before uploading the **Price Bids**. System does not allow the vice-versa.
- The **Techno-Commercial Bids** are in the format of a **Questionnaire** wherein the Questions pertaining to the **Pre-Qualification Criteria** mentioned in the Tender are required to be replied by the Tenderers.

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- The Questions are mostly objective **YES/NO** type. Wherever required, the Tenderers will also provide specific **Text** information, **OR/AND upload the relevant documents** only if asked for by the Undertaking.
- Tenderers are compulsorily required to give replies/ upload documents or information called for in respect of the Questions marked as mandatory (\*) in the Questionnaire of the Pre-Qualification Criteria and based on their replies/contents of uploaded documents, decision for opening the price bids will be taken by the Undertaking.

#### **CONFIRMATION OF BID SUBMISSION:**

After successfully uploading their Price and Techno-Commercial Bids in the E-Tendering system, a unique Quotation ID and Techno-Commercial bid ID is generated by the system in confirmation of receipt of bids at the server. It is important for all Tenderers to keep print-outs of the same for future reference. An e-mail is also received by the bidders at their registered email ID in acknowledgement in receipt of the bids at the server.

#### **SUBMISSION OF CREDENTIALS /TEST/PERFORMANCE CERTIFICATE/ ADDITIONAL DOCUMENTS / TECHNICAL BROCHURES, ETC:**

The tenderers shall submit the Test/Performance Certificate/Additional Documents/Technical Brochures, etc. by uploading the same with Techno-commercial bids only. The system allows for uploading the documents in **PDF** format to the extent of **2MB** only. New Tenderers shall upload the credentials of their manufacturing unit/agency along with Techno-commercial bids.

#### **OPENING OF TENDERS:**

1. On due date and time of tender opening, the Techno-Commercial bids will be opened in the morning session and scrutinized by the Undertaking's officials. After thorough scrutiny of Techno-Commercial bids, the price bids of only those tenderers who are found eligible i.e. conforming to the tender's Pre-Qualification Criteria shall be opened in the afternoon session. The Comparative table of Gross Rates of all Tenderers whose Bids are opened can be viewed by eligible participants by clicking **Tender Opened** Button till the date of Rate Matching.

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2. Tenderers whose Techno-Commercial bids are not found eligible shall also be able to view the reasons for non-eligibility.
3. In case of single bid tenders, Techno-Commercial bid opening shall not be applicable.

**MATCHING OF RATE:**

Rate matching offers will be accepted through Net only within **three working days** from the date of opening of tender.

**IMPORTANT NOTE FOR SUCCESSFUL UPLOADING OF BIDS**

In order to ensure that the tenderer's bids are successfully uploaded from his system (P.C.) to the E-tender server, the tenderer has to ensure that his system's hardware as well as software is properly functioning. In the event that the same are not in order, there is a possibility that the bids will not get uploaded and reach the E-tender server successfully.

1. Sometimes, the tenderers complain of not getting their mails/ passwords from the System. It is our observation that many companies block incoming emails, for security reasons, also the passwords/mails sent by the BEST Undertaking may get bounced OR not reach the companies 'Inbox' OR may fall into the Spam Mail folder. For easy download, it is advisable to use Yahoo OR Gmail.
2. The Undertaking's website, being SSL enabled (secured site), the tenderers must put off the Pop-blocker failing which they cannot view the details filled in their uploaded bids.
3. 'Quotation ID'/ Techno-Commercial ID gets generated in the system only if the bid is successfully uploaded. These are important reference numbers which the tenderer may quote for any problems concerning the uploading of his bid, subsequently.
4. It is very important for tenderers to print and keep this page OR note down the 'Quotation ID' for any future reference.
5. The Internet Explorer Browser has to be IE 6 or higher version.

**CONDITIONS OF TENDER & CONDITIONS OF SUPPLY:**

Tenderers are requested to go through the 'Conditions of tender & conditions of supply' (available on the Detail page) which is required to be necessarily accepted to participate in the tenders.

**FAQs & HELP:**

Tenderers are also requested to click the FAQs button for replies to common difficulties faced by them.

