

1. HOW TO REGISTER WITH IREPS APPLICATION?

Vendor must open "New Vendors" link from Home page and fill login registration form to obtain Vendor ID, Login I.D. and password for future use and direct participation in E-tenders. Vendors need to have valid Class III Digital Signature Certificate issued by licensed CA with Company Name. Without Login I.D. and Digital Signature Certificate, vendor cannot participate in E-tenders. NREPS Vendor Users can directly click on "NREPS Users Click Here" link after clicking on "New Vendors" link so as to register themselves with IREPS as well.

2. WHAT TO DO WHEN PASSWORD IS NOT RECEIVED AFTER NEW REGISTRATION?

If any user/vendor has not received his password after registration or he/she has forgotten his/her password, he/she can request for new password to be provided by IREPS by clicking on "Forgot Password" link on login page. He/She has to submit his/her primary email id, click on Submit button and attach his valid Digital Signature Certificate. His/Her new password will be sent to him in his/her email. Please make sure that email address is correctly given during submission of registration request.

3. WHAT IS DIFFERENCE BETWEEN 'CHANGE PASSWORD' AND 'FORGOT PASSWORD'?

In forgot password link, the new password is sent to the user's email id. In 'change password', user can enter a new password of his/her choice, which will be replace the existing password after user authentication through his/her Digital Signature Certificate.

4. HOW TO ADD ANOTHER UNIT OR MEMBER FOR A VENDOR ACCOUNT?

A vendor can add as many new units /offices and unit members in his/her account as desired. He can click on Add Remove Units/Members from his homepage to add or remove units/members.

5. HOW TO SEARCH AND VIEW E-TENDER FROM IREPS APPLICATION?

Vendors must go to E-Procurement website <http://www.ireps.gov.in>, open home Page and use "Quick Search" link or "Advanced Search" link to Search and view N.I.T. free of cost. Anonymous user will be able to view NIT for all open, bulletin or other published tenders. Logged in vendor users can view NIT for all open, bulletin or other published tenders and all other tenders addressed to him/her. Logged in Railway user can view all tenders (irrespective of Railway/department, tender type) except that he/she will be able to view draft tenders pertaining to only his/her sections.

6. HOW TO SUBMIT FINANCIAL AND TECHNO-COMMERCIAL OFFERS DIRECTLY ON-LINE?

For submitting Financial and Techno-Commercial offers for an E- tender using IREPS application, a vendor has to login using his/ her user id, password, and valid Digital Signature Certificate. From his home page he can see Tenders for which he is invited in the "My Tenders" link and submit his offers. He can also search and bid for any open tender by clicking on "Quick Search" and "Advanced

Search" from his homepage. "Submit Payment Details" link for a tender allows vendors to submit their pre-requisite payments for the tender. Vendor has to pay the TDC (Tender Document Cost)/EMD through this link. The vendor can submit his payment details by Manual Payment option if he is not exempted from payment. If the vendor has selected the Exempted option for the payment, the reason for exemption has to be provided. In case of manual payment the details of payments e.g. instrument type, payment date, etc. will be provided by the vendor. Once the Payment details have been submitted he can proceed to view the tender documents or to submit his Bid.

7. HOW TO VIEW FINANCIAL OR TECHNO-COMMERCIAL TABULATION FOR VENDORS?

Tabulations can be viewed only after the tenders have been opened by authorized Railway officials. After login, vendors can use action column icons through quick search or advance search to view Financial or Techno-Commercial Tabulation of a tender. Alternatively vendors can directly go through "My Bids for Tenders Closed" link available on vendor's home page. Vendors can view tabulation of open and special limited tenders in which they have participated. They can also view their offer for all the tenders in which they have participated.

8. WHAT ARE THE SETTINGS TO VIEW FINANCIAL OR COMPARATIVE STATEMENT?

'Adobe Acrobat Reader' (version 6 or above) must be installed in your system and pop-up blocker must be turned off. To turn-off pop-up blocker, go to Internet option, select the 'Privacy' tab and uncheck the pop-up blocker checkbox.

