SAP SRM 7 Up gradation
At
Municipal Corporation Greater Mumbai

Supplier Relationship Management (SRM)

SRM Bidder Percentage/Item rate Manual

Version 1.0

Contents

1. Pre-requisites for SRM e-tendering Process

1.1 System Requirement.

The system requirements for MCGM SRM (E-tendering) are:

SR NO.	Hardware requirement	Software's requirement	DSC
1	OS Platform: Windows 10	Java component to be installed with 32 bit	Digital signature- III certificate with organization name and to be Installed and plug-in.
2	Browser: Internet explorer version 11	JAVA Runtime: Version 8 update 141 or above (multiple version to be removed)	Driver for DSC to be properly installed
3	Pop-up Blocker: OFF		Encryption/Decryption certificate: a. - Class III certificates b. - Public Key should be of 2048 bits c. - Key usage: Key encipherment Note: Certificate should be valid and not expired
4	Internet connectivity: Required		
5	ActiveX setting (Multiple settings): Enabled		
6	Compatibility view: Enabled (For mcgm.gov.in)		
7	Display: Resolution 1024 x 768		

1.2 Technical Settings

Web Browser: Only Internet Explorer (version ver. 11 or above) should be used. Other browsers like Mozilla, Firefox etc. not to be used.
Java: To view some of the components, you need to install latest Java Internet component JRE/JDK from

http://www.oracle.com/technetwork/java/javase/downloads/index.html After downloading the Java components make sure

that you start your internet browser again.

Internet Explorer Settings: Recommended way is to add following mcgm.gov.in sites to Trusted Sites zone

1. In Internet Explorer, go to Tools > InternetOptions...

2. Click on Security tab, and then click Trusted siteszone.

3. Click Sites...button.

4. In the Add this Web site to the zone: text box,type-mcgm.gov.in

5. Choose OK or Closebutton.

6. Add the SRM portal site in the list of trusted sites , the path is as below:-

    Tools-Internet options-security-trusted site-add the URL of SRM portal site- mcgm.gov.in and click on OK.

7. Now, Click on Custom Level. Button, Security settings window opens up,maintain following
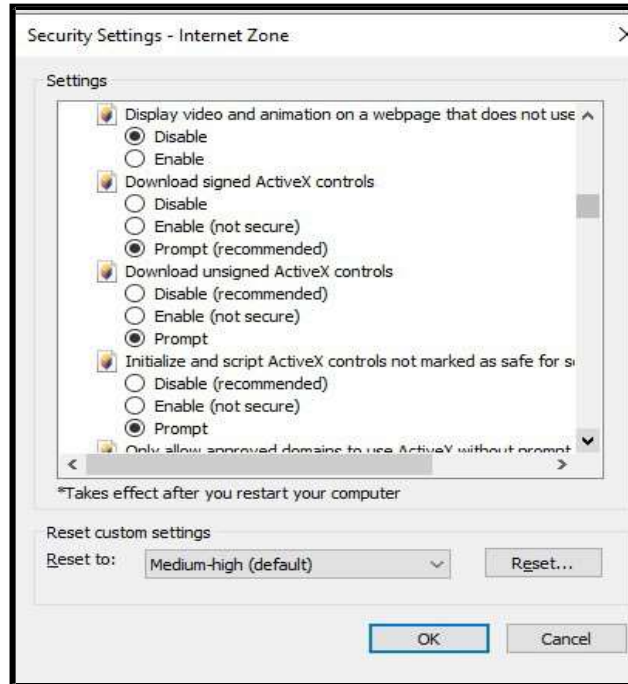

