

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

### **1. WHAT IS THE PRE-REQUISITE FOR REGISTERING WITH IREPS APPLICATION?**

Vendors need to have valid Class III Digital Signature Certificate with Firm's Name issued by licensed Certifying Authorities for registration with IREPS. They also need to have a computer with Internet browser (IE 6 or IE 7) and Internet connectivity. Without valid Digital Signature Certificate, User ID and Password, vendor cannot participate in E-tenders.

### **2. HOW TO REGISTER WITH IREPS APPLICATION?**

Vendor must open "[New Vendors](#)" link from Home page and fill login registration form to obtain User ID and password for future use and direct participation 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. Before proceeding for registration, please check browser settings of your Computer System [as available on Home page] and import the public key of your Digital Signature Certificate to 'Other People' of Internet browser after exporting it. In their own interest, vendors are advised to furnish correct, valid and currently in use e-mail address to receive password and other important communication through e-mail

### **3. HOW LONG WILL IT TAKE TO GET USER-ID AND PASSWORD AFTER SUBMISSION OF REGISTRATION REQUEST WITH IREPS?**

Generally it takes three clear working days to respond to vendor's online registration request. Vendors are requested to submit correct information such as Name of the firm, User's name etc. as mentioned in Digital Signature Certificate (with adequate Validity and Class III) in order to get prompt response. They are also advised to check that they are not already registered with IREPS. System generated password (which is mandatory to be changed after first login) is sent to the e-mail address provided at the time of filling the registration request, this e-mail ID will also serve as User ID. In case, registration request is rejected an e-mail is sent to the user duly assigning the reasons for rejection.

#### 4. WHAT TO DO NEXT AFTER RECEIVING PASSWORD?

Connect to <https://ireps.gov.in>, click 'Login', enter your registered email ID as user ID and enter the password received in your email. System will prompt to change the password immediately. Change the password of your choice as per 'Password Policy' displayed on the same page. Then system will prompt to fill Statutory and Bank details of your firm. But the system will prompt it again, when you Login. This information is necessary in your own interest which can be viewed / edited from the right navigation links.

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

If no e-mail containing system generated password or reasons of rejection is found in 'Inbox' of your email, then check the same in 'Spam, Junk etc.'. If it is not found anywhere, then open the login Page and click either '[Click Here to get Password using Digital Signature](#)' or "[Click Here to get Password through e-mail](#)". If system accepts the user ID (e-mail ID), then attach Digital Signature Certificate and re-set the password or obtain the same over email. In case system throws the message '**Error Code: ADM.008 Message: User Name is not registered with us.** ', please contact helpdesk over phone or through email quoting your request ID.

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

There is a hyperlink on IREPS home page, clicking on which opens the [Controller of Certifying Authority](#) ([www.cca.gov.in](http://www.cca.gov.in)) website and from there one can access Certifying Authority sites using links provided. Some of the Certifying Authorities are TCS, (n)CodeSolutions, Safescrypt, MTNL, E Mudra etc. Digital Signature Certificates are issued with a validity of one / two years. The same Digital Signature Certificate can be used by a subscriber any number of times for authentication and signing e-bids, documents etc. against tenders issued by Railways during its validity period.

#### 7. WHAT IS THE SIGNIFICANCE OF DIGITAL SIGNATURE CERTIFICATE?

Digital Signature Certificate helps in establishing integrity of document/ information, authentication and non-repudiation of the person submitting any document/ information on the web site. Electronic document/ information digitally signed using Digital Signature Certificate, provided by CA licensed by CCA of India, are only recognized as legally valid document/ information as per I.T. Act 2000 and such

document/ information can be verified by the receiver. After a vendor has obtained a digital signature certificate issued by CA in the name of authorized person, who is authorized for submitting on-line offers, the vendor can participate in E-tenders on IREPS application.

8. **HOW TO VIEW DIGITAL SIGNATURE CERTIFICATE?**

Please install the driver for Crypto Token from the Compact Disk (CD), supplied along with the Crypto Token, as per procedure prescribed by supplier of the Digital Signature Certificate in the Manual. Insert your USB Crypto Token in the in the USB port of the computer. If the driver for Crypto Token is properly installed, you can see the Digital Signature Certificate in personal folder in the Internet Explorer. To view the Personal Folder, Please open Internet Explorer, Click on Tools →Internet Options→ Content→Certificates, by default personal folder is visible. Select your certificate and view it. In case the certificate is not appearing, please contact the supplier of Digital Signature Certificate.