9. WHAT COMES IN "MY PAYMENTS (TDC/EMD/SD ETC.)", "MY TENDERS (NOT YET CLOSED)", AND "MY BIDS FOR TENDERS CLOSED"?

My Payments (TDC/EMD/SD etc.): It shows the list of tenders with payment details for which vendor has submitted the TDC (Tender Document Cost), EMD (Earnest Money Deposit), SD (Security Deposit).

My Tenders (Not Yet Closed): It shows the list of tenders for which tender enquiry is addressed to the vendor and/or TDC payment is submitted by the vendor and bid has not been submitted by the vendor.

My Bids for Tenders Closed: It shows the list of tenders in which vendor submitted bid but the tender has not been decided.

10. WHICH TYPE OF DOCUMENTS CAN BE UPLOADED/ATTACHED IN IREPS? Only PDF (Portable Document Format) documents of size upto 1024 KB can be uploaded/attached in IREPS. For uploading PDF files, 'Adobe Acrobat Reader' (version 6 or above) must be installed on your system. If you want to upload any other files, it has to be first converted into PDF file. Different tools are available on internet to convert files of different formats to PDF files.

11. HOW TO UPLOAD AND ATTACH VENDOR PUBLIC DOCUMENTS?

Vendors can keep repository of his documents like RDSO/NSIC/CLW/DLW approval etc. After login, vendor must click on the link "View/Upload My Public Documents" in left navigation under

“Quick Links” section. Then browse the file to upload, add description and click on the “Upload File”. These uploaded documents can be used to attach in Techno-Commercial Offer using the link “Upload Existing Documents” available on Techno-Commercial Offer page.

12. HOW TO USE DOCUMENTS SECTION IN LEFT NAVIGATION?

Vendor can view and read the documents, uploaded by IREPS using the link “IREPS Documents”; uploaded by Railway Board using the link “Railway Board” and its own documents using the link “My Public Documents”. Different Railway's documents can be viewed by clicking on these Railway's link available on the menu-bar of the ireps home page and then clicking the relevant link.

13. HOW TO OBTAIN DIGITAL SIGNATURE CERTIFICATE FROM CERTIFYING AUTHORITY (CA)?

Vendors need to have valid Class III Digital Signature Certificate issued by licensed CA with Company Name for participation in E- tenders. There is a hyperlink on IREPS home page clicking on which opens the Controller of Certifying Authority (C.C.A.) website and from there one can access CA sites using links provided there. One digital Certificate is valid for a specified period and can be used for signing any number of tenders issued by Railways during its validity period.

14. WHAT IS THE SIGNIFICANCE OF DIGITAL SIGNATURE CERTIFICATE?

Digital Signature Certificate helps in authentication and non-repudiation of the person sending any document on internet. Only a digitally signed document sent on Internet will be considered as valid signed document on Internet under law (I.T. Act 2001) and can be verified by the receiver to verify identity of sender as attached with that document. After a vendor obtains a digital signature certificate issued by C. A. in the name of authorized person, authorized for filing offers, the vendor can participate in E-tenders on IREPS application.

15. HOW TO IMPORT THE DIGITAL SIGNATURE CERTIFICATE?

Open your Internet Browser and go to Internet Option>>Content Tab>>Certificates and then click on import. A certificate Import wizard window opens, then click on next and then select the certificate which you want to import and then click next and after this select the place where you want to install your certificate and then click next and after then click finish. An alert message like “The import was successful” is displayed.

16. HOW TO INSTALL THE USB TOKEN FOR DIGITAL SIGNATURE CERTIFICATE?

After successful installation of the token driver from the CD available with the token (as per procedure prescribed by digital signature certificate supplier in the Manual with token), insert your USB token in the computer. If the token driver is properly installed you can see the private keys of your Digital Signature Certificate in personal folder in the Internet Explorer. To go on the Personal Folder, Please Click on Tools->Internet Options->Content->Certificates in the Internet Explorer.

