Frequently Asked Questions

Q. Certification Agencies:

A. Certification Agencies are appointed by the office of the Controller of Certification Agencies (CCA) under the provisions of IT Act, 2000. There are a total of seven Certification Agencies authorised by the CCA to issue the Digital Signature Certificates (DSCs). The details of these Certification Agencies are available on the portal of the Ministry www.mca.gov.in under services.

Q. Important points to remember

A. On the time of Registration in Balmer Lawrie Portal define correct e-mail id. You will not receive addendum notifications if this e-mail Id is wrong. 2.) Bidders are requested to make note of dynamic time being displayed on e-Procurement portal of Balmer Lawrie to ensure that the bids are submitted on time 3.) Make sure your registration details reflect your current status, as these will be recorded when login and this makes clear who the tendering entity is for the evaluation team and makes the evaluation faster. 4.) Try to avoid responding at the last minute. Try to submit you Bids through e-Procurement well in time.

Q. What Internet settings do I have to maintain for Bidding?

A. Web Browser: Internet explorer v8.0 or higher recommended. ii) Proxy: If you are unable to access BL e-Procurement site or Bid Documents, BL 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 should be enabled on your proxy/firewall for HTTPS connectivity. Dial-up internet connectivity without Proxy settings is another option. Technical Settings Java Runtime Environment must be installed. Acrobat Reader must be installed. Recommended Screen Resolution: 1024 by 768 pixels Settings for Microsoft Internet Explorer Recommended way is to add following e-Procurement sites to Trusted Sites zone https://balmerlawrie.eproc.in 1. In Internet Explorer, go to Tools > Internet Options... 2 Click on Security tab, and then click Trusted sites zone. 3. Click Sites... button. 4. In Add this Web site to the zone: text box, type https://balmerlawrie.eproc.in 5. Click Add button. 6. Choose OK or Close button. 7. Now, Click on Custom Level.. button, Security settings window opens up, maintain following values for below parameters Parametre Value Allow Scriplets Enable Automatic prompting for ActiveX controls Enable Binary and script behaviors Enable Download signed ActiveX controls Enable Download unsigned ActiveX controls Enable Run ActiveX Controls & Plug-ins Enable Scripts ActiveX Controls marked safe for scripting Enable Initialize and script ActiveX controls not marked as safe Enable Allow previously unused ActiveX Controls to run without prompt Enable Script ActiveX controls marked safe for scripting Enable Downloads Enable File Download Enable Java Permission Medium Safety Software Channel Permission Medium Safety Use Pop-up Blocker Disable Active Scripting Enable Scripting of Java Applets

Q. What technology will Suppliers need to use the e-Procurement service?

A. The service is web-based and is designed to be accessible to any prospective Supplier using a computer equipped with Internet connection. That means that if you are reading this page on the Internet, then you can probably use the service.

Q. What is Encryption?

A. Prevents any non-authorized party from reading or changing data. The level of protection provided by encryption is determined by an encryption algorithm. In a brute-force attack, the strength is measured by the number of possible keys and the key size. For example, a Triple-Data Encryption Standard system (3 DES) uses 112-bit or 168-bit keys and, based on currently available processing power, is virtually immune to brute-force attacks. Business to Business VPNs (Extranets) share sensitive data with multiple organizations, so demand the highest level of security. This requires public key encryption and/or secure key exchange, both of which are designed to eliminate the risk of the key becoming known to an unauthorized party.

Q. Who is a Certifying Authority?

A. A trusted third-party organization or company that issues digital certificates used to create digital signatures and public-private key pairs. The role of the CA in this process is to guarantee that the individual granted the unique certificate is, in fact, who he or she claims to be. Usually, this means that the CA has an arrangement with a financial institution, such as a credit card company, which provides it with information to confirm an individual's claimed identity. CAs are a critical component in data security and electronic commerce because they guarantee that the two parties exchanging information are really who they claim to be.

Q. What are the steps for obtaining Digital Certificate?

A. Mail/Call our Help Desk Officers for Digital Signature Application Form

Q. What is a Digital Signature?

A. The Information Technology Act, 2000 provides for use of Digital Signatures on the documents submitted in electronic form in order to ensure the security and authenticity of the documents filed electronically. This is the only secure and authentic way that a document can be submitted electronically. As such, all filings done by the companies under MCA21 e-Governance programme are required to be filed with the use of Digital Signatures by the person authorised to sign the documents. A digital code that can be attached to an electronically transmitted message that uniquely identifies the sender. Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message really is who he or she claims to be. The Digital certificates used to create digital signatures are issued by a trusted certifying authority authorized by the Controller of Certifying Authorities of India. For Balmer Lawrie eprocurement Portal users need Class IIB or above certificate with both Signing and Encryption component separately.