9. **HOW TO CONFIRM WHETHER DIGITAL SIGNATURE CERTIFICATE HAS BEEN CORRECTLY INSTALLED?**

After inserting the USB Crypto Token containing your Digital Signature Certificate in the system, view your Digital Signature Certificate in Internet Explorer by going to Tools → Internet Options → Content → Certificates → Personal. Please select your Digital Signature Certificate → View → Certification Path, a chain of the hierarchy of certificates starting from CCA to the user (CCA India→Certifying Authority→User name) will be displayed. If it is not showing, 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 Certifying Authority's website.

10. **HOW TO EXPORT PUBLIC KEY OF THE DIGITAL SIGNATURE CERTIFICATE FROM THE CRYPTO TOKEN?**

Insert your Crypto Token into USB Port and open your Internet Browser and go to Tools→ Internet Option→Content →Certificates. Select your certificate and click on 'Export'. A certificate export wizard window opens, then click on next and then assign a location and a filename in your computer to store the certificate. *[Note: By exporting the certificate only public key of the certificate is*

*getting stored in a file.] An alert message like “The export was successful” is displayed.*

**11. HOW TO IMPORT PUBLIC KEY OF THE DIGITAL SIGNATURE CERTIFICATE INTO WEB BROWSER?**

Open your Internet Browser and go to Internet Option → Content Tab → Certificates → Other People and click on ‘Import’. A certificate Import wizard window opens, then click on next and then select the file containing the public key (created during the export process) and click next and after this select the ‘Other People’ location to install your certificate [by default **Other** people is pre-selected] and then click next and after then click finish. An alert message like “The import was successful” is displayed.

**12. WHAT TO DO WHEN POP-UP WINDOW DOES NOT APPEAR FOR SELECTING THE DIGITAL SIGNATURE AT THE TIME OF “SIGN AND SUBMIT”?**

Check your ‘Browser Settings’ according to Operating System on your computer as advised under the link ‘System Settings’ on the Home Page. Please ensure to turn off the pop-up blocker. To turn-off pop-up blocker, go to Internet option, select the ‘Privacy’ tab and uncheck the pop-up blocker checkbox.

**13. WHAT TO DO WHEN “RUN TIME ERROR” OCCURS?**

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

**14. GETTING PROBLEM IN DLL REGISTRATION?**

If you are facing problem in DLL Registration and message “DLL Registration Failed” appears then make sure that you have administrator’s rights on your Computer System.

**15. 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 to ensure it 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 (ISP).
- If other sites are opening:-Enter IP address 203.176.113.41 or 203.176.113.42 in I.E. 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 onetime 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.

**(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 the matter to **NETWORK HELPDESK by Email/Phone Call on phone no. 01124102386** or Email-- [nmspl@cris.org.in](mailto:nmspl@cris.org.in) OR contact IREPS HELPDESK.

**16. WHAT TO DO WHEN FORGOT PASSWORD?**

In case of Forgot password there are two ways to get new password:

[‘Click Here to get Password through e-mail’](#) user has to submit his email id which was provided at the time of initial registration with the website, click on Submit button and attach his valid Digital Signature Certificate. His/Her new password will be sent to the registered e-mail ID.

[‘Click Here to get Password using digital Signature’](#) user has to submit his email id which was provided at the time of initial registration with the website, click on Submit button and attach his valid Digital Signature Certificate. System will permit the user to assign new password directly.

#### **17. HOW TO SEARCH AND VIEW E-TENDER FROM IREPS APPLICATION?**

Tenders addressed to a vendor are placed in ‘My tenders (not yet closed)’ folder on the Home Page of logged in Vendor users. In case you are interested in some other tenders, search the same either through "Quick Search" or "Advanced Search" by entering relevant parameters. Complete tender Documents for open tenders can be viewed/ downloaded after submission of payment details for Tender Document Cost. Anonymous users are also allowed to view NIT for all Open, Bulletin or other published tenders. Logged in Railway users can view all tenders (irrespective of Railway/department, tender type) and also draft tenders pertaining to sections assigned to them.

#### **18. HOW SHALL I SUBMIT THE COST OF TENDER DOCUMENT COST AND EARNEST MONEY?**

After login, find the desired tender, click \$ action icon to open Payment Detail submission page.

In case you are exempted from submission of Tender Document Cost or EMD, please select ‘Exempted’ Radio Button to display various grounds for exemption. Please select the appropriate Radio Button describing the ground for such exemption and click ‘Sign and Submit’. Please ensure to upload the scanned copy of requisite documentary evidence in support of your claim under “Attach documents” Tab in the Bid process.