ACTIVE-X CONTROL SETTINGS:
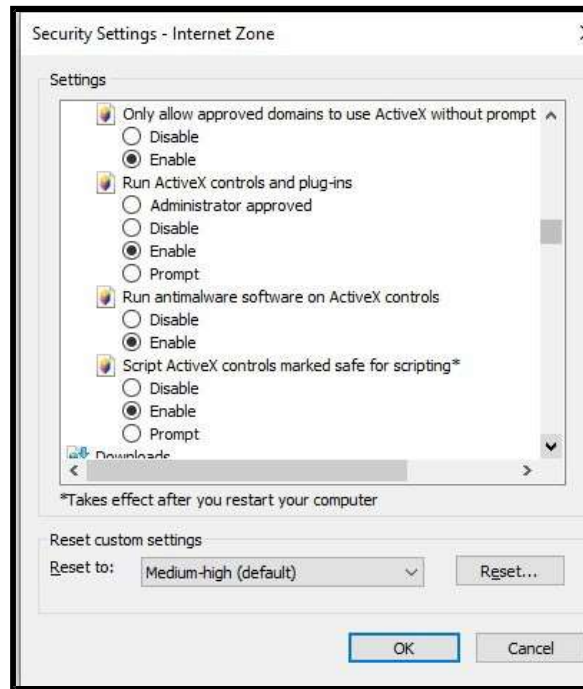
You can do settings manually as mentioned below:
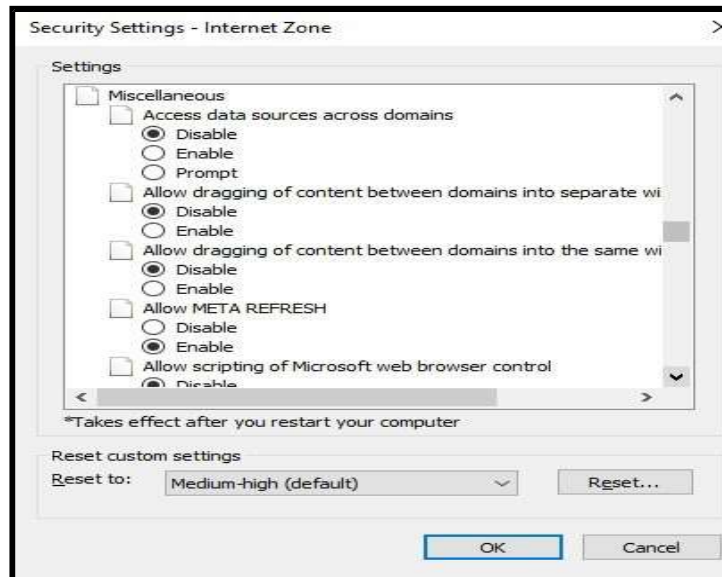Go to –>Tools –>Internet options –>Security –>Trusted sites –>Custom level –
>Select Enable/Prompt radio button for following options:

NOTE: The below setting need to be perform for Internet, Local intranet and Trusted sites

ActiveX Controls and plug-ins
Allow ActiveX filtering - **Enable.**
Allow previously unused ActiveX controls to run without prompt - **Enable.**
Allow Scriplets – **Prompt.**
Automatic prompting for ActiveX controls - **Enable.**
Binary and script behavior - **Enable.**
Display video and animation on a webpage that does not use external media player - **Disable.**
Download signed ActiveX controls - **Prompt.**
Download Unsigned ActiveX controls - **Prompt.**
Initialize and script ActiveX controls not marked as safe for scripting - **Prompt.**

Downloads
File Download - **Enable.**
Font Download - **Enable.**

Miscellaneous
Allow Meta Refresh - **Enable.**
Display Mixed content - **Enable.**

1.3 Technical Settings of PC/Laptop:

1. Compatibility View Settings

Go to Tools -> Compatibility View Settings -> Add SRM Link (mcgm.gov.in) -> Close
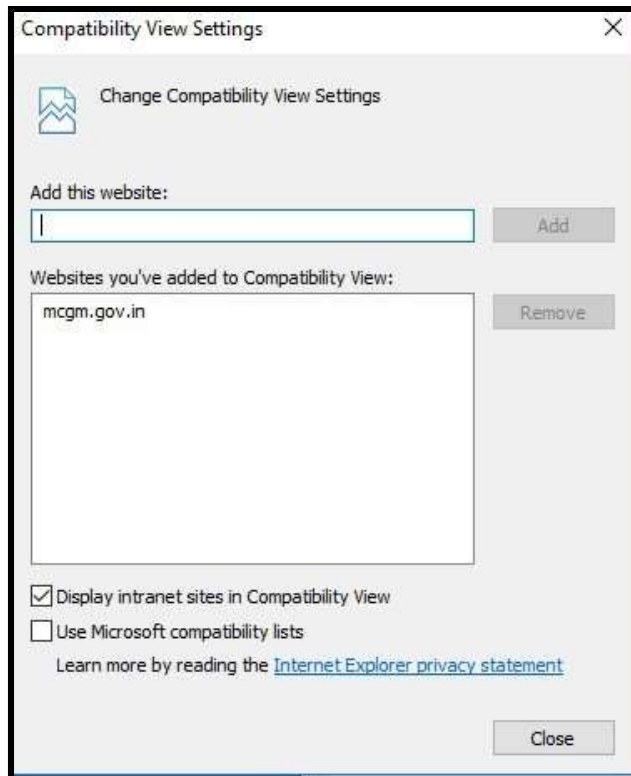
Internet Options> General tab -> if "Delete browsing history on exit" is checked, uncheck it. Clearing History also clears the Compatibility View list.

