Frequently Asked Questions (FAQ)
Version 1.0 Revision 2

1 Basics

1.1 What is SRM?

DSP is shifting all its ecommerce activities from EPS to the new DSP portal of 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 suppliers just as Customer Relationship Management (CRM) is intended 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. Durgapur Steel Plant is using SRM 7.0 with PPS.

1.2 How do I log in to SRM?

To log on to SRM (https://srm.saildsp.co.in), vendor needs to have the user id and password issued by DSP SRM team. System will prompt to change password. The new password must have at least one alphabet and one numeric character.

1.3 Where are the Terms and Conditions?

The terms and conditions as well as the declaration form are available on the SRM website home page. 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 DSP. For details please contact us at srmactivation@saildsp.co.in User id and password will be sent at the email id's available in our database. Please login with your user id and password.

1.4 **How do I get the login details**?

To participate in tenders issued through DSP's SRM system, vendor must have a UCS (Uniform Codification System) Vendor Code and they should have submitted SRM Declaration Form (available on SRM website) to Purchase Department, DSP. For further details please contact us at numbers given in the in the website home page under "Contact Us"

1.5 **How will I know if I am registered**?

Any vendor who is having a UCS vendor code and /or is logging on to this site, does not mean that they are registered with DSP. If you are a registered vendor, you must have a DSP Registration Certificate with you. Please call the Helpdesk (given in the Contact Us tab) for queries for registration.

1.6 **How do I know if my data is securely transmitted**?

DSP is using https for data transmission. Moreover the Security of the site is verified by COMODO (http://www.comodo.com/).

1.7 **How do I change my password**?

Vendor can log on to the site and change the password from the "Forgot Password / Reset Password" link.

1.8 **Which internet browsers support SRM and are there specific browser settings for using SRM**?