In case you are not exempted from submission of Tender Document Cost or EMD, please submit details of payment instrument (Demand Draft etc.) in appropriate fields of the form and click ‘Sign and submit’. Please ensure to get the Payment instrument delivered to the tender inviting authority.

You can also view the payment details on your Home Page under the folder ‘**Payment(TDC/EMD/SD etc.)**’.

**19. HOW TO SUBMIT FINANCIAL AND TECHNO-COMMERCIAL OFFERS ON-LINE?**

After finding the desired tender, click ‘Bid Process’ action icon (available against all open tender and tenders addressed to the vendor). Please click ‘Enter to Bid’ to open the form for entering compliance against eligibility criteria specified by the tender inviting authority. Thereafter, click Other Tabs in sequence and enter relevant information. Information asked under the Tabs marked (\*) are mandatory. After successful submission of ‘Financial Bid’, a HTML receipt indicating bid ID, Date and Time of submission etc. is generated. The same should be stored/ printed for future reference, if any.

**20. HOW TO KNOW WHETHER MY BID IS SUCCESSFULLY SUBMITTED ON THE WEBSITE?**

On completion of the Bidding process (after signing the Financial Rate Page) using your Digital Signature Certificate, the system will generate a unique Bid ID, which will be a reference to your bid. Vendors are advised to save this screen shot/take a print of HTML receipt indicating bid ID, Date and Time of submission etc. for future reference.

**21. CAN I REVISE MY EARLIER BID?**

Vendors are not permitted to edit / change their earlier bid once it is signed and submitted to the system using their Digital Signature Certificate, as the Financial Bid details are stored in Encrypted form and can not be decrypted before closing date / time. However vendors can submit another Bid by using the option of “Revise offer” thereby superseding their earlier Bid. The latest revised bid will only be considered as valid bid and will be used for ranking and other purposes.

**22. CAN I SUBMIT MULTIPLE OFFERS FOR THE SAME TENDER/ ITEM?**

Yes, vendors can submit multiple offers by clicking ‘Alternate Bid’ for the same item against a tender. This link can also be used for submitting different offers for different Brands of the products or different Quantity etc. There is no restriction for the number of alternate offers being submitted by vendors. All such alternate bids along with original bid will be considered valid bid and will be used for ranking purpose.

**23. WHICH TYPE OF DOCUMENTS CAN BE UPLOADED/ ATTACHED IN IREPS?**

Only PDF (Portable Document Format) documents of size up to 1 MB can be uploaded/attached in IREPS. 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. Every time a file is uploaded, system prompts for Digital Signature Certificate for signing the file. The file stored on your client machine is first signed before uploading and hence only unsigned files should be picked up for upload, to avoid multiple signature on the same file. You may also keep a back up copy of unsigned file on your machine at a separate location (folder) to avoid multiple signatures on the uploaded document. System provides message if the file being uploaded is already signed. Please ensure to use your own Digital Signature Certificate.

**24. HOW TO UPLOAD DOCUMENTS IN VENDORS'S REPOSITORY AND WITH TECHNO-COMMERCIAL BID?**

For uploading PDF files, 'Adobe Acrobat Reader' (version 6.0 or above) and JRE 1.6 (which can be downloaded from website <http://www.java.com/en/download/manual.jsp>) must be installed on your system. Vendors have been provided a facility to maintain an on-line repository of their documents like RDSO/NSIC/CLW/DLW approval certificates or any other documents, required frequently to be submitted along with their techno-commercial bids for supporting their credentials etc. After login, vendor must click on the link "View/Upload Documents" in left navigation under "Quick Links" section. Then browse the file to upload, add description and click on the "Upload File". The upload process will be same as described against Q- 22 above. These uploaded documents can be used as attachment to their Techno-Commercial Bids by clicking on the link "Attach Existing Documents" under the Tab 'Docs'. This facility will avoid repeated uploading of the same document with each and every tender, resulting in saving of time and resources at time of bidding.

**25. I AM NOT ABLE TO UPLOAD DOCUMENT?**

Please check:

- Your system is free from Virus and worms.
- 'Adobe Acrobat Reader' (version 6.0 or above) is correctly installed on your system.
- JRE 1.6 (which can be downloaded from website <http://www.java.com/en/download/manual.jsp>) is

installed on your system. Please select appropriate Offline version according to Operating System of your computer on the above Page and install the same and re-start the system. You must have administrative privileges on your System to install this component.

