* 1. **General Information**
	2. **What is SRM?**

Supplier relationship management is a comprehensive approach to managing enterprises’ interactions with the organizations that supply the goods and services it uses. The goal of supplier relationship management (SRM) is to streamline and make more effective the processes between an enterprise and its business partners to streamline and make more effective the processes between an enterprise and its customers. SRM includes both business practices and software and is part of the information flow component of Supply Chain Management (SCM). SRM practices create a common frame of reference to enable effective communication between an enterprise and suppliers who may use different business practices and terminology. As a result, SRM increases the efficiency of processes associated with acquiring goods and services, managing inventory, and processing materials. IISCO Steel Plant is using SRM 7.04 with PPS.

* 1. **What is "e-Tendering"?**

Electronic tendering (e-Tendering) 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 SAIL-ISP and submit the offer online through internet. The basic principles of tendering will not change, just the methodology.

**1.3What are the benefits of e-Tendering?**

e-Tendering is beneficial both for the Purchaser (SAIL-ISP Burnpur) and the vendor (material supplier/contractor). For Vendors advantage includes:

* 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 SAIL-ISP 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).
* Flexibility to revise bid- The submitted offer can be modified any number of times before the submission deadline.
* Access of Follow on documents: The vendor can access post bid follow on document ie Purchase order, Good Receipt and Inspection Report. Vendor can send Advance Shipping Notification to buyer.

**1.4 What Internet settings do I have to maintain for Bidding?**

* Internet explorer v8.0 and above is recommended
* Web Browser Configuration: Refer to the System Settings Document uploaded on the website [https://](https://.)www.sailisp.co.in
* Proxy: If you are unable to access SAIL-ISP 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. Please note that Port 443 should be enabled on your proxy/firewall for HTTPS connectivity. Dial-up internet connectivity without Proxy settings is another option.
* Pop-ups: Pop-ups should be enabled on SAIL-ISP e-Procurement URL and Bid Documents URLs.
* Recommended Screen Resolution: 1024 by 768 pixels.
* Internet Speeds: If you are experiencing slow connectivity to SAIL-ISP e-Procurement, then contact your system administrator/Internet Service Provider for required speed.
* 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).

**1.5 What languages can I use?**

The language of documents submitted by you should be English.

**1.6 What are the terms & condition?**

The terms and conditions as well as the declaration form are available on the SRM website home page under ‘Public Documents’. Vendor must agree to the clauses of SRM declaration form to submit their offer. Please note that it is mandatory for the vendor to submit one copy of declaration form to ISP. For details please contact to Vendor/ Contractor Registration Cell.

**1.7What is** [**Legal Disclaimer**](http://vhspaspdap01.hec.sailisp.com:50000/irj/go/km/docs/documents/Sail1/faq.html)**?**

The legal disclaimer of SAIL-ISP are: The tender documents published on this website are authorized versions of SAIL-ISP. The parties should ensure that anything downloaded from the SRM website is virus-checked. SAIL –ISP accepts no liability for any loss or damage caused by downloading of documents from the site. The interested parties should visit the website periodically to keep themselves abreast of any changes before the final date of submission. Offers submitted with any (intentional/ unintentional) changes or deviation/ difference in the tender documents are liable to be rejected. In case of any dispute, the tender documents as displayed on the website shall be treated as valid document.

**2.0 SRM LOG-IN CREDENTIAL**

**2.1Is Vendor/supplier Registration mandatory? What are the advantages of registering on the site?**

SRM Registration is not mandatory for general access. Any organization can log in with the use of **Guest User** 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 SAIL-ISP Burnpur SRM site. All the vendors who are already in business with SAIL ISP and do not have user credentials to access the SRM portal need to submit the SRM declaration with all relevant document. The Declaration form can be downloaded from “**Public Documents**” at the Left side of the SRM portal page.

**2.2How do I get a valid User Id to access SAIL-ISP e-Tendering application?**

If you are a registered vendor of SAIL-ISP Burnpur, User ID and Password will be allocated to you on request and using the same one can participate in e-Tenders, by logging in directly to SRM Portal of SAIL-ISP.

 For new bidders who are interested in participating in SAIL-ISP e-Tenders published on https://srm.sailisp.co.in, click on button “Supplier Self Registration” available on the home page of our e-tendering portal. Once registration process has been completed, a system-generated user id and password will be issued by email in vendor’s registered mail as declared in SRM Declaration form. Users are requested to change their password when they first login. Registered vendor can view all open/Global tenders along with limited tenders issued to him/her. For further details, please refer bidder’s manual.

Vendors who wants to participate in Open/Global Tenders has click on “Registration for Open/Global Tender” link available on the home page of our e-tendering portal. After successful submission of application and verification from ISP end, a system-generated user id and password will be issued by email in vendor’s registered mail as mentioned in registration application. Users are requested to change their password when they first login. With this login, vendor can view & response all Open/Global tenders. For further details, please refer bidder’s manual.

**2.3 Who is a Guest User? And what are his privileges?**

Guest User is a user who can view the Current (Open and Global) Tenders without having user ID and password. However, a Guest User cannot participate in Bidding. The Prospective bidders who do not have user ID may click on “Guest” button to view / download Tender related information. For participating in Bidding, you should be a registered Vendor of SAIL-ISP Burnpur having a valid portal User ID and password.

**2.4 Validity of User Id& Password to access SAIL-ISP e-Tendering application?**

Users registered for Open and Global tenders only will have validity of user id and password for 6 months.

Users registered for restricted tenders (limited / single) will have validity of user ID and Password till validity of registration.

Moreover, bidder has to send request to Vendor Registration Cell / Contractor Registration Cell for extension of ID over mail.