Sites might stay in the Compatibility View list (theoretically they should) if the site is in Favorites and "Preserve favorites website data" is checked on the Delete Browsing History screen.

Microsoft Visual C++ 2010 X 86 redistributable package:
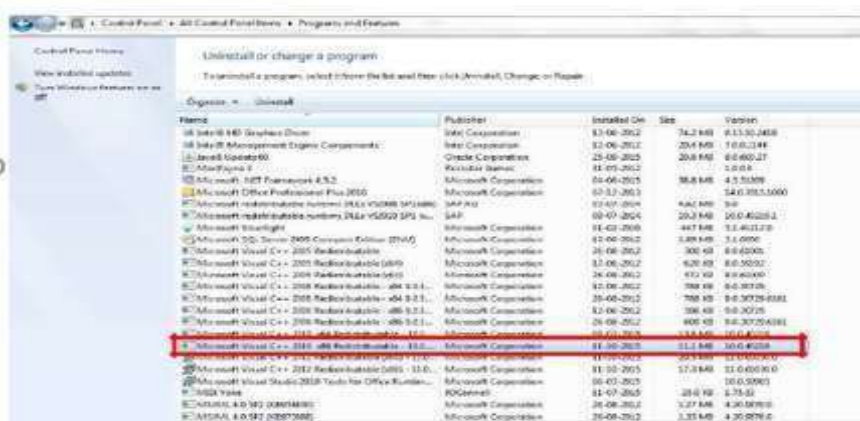
If it's not installed, click on the below link and download and install it.
https://www.microsoft.com/en-in/download/details.aspx?id=26999

