Ref No.: CCL/GM(CMC)/FAQ/2019/ 1348

Date: 18.09.2019

To

The General Manager
Argada/Barka-Sayal/B&K/Dhori/Giridih/Hazaribagh/Kuju
NK/Magadh & Amrapali/Piparwar/Rajhara/Rajrappa/Kathara

Sub: Frequently Asked Question (FAQ) related to Tendering Process of CMC department.

Dear Sir,

The e-tendering processes deals with works related to Loading and Transportation of coal, Hiring of HEMM for Removal of OB and Extraction and Transportation of Coal, Wagon Loading etc.

In the process of e-tendering, sometimes Bidders and departmental users face issues related to uploading tender related document.

To facilitate prospective users and bidders in participating in the e-tendering process in respect of CMC an FAQ has been prepared. The competent authority has approved the FAQs prepared for the purpose based on the approved "Guidelines for e-Procurement of Works and Services".

A copy of FAQs is enclosed herewith for kind reference. This will help in dealing with difficulties faced by user department and bidders regarding e-tendering process may please refer the same.

Any suggestion for improvement of this FAQs by Area/users/bidders will be highly appreciated.

Enclosure: As above

Yours faithfully

GM(CMC)

Copy for kind information to:
1. D(T/O), CCL
2. GM/TS to CMD, CCL
3. TS to D(T/P&P), CCL
4. TS to D(F), CCL

Copy to:
1. GM(Operation), CCL
2. GM(P&P), CCL
3. AF to D(T/O), CCL
4. All executive, CMC department, CCL
5. GM(System), CCL – to be uploaded in CCL website under the head of CMC.

Frequently Asked Question for Bidders

1. **What is the meaning of e-procurement process?**

e-Procurement or electronic procurement refers to the process of purchase and sale of goods or services through electronic methods, primarily the Internet.

2. **What are the requirements of system to participate in e-procurement process?**

To access the eProcurement system, you need a computer system with Pentium IV configuration and above and an internet connection. The Browser should be Java enabled and Java Runtime Environment (JRE) should be installed in the client system. The driver for the Digital Signature Certificate (DSC) is to be installed in the system once.

3. **Can I access my e-procurement account from anywhere?**

You can use your account anywhere in the world with the above-mentioned configuration. You need to carry your DSC with you.

4. **Requirement of Anti-Virus software in user system?**

The bidders have to ensure that the files being uploaded by them are free from all kinds of viruses and contain only the relevant information as stated by the Tender Inviting Authorities for the particular tender.

5. **Should I submit paper documents ink signed and submit to the TIA office?**

No. As per the IT ACT 2000, the Digitally signed document is as good as paper document for all legal purposes. Hence, there is no need to submit all the documents physically. However, when the physical documents are requested for cross checking purposes, the same need to be produced for verification.

6. **How can I register in the e-procurement Portal?**

In order to submit the Bid, the bidders have to get themselves registered online on the e-procurement portal of CIL (http://coalindiatenders.gov.in) with valid Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.

7. **How much does it cost to enrol online?**

The online Registration of the bidders on the portal will be free of cost and one-time activity only.

8. **How do I log on to eProcurement system after I have registered online?**

After registering on eProcurement system, you can just login, using the user ID, password and the Digital Signature Certificate, in to the portal.

9. **Is it possible to edit my profile details entered during online registration?**

Yes, after logging in to the system, on the Dash Board, you may edit your details by clicking edit profile. Almost, all information except your login id can be changed.

10. **if I registered online, how long my registration is valid?**

Your registration is valid as long as your business exists. However, upon expiry of your Digital Signature Certificate (DSC), you need to renew your DSC form the Certifying Authority and re-enroll the DSC.

11. How much time is required for activation of newly issued DSC?

The activation of newly issued DSC may take 24 hours or more. Hence bidder who are obtaining new DSC should register at least 24 hours before the submission of bid.