**2.5 Can I change password?**

You have to send request to ISP authorized person to change your password. Once activity completed from ISP, concerned contact person will get in new password via mail notification. After getting the new password you have to login in SRM portal and change the password before use.

**2.6 What will I do when forgot SRM Password?**

You have to send request to ISP authorized person to change your password. Once activity completed from ISP, concerned contact person will get in new password via mail notification. After getting the new password you have to login in SRM portal and change the password before use.

**2.7 How do I know status of Application for Registration?**

You have to provide application ID and clicking on submit button, you will able to see the status of application.

**2.8 How do I know that user id and password has been created?**

System generated auto mail containing User id and password along with SRM portal link will be sent to your registered mail after creation of user id and password for SRM.

**2.9 How to extend validity of user id and password for SRM?**

System generated auto mail containing User id and password along with SRM portal link will be sent to your registered mail.

**3.0 BID SUBMISSION**

**3.1What 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.

**3.2What is meant by Live Bid Invitation?**

Live Bid Invitations are those Bid Invitations for which the Submission Deadline has not yet reached. Event status as ‘Published’ will show for live bid invitation.

**3.3What 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 bidding documents of the related RFx/Tender during Business Hours: 9:00 Hrs. to 17:30 Hrs. India Time (GMT + 5:30 Hrs.) on SAIL-ISP working days only.

**3.4What should be the Size of Documents to be attached while bidding?**

Preferably small sized documents shall be attached (Max.10MB) 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.

**3.5Can I make changes to the bid submitted?**

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

**3.6Can I get intimations on changes/amendments applicable for bids published?**

Yes. Every time any change/amendment is done, bidder will be intimated through an Email.

**3.7Can 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.

**3.8How many Bids can I create?**

Against one electronic Tender, only 1 Bid can be submitted.

**3.9 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 document cannot be opened or considered by SAIL ISP Burnpur.

**3.10 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.

**3.11 How do I submit my tender documents?**

Kindly refer to the Bidder’s Manual.

**3.12 Do I have to compulsorily submit my tender through the Internet?**

Yes. For SAIL-ISP 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.

**3.13 What if I don't submit my tender through the Internet before the closing time of the tender?**

SAIL-ISP e-Tendering system does not allow you to submit the tender, once the submission deadline is passed (ie status of event as ‘end’). 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 SAIL-ISP Burnpur e-tendering site.**

**3.14 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.

**3.15 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.

**3.16 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-ISP authorized person after the opening date and time has been reached.

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

**3.18 Can I regret to response for a RFx?**

Yes. You can regret by clicking on ‘Do Not Participate’ tab. Moreover, a system generated mail will triggered on your registered mail and you have to reply for **‘’reason of regret ‘**otherwise you will be considered as **“non-responsive bidder”.**

**3.19 How do I know who is dealing officer/buyer/ RFx Owner and his contact details?**

A detail of dealing officer/buyer / RFx is available in print version of RFx. Moreover, name of the same is also available at top of RFx screen.

**3.20 What Important points should Vendor remember?**

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

**3.21 Can I take print out of RFx?**

Yes, you can take print out of RFx by clicking on ‘Print Preview’. Moreover, it will contain only basic information. Various attachments ie drawing etc will only available in tender screen.

**4.0 SUPPLIER SELF SERVICES**

**4.1 What is Advance Shipping Notifications?**

Advanced shipping notifications (ASNs) are key documents in the collaboration between suppliers and customers. A supplier uses an **ASN** to inform a customer that he or she has sent the customer a delivery.

**4.2 Is separate log in ID and Password is required?**

**4.3 Can I send a delivery to ISP without generating ASN?**

Yes. But it is always advisable to send ASN for better traceability of your delivery and follow-on documents ( ei. GRN) after receiving of material.

**4.4 Can I attach consign documents in ASN?**

**4.5 How do I create ASN?**

Please refer Bidder’s Manual.

**4.6 Can I delete ASN?**

Yes, but you have to inform the buyer over mail for reason of deletion ASN and ASN Number.

**4.7 Can I create ASN against an item for more than PO quantity?**

Yes, but material can be accepted as per PO terms & condition.

**5.0 COMMUNICATION BETWEEN BUYERS& SUPPLIERS.**

**5.1 How do I know that RFx has been issued to me?**

System generated mail will be send to your registered mail with RFX print out. Moreover, you are advised to log-on SRM portal on regular basis.

**5.2 How do I know that my bid has accepted or not?**

System generated mail will be send to your registered mail id on acceptance/rejection of EMD, Technical Bid and price bid.

**5.3 What is Collaboration Folders (cfolder)?**

Collaboration Folder is the SAP web-based application for collaborative sharing of information between buyer, seller, technical evaluator and their internal team.It is used for the document storage functionality for a tendering process. This document storage functionality supports RFx for complex technical products requiring specifications and plans. Buyer can exchange information in terms of document or notes with Internal Team, Suppliers and Evaluators.

**5.4 What is the use of cfolders?**

* Buyer will upload bulk tender document, technical specification, drawings etc.
* Seller can upload bulk document for tender response, EMD supporting documents etc except price bid.
* Pre-bid discussion.
* Post bid discussion ie Techno-commercial, price negotiation, price matching etcwith eligible bidders.

**5.5 How do I use cfolder?**

Please refer bidder’s manual.

**5.6 How do I know that discussion/notification has been send by buyer?**

A system generated notification via mail for any discussion or any new update in c-folder, buyer needs to check the subscription button against that document or folder.

**5.7 How I will get notifications from buyer related to my bid response against any tender?**

You will be notify via system mail for different cases such as:

* EMD acceptance / rejection
* Technical Bid acceptance / rejection
* Price Bid acceptance / rejection