1.4 Java Configuration:

Note: The mandatory Java component to be installed is 32 bits
Go to Control Panel and check if Java is installed
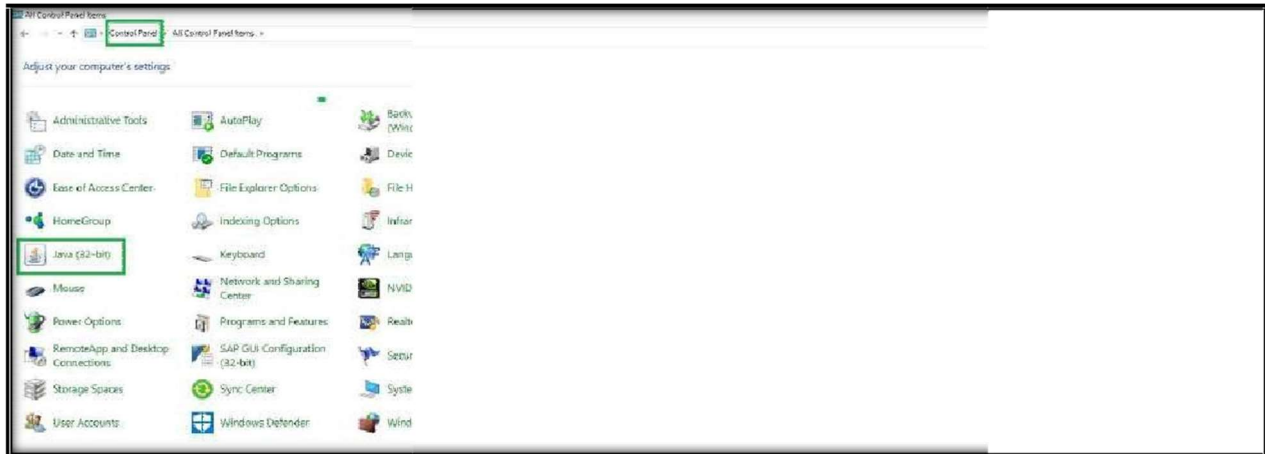
Click on java, click on the about button and make sure the java version is at least 8 update 141 or upwards.