12. Can I use same DSC in registration for more than one login id in the same site?

No, at any point of time only one DSC can be mapped with one user account.

13. I have lost my password; how can I retrieve it?

You can click on "Generate / Forgot Password" and the new password will be sent to you by mail, to the alternate email id mentioned in your profile.

14. How do I change my password?

After logging into your account, you will find a link to "Change Password" in your dash board.

15. How to view / download Tender documents without logging into the system?

Click on the Latest Active Tenders on **coalindiatenders.nic.in**, and search the tender you are interested in using certain search criteria. To download the tender documents, click on view button and click on the tender documents.

16. Bid Submission Acknowledgement?

The User should complete all the processes and steps required for Bid submission. The successful Bid submission can be ascertained once **acknowledgement** is given by the system through **Bid Submission** number i.e. **Bid ID,** after completion of all the processes and steps.

17. How do I get clarification for any doubt regarding NIT?

The bidder may seek clarification online within the specified period. The clarification may be asked from the day of e-Publication of NIT. The period for seeking clarification by bidders will be up to 7 (Seven) days before the end date of bid submission. Visibility of the seek clarification shown to all prospective bidders but the identity of bidder is hidden.

18. Visibility of Bid documents submitted by Participating bidders in a tender?

As per instructions from Ministry of Finance, Participating Bidders will be able to view each Other's submitted Documents after Technical Opening of the tender. However, if the tender involves matter of Bidders Confidentiality or IPR or any secret information then an approval from Vigilance Officer/ CFO/Competent Authority is required and this option of hiding the bid documents visibility can be configured accordingly, before the creation of tender on the portal.

19. A Tender is published and cancelled after few days of publishing. How will I know the same?

A tender when cancelled, it has to be cancelled using the Tender Cancellation corrigendum. The system will display this Cancellation corrigendum in this portal

20. What precaution needs to be taken to submit online bids in the e-procurement system?

Please prepare your documents well in advance and submit your documents well before the closing date and time. While scanning your documents (Scan in 75-100 DPI resolution) try to keep file size small so that bid submission is smooth. Also, in the BOQ enter values only in the appropriate space

provided. Do not make any change in file name or sheet name. If you are not able to submit at the last minute due to local power problem or internet problem, you may lose a chance to participate.

21. Can bids be modified?

The e-Procurement system allows the bidders to modify and resubmit their bid documents before the 'closing date and time for bid submission' for the tender. After the closing date of bid submission, the bidders are not allowed to make any changes to their bid documents. Further, the option for the bidders to withdraw or resubmit their bids is optional, and it is up to the procuring entity to enable these options in the system on a case to case basis for each tender. The System will overwrite the old bids and only the latest uploaded document is retained

22. How can I have withdrawn my bid and conditions thereto?

Before end date of bid submission, the system of online withdrawal is available, where any bidder can withdraw his/her bid which will attract no penal action from department side.

After bid submission end date, withdrawal of bid will be done through offline mode but a penal action will be taken as per guidelines of e-procurement Manual of works and services of CIL.

23. How secure are my bid documents in the e-Procurement portal? Can anybody see my price bid before bid opening?

All sensitive documents in the e-tendering site are encrypted and stored in the server using the Public Key Infrastructure (PKI) technology. Both the Technical and Financial Documents are encrypted and stored. Even the system administrator cannot view the bid documents before bid opening. Only after decryption by the authorized bid openers the documents are converted into readable format.

24. How can I get my EMD Refund after award/cancellation of tender?

EMD of rejected bidders will be refunded directly to the account from where it had been received (except the bidders whose EMD is to be forfeited). Refund will be made by an automatic process triggered by the online rejection of bids by the system/evaluator.

It is requested to bidder that they should make payment from their own account and their bank account must be in active mode till finalization of tender.

25. How can I get my EMD refunded, in case where EMD has not been returned through automatic process?

If the refund of EMD is not received by the bidder in the account from which the EMD has been due to any technical reason then it will be paid through e-payment as per manual system.