Q. How Secure is it?

A. Balmer Lawrie- e-Procurement portal (https://balmerlawrie.eproc.in) is a secure portal. The security features incorporated in the application ensures that all activities are logged and no unauthorized person has access to data. Digital Signature: The solution includes capturing Digital Signature Authorized and certified by approved agency nominated by Controller of Certifying Authorities under Ministry of IT, Govt. of India. Process Validation: The Solution has been so architected that a user (Balmer Lawrie Officers / Bidders) cannot view the commercial bid of any Bidder till the date & time specified for the opening of the commercial bid is due. All the documents are encrypted. Unauthorized Access: The entire solution is behind a firewall and Unauthorized access is not allowed. The login passwords of all users are encrypted at the database level. 128 bit SSL Certificate from VeriSign is used for communication between the browser and the web server. This ensures that all communication between browser and web server is encrypted and cannot be hacked. Compliance to IT ACT: The complete e-Tendering process is compliant with THE INFORMATION TECHNOLOGY ACT, 2000 of the Govt. of India

Q. What are the benefits in receiving / submitting tenders online?

A. Electronic or Online Tendering is just carrying out the same traditional tendering process in an electronic form, using the Internet. Using Online Tendering, the Bidders can: • Reduced costs - No postage, printing and traveling costs for bid documents to be sent to respective offices of Balmer Lawrie. • Speed - Using the service means we will be able to shorten tendering periods for tenders, eliminate postage delays and rapidly disperse tender returns for evaluation, so providing faster decision-making. • Peace of Mind - Eliminates worries regarding timely delivery of documents against a deadline by giving instant delivery. • Efficiency - Enables tenders to be created, exchanged and stored electronically: • Receive notification of the relevant tenders for Limited Tender Receive tender documents online. • Submit Bids Online anytime through portal with 24x7 availability. • View online the bids of competitors along with that of your own after opening of Techno-commercial / Priced Bids. • View Corrigendum/Addendum online • Receive notification for selection /rejection at Techno-commercial Bid Evaluation Stage.

Q. What if I need help while submitting my electronic tender?

A. If you need help while submitting your electronic tender, please contact Help Desk Officers during Business Hours. Business Hours: 10:00 to 18:00 Hrs India Time (GMT + 5:30 Hrs) or you can also contact as per the contact details in the Tender Documents

Q. How do I upload my tender documents?

A. You can upload your tender documents directly from your PC in the designated folder created for you in On-line Bid form. Please refer the section on uploading various Tender documents in the help guide provided to you along with your tender documents or you can go through the Bidding Manual available in the home page at Balmer Lawrie e-Procurement site

Q. What if I cannot download a softcopy of the tender or I have some problem/queries regarding your website?

A. If you are having trouble downloading a softcopy of the tender document from the portal, please contact our Help Desk Officers during Business Hours. Business Hours: 10:00 to 18:00 Hrs India Time (GMT + 5:30 Hrs) Or you can also contact as per the contact details in the Tender Documents

Q. How do I get a valid User Id to access Balmer Lawrie e-Procurement portal?

A. You have to register your company in e-Procurement Portal of Balmer Lawrie. While registering you have to choose your user id & password. Once your registration is completed, Vendor Administrator for the portal will approve & activate your User Id. If you are having trouble in getting the user id, please contact our Help Desk Officers during Business Hours 10:00 to 18:00 hrs (MON-FRIDAY) India Time (GMT + 5:30 Hrs) Or you can also contact as per the contact details in the Tender Documents

Q. What are the pre-requisites to submit tenders on-line?

A. 1. Vendor should have a legally valid digital signature certificate from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. 2. Type of Certificate should be Class IIB or Class III certificate with Signing and Encryption Component separately. 3. Vendor should create a valid User Id to access e-Procurement portal of Balmer Lawrie. 4. Vendor should have an internet connection. 5. The internet browser used should be Internet Explorer Version 8.0 or above. 5. The operating system should be Windows 7 or 8. 6. Bidder should install Java Runtime environment (Latest Version) . 6. Vendors should fulfill any other pre-requisites mentioned in the tender documents of a specific tender

Q. Do I have to compulsorily submit my tender through the Internet?

A. Yes. Techno-commercial and Priced Bids for all the tenders published through e-Procurement portal of Balmer Lawrie have to be submitted online only. However, documents like Tender Fee or EMD drafts, Technical Specification documents or any other document as mentioned in the tender documents necessarily have to be submitted in originals and physically through post, courier or in person before a date and time specified in the tender

Q. What does it mean to be "Online"?

A. It describes and encompasses the business activities and transactions conducted through internet using wed-based e-Procurement application of Balmer Lawrie eliminating all manual and physical processes.

Q. What is "e-Tendering at Balmer Lawrie e-Procurement portal"?

A.   Tenders for Balmer Lawrie are hosted selectively on Balmer Lawrie e-Procurement portal https://balmerlawrie.eproc.in . All vendors registered with the portal can participate in such tenders online through this portal. Vendors can download tender documents, submit priced bids and techno-commercial technical bids along with details of Tender Fee and EMD online from their desktops

Q. What is Electronic Tendering?

A. Electronic Tendering is carrying out the traditional tendering process in an electronic form, using the internet. Using E-tendering the Ministries of OMAN can:

- Create and publish tender
- Sell Tenders
- Receive Bids
- Evaluate Tenders
- Award Contract

In E-Tendering, the suppliers can

- Receive notification of the relevant tenders
- Purchase tenders document
- Submit Bids Online
- Track the status of their bids