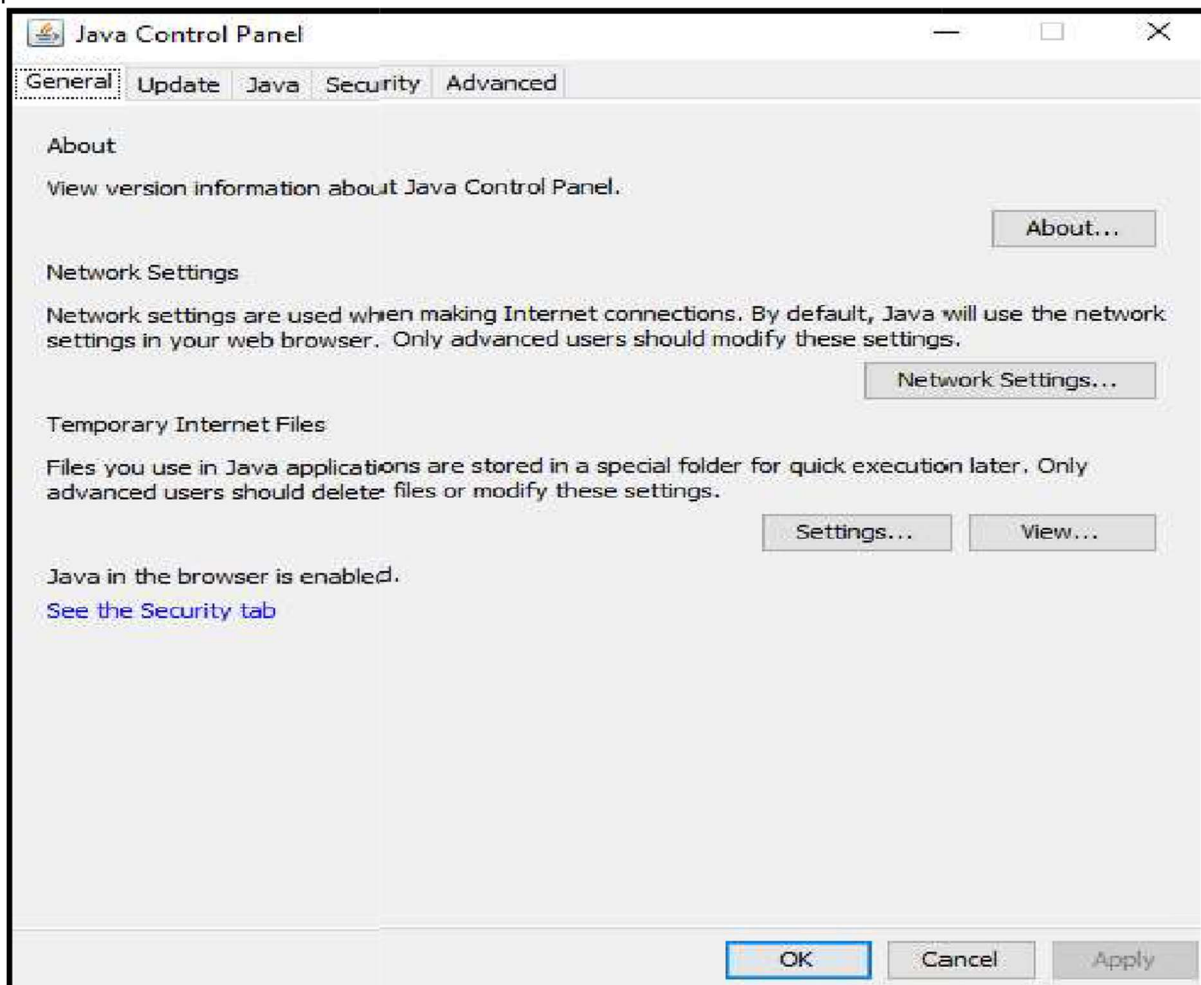
And click on edit Site List
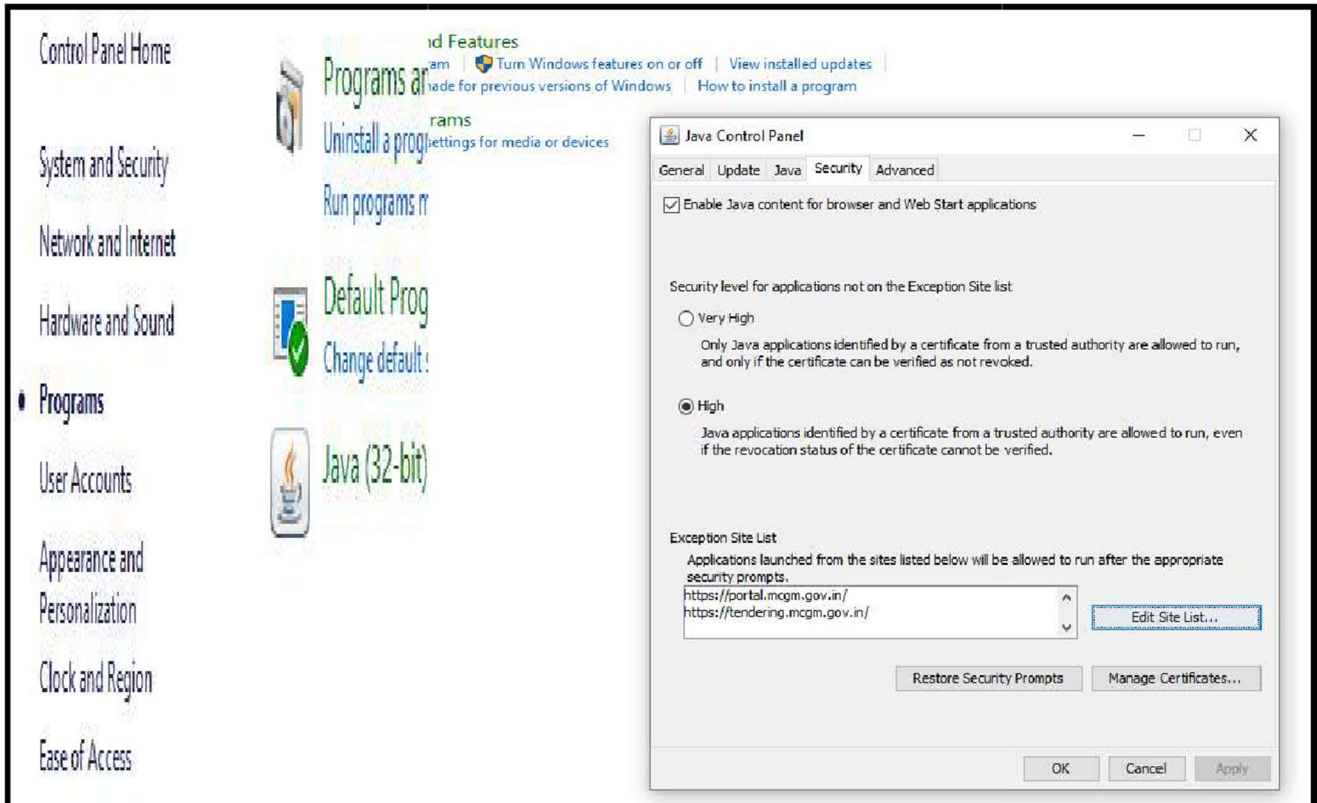
Once all settings is done, then Right click on Internet Explorer and click on "Run As Administrator" to open SRM link
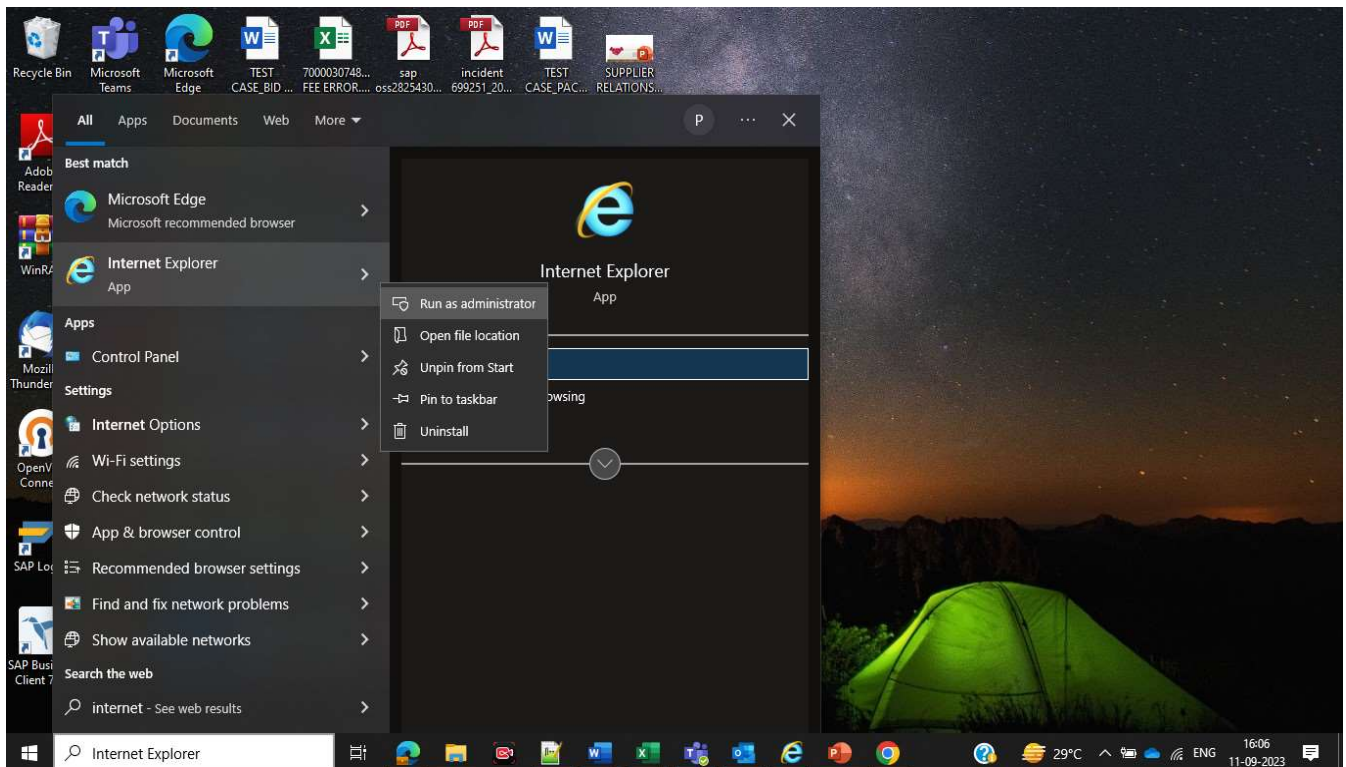
ERROR MESSAGES WHILE USING DIGITAL SIGNATURE