**TECHNICAL INFORMATION**

**PREREQUISITES FOR SUBMISSION OF E-TENDERS**

- Bidder should have a valid User Id to access The B.E.S. & T. Undertaking e-Tender site.
- Bidder should have a legally valid **class 3** 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.
- Bidders should pay the requisite Earnest Money Deposit (EMD) except the firms who are registered under National Small Industries Corporation (NSIC) and the firms who are registered under NSIC, should upload the copy of valid Registration Certificate for the items for which they want to participate in the tender, failing which their Technical Bid shall be considered as 'Non-Responsive' and their Price Bid shall not be opened.
- Bidder should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.

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### **How to Obtain Digital Certificate?**

- In order to bid for The B.E.S. & T. Undertaking e-tenders all the bidders are required to obtain a legally valid digital certificate as per Indian IT Act from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India.
- Visit the site of the licensed CA using internet browser.
- Apply online for a **Class 3** digital certificate for the designated individual with organization name. Ensure the Digital Certificate is legally valid in India.
- For making payment and submission of documents required for issue of the Digital Certificate, follow the instructions on the CA's website.

### **LICENSED CA'S IN INDIA:**

#### **Company Address & Contact No. Web Site Address:**

#### **TCS**

Mumbai Office  
Tata Consultancy Services Limited  
[Certifying Authority - PKI Services]  
Maker Towers, E Block  
11th Floor Cuffe Parade  
Colaba Mumbai – 400005  
Phone: +91-(22)-6778 6953 / 6967 / 6958  
Fax : +91-(22)-6778 9100  
E-Mail: helpdesk@tcs-ca.tcs.co.in  
<http://www.tcs-ca.tcs.co.in>

#### **(n)Code Solutions**

Mumbai Sales Office  
7, Poddar House (2nd Floor), 'A' Road,  
Churchgate,  
Mumbai - 400 020, India  
Sales : 093238 70029  
Support : 093238 70028  
Email : mumbaissales@ncode.in  
<https://www.ncodesolutions.com>



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## **Safescrypt**

Mumbai Office:  
Enterprise Centre, 3rd Floor, Nehru Road,  
Vile Parle (East), Mumbai - 400099  
Phone No: 022 - 66772424  
Fax No.:022 - 26177662  
<http://www.safescrypt.com>

## **MTNL Trust line**

CONTACT NUMBER FOR MUMBAI  
91- 22 - 2368 5651  
91 - 22 - 23693113  
Toll free-1800 224411  
<http://mtnltrustline.com>

## **TECHNICAL SETTINGS ON TENDERER'S COMPUTER SYSTEM**

The following information is extremely useful to ensure the proper settings on your

PC/ Laptops:

- Web Browser supported: Microsoft IE 6+
- Recommended Screen Resolution: 1024 by 768 pixels.

## **SETTINGS FOR MICROSOFT INTERNET EXPLORER**

Recommended way is to add the e-Procurement site <https://www.bestetender.com> to

Trusted Sites zone.

1. In Internet Explorer, go to Tools → Internet Options...
2. Click on Security tab, and then click Trusted sites zone.
3. Click Sites... button.
4. In the Add this Web site to the zone: text box, type <https://www.bestetender.com>.
5. Click Add button and then choose OK or Close button.
6. Now, Click on Custom Level button, Security settings window opens up, maintain following values for below parameters.
  - Allow Scriptlets Enable
  - Automatic prompting for ActiveX controls Enable
  - Binary and script behaviors Enable
  - Download signed ActiveX controls Enable

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- Download unsigned ActiveX controls Enable
  - Initialize and script ActiveX controls not marked as safe Enable
  - Run ActiveX controls and plug-ins Enable
  - Script ActiveX controls marked safe for Scripting Enable
  - Use Pop-up Blocker Disable
7. Uncheck Enable Protected Mode. (For IE 8 and above)
  8. After maintaining appropriate values, Click **OK** button.
  9. Again Click **OK** button to confirm and close **Security** tab.
  10. After making above changes, Restart Internet Explorer.

### **Contact Information**

If you want any help regarding e-Procurement or you have any suggestions/comments, feel free to contact. [tcu@bestmmd.net](mailto:tcu@bestmmd.net)