It is requested to bidder that they should make payment from their own account and their bank account must be in active mode till finalization of tender.

Frequently Asked Question for User Department

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5. if I registered online, how long my registration is valid?

Your registration is valid up to your expiry of DSC. However, upon expiry of your Digital Signature Certificate (DSC), you need to renew your DSC from the Certifying Authority and re-enroll the DSC.

6. How much time is required for activation of newly issued DSC?

The activation of newly issued DSC may take 24 hours or more. Hence bidder who are obtaining new DSC should register at least 24 hours before the submission of bid.

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8. How do I change my password?

After logging into your account, you will find a link to "Change Password" in your dash board.

9. How can I give reply of clarification asked by bidders?

The bidder may seek clarification online within the specified period. The identity of the bidder will not be disclosed by the system. The department will clarify as far as possible the relevant queries of the bidders. The clarification given by department will be visible to all the bidders intending to participate in that tender.

10. Who is the tender creator?

The role of CREATOR will be assigned to the tender dealing officer. The CREATOR will have privilege of online creation of Tender on the e-procurement portal of CIL, based on the approved and financially concurred Estimate/Indent.

11. Who is the tender publisher?

The role of PUBLISHER will be assigned to the HoD (Head of the Department) of the tender inviting department. The PUBLISHER will have privilege of online publication of Tenders created on the e-procurement portal of CIL, based on the approved and financially concurred Estimate/Indent.

12. Who is the opener of the tender?

The role of OPENER will be assigned to the members of Tender Committee only. The tender will be decrypted and opened with the Digital Signature Certificate of Bid Openers as identified during creation of the tender.

13. Who is the evaluator of tender?

The role of EVALUATOR will be assigned to the member of Tender committee from the tender inviting department. The EVALUATOR will have the privilege to enter and upload the decision of the Tender Committee in the e-procurement portal.

14. Who is the Auditor of tender?

The role of AUDITOR will be assigned to all the departmental users. The AUDITOR will have the privilege of online viewing of the entire tendering process after opening of bid till award of contract.

15. Bid Validity Period?

Bid Validity Period for "Works and Services" tenders will be 120 days from the end date of bid submission.

16. Clarification asked by bidder?

The period for seeking clarification by bidder will be up to 7 (Seven) days before the end date of bid submission. The replies to clarification sought by bidders should be given by the department at least 2 (two) days before the end date of bid submission.

The Tender Inviting Authority will be responsible for replying/responding to the clarification online within the prescribed time frame. However, if the Tender Inviting Authority feels that the query is of such a nature that advice of tender committee or any other authority is required to give clarification, he may do so to reply the queries within the prescribed time limit. The queries of bidders clarified online and also unanswered queries of bidders shall be referred in the TCR.

17. Corrigendum of NIT?

Corrigendum should be issued only in the exceptional cases. Pre-ponement of date for any event is not permitted.

Issue of Corrigendum shall be guided by circular of CVO CIL vide reference CIL/VIG/2015/33011/01/526 dated 11.06.2015 (available at CIL website under circulars).

18. Revocation of Tendering Process?

The online evaluation of tender must be performed by the Evaluator with utmost care and diligence. The Evaluator of tender must ensure that the decision of Tender Committee is correctly uploaded on the e-procurement portal.

However, there may be situation when the decision of Tender Committee may have to be changed subsequently on account of a Court's verdict. Also, there may be circumstances when online evaluation of tender is not done correctly due to mistake by the Evaluator or due to technical error in the system, which may lead to cancellation of tender.

In order to avoid the cancellation of tender in such cases, the tender process needs to be reverted back to appropriate stage (i.e. bid opening stage etc.) to comply with the Court's verdict or to rectify the error committed by the Evaluator.

Revocation of Tender Process will be done with the specific approval of the concerned Director.