SRM runs best on Internet Explorer version 6, 7, 8.02 or Google Chrome. For both the browsers you need to enable pop-ups as shown in the screenshots below:
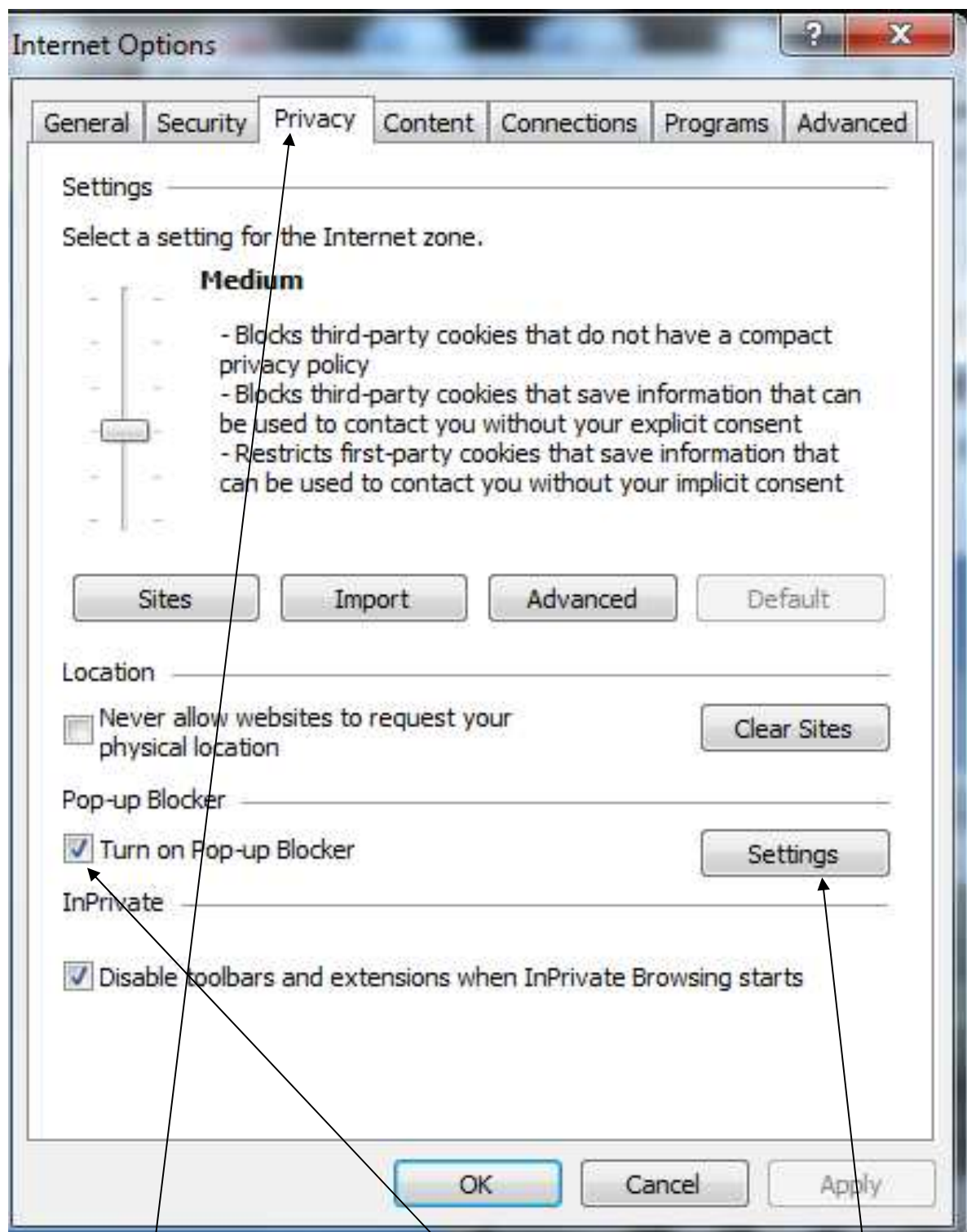
Under **Privacy** tab, check on **Turn on Pop-up Blocker** field Click on **Settings** button. A new window will open as shown in screen shot below:
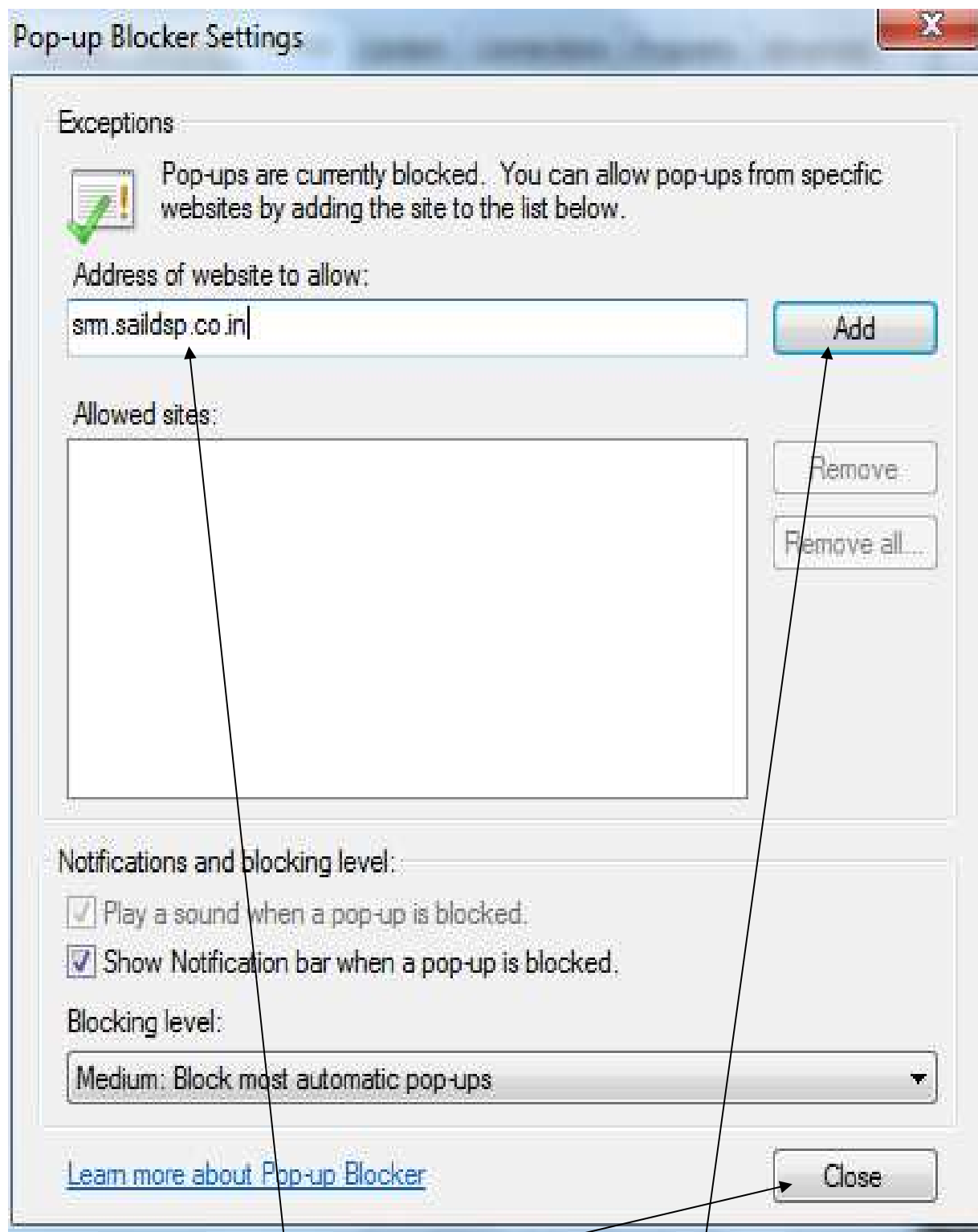
Add the SRM website address as shown and then click on **Add** button and then click on **close** button