- That you are using the same Digital Signature Certificate which is attached to your profile and driver for e-token is correctly installed.
- That 'Downloaded Active-x Controls' are enabled by opening Internet explorer and selecting the same from the dropdown under Tools →Manage Add-ons→Enable or Disable Add-ons. If not, enable the same and re-start the system.

## **26. 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 Documents” and its own documents using the link “My Documents”. Different Railway's documents can be viewed by clicking on these Railways's Tab available on the menu-bar of the IREPS home page before login and then clicking on the relevant link.

## **27. HOW IS MY BID SECURED IN THE SYSTEM?**

All the ELECTRONIC BIDS shall have to be Digitally signed and will get auto encrypted on your client machine using highest level of digital security before such offers are received in the time locked electronic tender box. All such bids travel over 128 bit SSL to ensure confidentiality of data. Electronic bids once digitally signed and submitted for one or all the item/items cannot be accessed or edited later and shall remain fully secured, confidential and time locked in encrypted form till the due date and time of opening and decryption, which shall only be opened by two pre-authorized Railway officials with their secured digital authentication and password after applying the Private key of the Encryption Certificate.

## **28. HOW CAN THE IDENTITY OF THE BIDDER AND INTEGRITY OF BID BE VERIFIED?**

Identity of bidder is established through two factor authentication – their password and Digital Signature Certificate. Integrity of bid data and identity of bid signing official can be verified by clicking 'Verify' link which is available under the “View Bids” link against the tender.

**29. HOW CAN THE IDENTITY OF BUYER AND INTEGRITY OF TENDER DOCUMENT BE VERIFIED?**

Identity of Tender signing official is established through two factor authentication – their password and Digital Signature Certificate. Integrity of NIT/ Tender Data and identity of Tender signing official can be verified through NIT/Tender Document verification process, link for which is available at the bottom of NIT.

**30. WHAT TO DO WHEN “IM Communication Error 200” OCCURS.**

First delete Temporary Files and Cookies of Internet browser (Tools→ Internet Option→General→ Browsing History) and close all Internet Browser and retry.

**31. HOW TO VIEW FINANCIAL OR TECHNO-COMMERCIAL TABULATION (FOR VENDORS)?**

Tabulations (for Open Tenders and Special Limited Tenders) can be viewed only after the tenders have been opened by authorized Railway officials. After login, vendors can find the tenders on their Home Page under the Tab ‘My Bids for Tenders closed’ where action icons to view Financial Bid, Techno-commercial Bid, Financial Tabulation and Techno-commercial tabulation are available. These options can also be found after searching the (participated) tenders through “Quick Search” or “Advance Search”. However, tabulation statements are not shown against Limited Tenders and Bulletin Tenders.

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

‘Adobe Acrobat Reader’ (version 6.0 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. Sometimes Toolbars like ‘Yahoo, Google’ etc. are also required to be removed from the internet browser.

**33. HOW CAN VENDORS CHANGE THEIR EXPIRED DIGITAL SIGNATURE CERTIFICATE?**

Vendors are advised to change their digital signature certificates well in advance of expiry. Facility for changing the certificate has been given to primary user of vendor account through ‘Edit Profile’ and ‘Add/Remove Members’ link available on his homepage. In case validity of his Digital Signature Certificate has already expired and the vendor user tries to login using his user id /

password and, the system will lead him to an interface for changing his Digital Signature Certificate. For this, vendors have to export / import the public key of their new Digital Signature Certificate as per the procedure described above.

#### **34. WHOM TO APPROACH IN CASE OF ANY PROBLEMS REGARDING IREPS APPLICATION?**

Any user can approach the IREPS Help Desk in case of any problem. Users can submit their queries directly to Help Desk through “Raise a Query” link provided on Help Desk page under the “Help Desk” link in the left navigation on the home page of the IREPS application. Users can also send their queries through e-mail. In case problem raised through query / email is not resolved or in case of urgency, contact Help Desk Officials telephonically. E-mail address and telephone number of Help Desk is given below. IREPS Help Desk Officials are available from Monday to Saturday, 8:00 a.m. to 8:00 p.m. except gazetted holidays observed by CRIS (list available on helpdesk page).

Email: [helpdesk.eps@cris.org.in](mailto:helpdesk.eps@cris.org.in) ; [helpdesk.eps@gmail.com](mailto:helpdesk.eps@gmail.com)

Phone: P&T 011-24102855, 011-24105180, Railway 030-54835.