17. HOW TO CHECK FULL CERTIFICATION PATH OF DIGITAL SIGNATURE FROM INTERNET BROWSER?

View your Digital Certificate and go to 'Certification Path' tab and make sure that it showing the hierarchy CCA India>>Certifying Authority>>User name. If it is not showing., then open your Internet Browser and go to Internet Option>>Content Tab>>Certificates and then import the CCA India Root certificate in the Trusted Root Certification Authorities Tab and CA(Certifying Authority) Certificate in the Intermediate Certification Authorities Tab. If you do not have CCA India and CA(Certifying Authority) certificate, the same can be downloaded from CA website.

18. WHAT TO DO WHEN POP-UP WINDOW NOT APPEARS FOR SELECTING THE DIGITAL SIGNATURE AT THE TIME OF "SIGN AND SUBMIT"?

Check your 'Browser Setting' and ensure that it is according to IREPS guidelines for your operating system.

19. WHAT TO DO WHEN "RUN TIME ERROR" OCCURS?

Generally run Time Error occurs when E-Token driver is not installed properly or E-Token has been corrupted. In this case, please re-install the E-Token driver after uninstalling it.

20. GETTING PROBLEM IN DLL REGISTRATION ?

If you are facing problem in DLL Registration "DLL Registration Failed" then make sure that you have admin rights in your system.

21. WHAT TO DO WHEN IREPS SITE IS 'NOT OPENING' OR 'IS OPENING SLOWLY'

(A) For vendor user or Railway user accessing IREPS from Internet outside Railway Offices.

(i) IREPS is not Opening from Internet

Check your Internet connection is working fine. To do this try to open some other website.

- If other sites are not opening:-Then check the network connection for Internet and contact to your Internet service provider.
- If other sites are opening:-Enter IP address 203.176.113.41 or 203.176.113.42 in IE browser address bar then enter, if again site is not opening then report the issue to Helpdesk.

(ii) IREPS is opening slowly from Internet

- If you are accessing IREPS site first time and after clicking on login page it is opening very slowly then don't worry, it is because of downloading of Active X component on your system (which is a one time process). In future, it will not take that much time.

- Make sure that no heavy downloading is going on your PC and multiple Internet Applications are not opened through Internet Browsers.
- If you have used IREPS site earlier and site is opening slow. Then check your internet connection speed. You can check your internet speed from tools provided by ISP or any third party tools such as (<http://www.tplbox.com/speed/index.php>), your internet speed should be **256 Kbps** or more for smooth and fast working with IREPS site. If you are getting speed in this range and still not able to open the site, you take a screen shot of this page and mail it to helpdesk email id.

(B) IREPS is not opening/opening slowly on Railnet /Broadband from Railway Offices.

- If you are accessing IREPS site through Railnet or Broadband and are able to access other sites but unable to access IREPS site then contact to concerned person who are managing proxy server and firewall for local LAN in your Railway Office. On proxy server and firewall there could be some policy restrictions that can restrict the access to IREPS application. e.g.: port number 80 and 443 should be enabled on proxy server and firewall for accessing IREPS site.
- Adequate bandwidth should be available for IREPS site through proxy server.

(C) IREPS is not opening/opening slowly in FOIS WAN

- If **Railway** user is facing problem related to non opening of IREPS site or slowness issue over **FOIS** network, then they can report (**by Email/Phone Call**) the issue to Helpdesk.

22. WHOM TO APPROACH IN CASE OF ANY PROBLEMS REGARDING IREPS APPLICATION?

Any vendor can approach the IREPS HelpDesk in case of any problem. HelpDesk can be accessed from "Help Desk" link on the IREPS application homepage. IREPS Help Desk is available from Monday to Saturday, 8:00 a.m. to 8:00 p.m. by email or telephone call. Email: helpdesk.eps@cris.org.in; helpdesk.eps@gmail.com

Phone: PNT 011-24102855, 011-24105180, Railway 030-54835.

FOIS Network Related Issues: 011 24102386 E mail Id: nmspl@cris.org.in