1.9 **What do I do if I forget password**?

To reset password, please click on "**Forgot Password / Reset Password**" link on SRM site. System will generate new password and send to the vendor's mail id available with DSP.

1.9.1. **The person who was having the password has left the organisation. A new person will be now looking after. He has a different email id. What should do I do?**

In order to change email id and password, vendor has to send a request letter on their letterhead. The letter should have a notarised copy of the PAN card attached.

1.9.2 **I want to change my email id. What should I do**?

Please refer to the answer at 1.9.1 above.

1.9.3 **I am already registered in your ecommerce site (EPS). Do I need to apply afresh**?

DSP is in the process of shifting all its e-Procurement activities from MJ- EPS site (https://procurement.metaljunction.com) to the DSP SRM site (https://srm.saildsp.co.in). Vendors are therefore, requested to get themselves registered to participate in tenders issued from this site.

1.9.4 **How do I practise bid (offer) submission**?

To enable vendor's to practise bid submission, DSP has launched a separate training website (http://srmtrng.saildsp.co.in). Dummy tenders are available on this site for practising bid submission. User ID for training system is 1999999980 – 1999999999 (20 user id's). Password for all id's is **welcome2**

2 **IFB Issuance**

2.1 **What is an IFB**?

In SRM system, a RFQ or a tender is called IFB (Invitation for Bid). It can be a single part or two part tender (called a Two Envelope Bid or TEB)

2.2 **What is a cFolder**?

In SRM system, cFolder is a collaboration folder for collaborative sharing of information for both DSP and its vendors. While DSP will be uploading all drawings and other tender related documents in cFolder, vendors are supposed to load all technical brochures, catalogues in their individual folder in cFolders. These will be available for tender evaluation after offers are opened.

2.3 **What can I upload in cFolder**?

The cFolder allows vendors upload any document. It is requested that only brochures, catalogues, model specifications may be uploaded. In case of two part tender, if any price related document is uploaded, the offer will be summarily rejected. If there is a deviation from the tendered specification, please select Yes as answer for question relating to deviation. Please mention the deviation in the **Bidder's Remarks, under Notes and Attachments**. If you have to offer any brochure or model, please upload the catalogues in the cFolder clearly mentioning the tendered item to which the offered model corresponds. If you mention any commercial terms and conditions in CFolder and any discrepancy is observed with that in your offer (Pricing conditions and questions / answers), then the latter would prevail.

2.4 **How do I know if an IFB is issued**?

When an IFB is published in SRM, vendor will get an email alert with the email id and phone number of the Purchase Officer who has issued the IFB. When the vendor logs to the SRM system, the IFB will appear in the dashboard for vendor to quote. In case there is an extension of tender submission date and time, all tenderers will be issued a new version of the same IFB. The same will be intimated to the email ids of the vendor and will be available in the SRM dashboard of the vendor. If you have already submitted an offer against the original version of the tender, the original offer will be considered as valid if no offer is submitted by you against the revised version of IFB.

2.5 **Can I get a print of the IFB**?

The IFB will be mailed to you as an attachment to the email alert. Moreover you have the option of downloading the IFB as a pdf file from the site also.

3 Bid Creation

3.1 How do I participate in a Bid?

To participate, click on **Participate** button. If vendor wants to regret, then click on **Do not Participate** Button.

3.2 How do I put price in a TEB?

Please note that the process of submission of offer (both techno-commercial and price) is the same both in single part and two part bid (TEB)

3.3 How do I regret for an item?

To regret for an item, price and quantity both should be kept 0 (zero). **For IFB's valuing Rs. 1 lakh and less, offer has to be submitted for all items. Otherwise system will not allow submission of bid**.

3.4 How do I submit deviation for an item?

If there is a deviation from the tendered specification, please select Yes as answer for question relating to deviation. Please attach supporting documents in cFolder. You may also attach a comparison chart for the tendered and quoted specification.

3.5 How do I give freight?

Freight component is part of the questionnaire. Based on the answer to the freight question, value has to be entered in the bid (offer).

3.6 How do I quote Excise Duty (CENVAT)?

Vendor can quote Excise Duty both as % and also in rupee terms. In case vendor is quoting for CVD, it is advisable to convert the CVD component into rupee value for each item.

3.7 How can I submit revised PB?

Vendor can revise their price(s), as and when they want and even after submission of bid. However, this is permissible only prior to tender opening date and time. Where tenders have been opened, price(s) can be revised only if permitted by DSP. In a two part tender, if vendor(s) is allowed to revise their price(s), a new revision of the IFB will be sent only to techno-commercially acceptable vendors. No modifications to the technical bid (in

CFolder) or additional attachments/ notes / will be acceptable. Only the revised rate (if revised bid is submitted) in this revision will be acceptable. All terms and conditions will be as per original offer submitted or as per negotiated techno-commercial terms mutually accepted before Price Bid opening.

3.8 **What are the payment options**?

Payment options other than those given below have pay cost loading.

- 100% against Goods Receipt Note (GRN)
- 90% against dispatch documents through Bank and balance against GRN (bank charges to be borne by the seller)

The pay cost loading which will be used will be given in the Question - Payment options.

4 Tender Opening

4.1 **How do I see the opened tenders**?

Once the tenders are opened, the same will be visible to you in the form of Comparative Statement which will contain only **originally submitted technical / price conditions**. Please note that Comparative Statement is subject to acceptance by Purchaser. It will be subjected to loading factors and subsequent technical evaluation for ranking of offers. Please consult your dealing officer for more details.

4.2 **How do I communicate when a clarification is asked for**?

If any clarification is asked for by Purchase Officer, a notification mail will be sent to your email id available with us. Please submit your response to the by attaching the response document in Cfolder.

4.3 **I cannot open a file in Cfolder**.

Normally the files will be in pdf for which you will need a free RDF reader like Acrobat Reader or Nuance PDF reader.

For image files, you can use a free image file reader (file type jpeg/png) like Irfan view to read.

To open files having docx or xlsx extensions, Microsoft Office 2007 is required.

5 Miscellaneous

5.1 How do I get Waybill?

Currently, the Waybill is being generated from the Internet. To generate a Waybill, please give the following information:

1. PO Number
2. NAME OF COMPANY
3. ADDRESS OF COMPANY
4. CST NO
5. PAN NO
6. VAT NO
7. NUMBER OF WAYBILLS REQUIRED
8. ADDRESS TO WHICH WAYBILLS IS TO BE SENT

It would be helpful if you scan and attach a waybill copy issued by DSP to your Company.

5.2 What are DSP's Bank details?

DSP's bank details (for bank payment cases) are as given below:

Manager (SBI),
State Bank of India,
Durgapur Main Branch,
Durgapur - 713203,
WEST BENGAL

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