1. "Could not verify the DigitalSignature"

Solution: *If you are getting this error, the root of the certificate used for digitally signing is not uploaded in SRM.*

In this case, check whether the driver of DSC is properly installed in the system. If required, take help of DigitalSignature provider.

2. "Object not found" or "Done with errors" or No Active X POPUP for installation when youare tryinginstalling the ActiveX (sapsign.cab) for the first time.

Solution: *This means "Microsoft runtime Re-distributable packages" is not installed on your PC. For installation*

please paste following link in IE and install it:-

https://www.microsoft.com/en-in/download/details.aspx?id=5555

3. Dump error during signing if the signing process exceeds 1minute.

Solution: *SAP SRM digital signature has to be signing within 1 minute. So it would be helpful if your tokenpassword is ready before you start Submit (Don't run for password or don't use the print option in DSC control during signing)*

1) Maintain browser settings in Internet/Intranet Zone as well as Trusted Site Zone as per Manual

2) Add the SRM portal site in the list of trusted sites, the path is as below:-

   Tools-Internet options-security-trusted site-add the URL of SRM portal site-https://tendering.mcgm.gov.in and https://portal.mcgm.gov.in and click on OK.

3) Ensure Digital Signature is properly installed and visible.

To check refer the path in Internet Explorer browser as:

Tools –Internet options –Contents –Certificates (here the name of digital signature owner will appear)
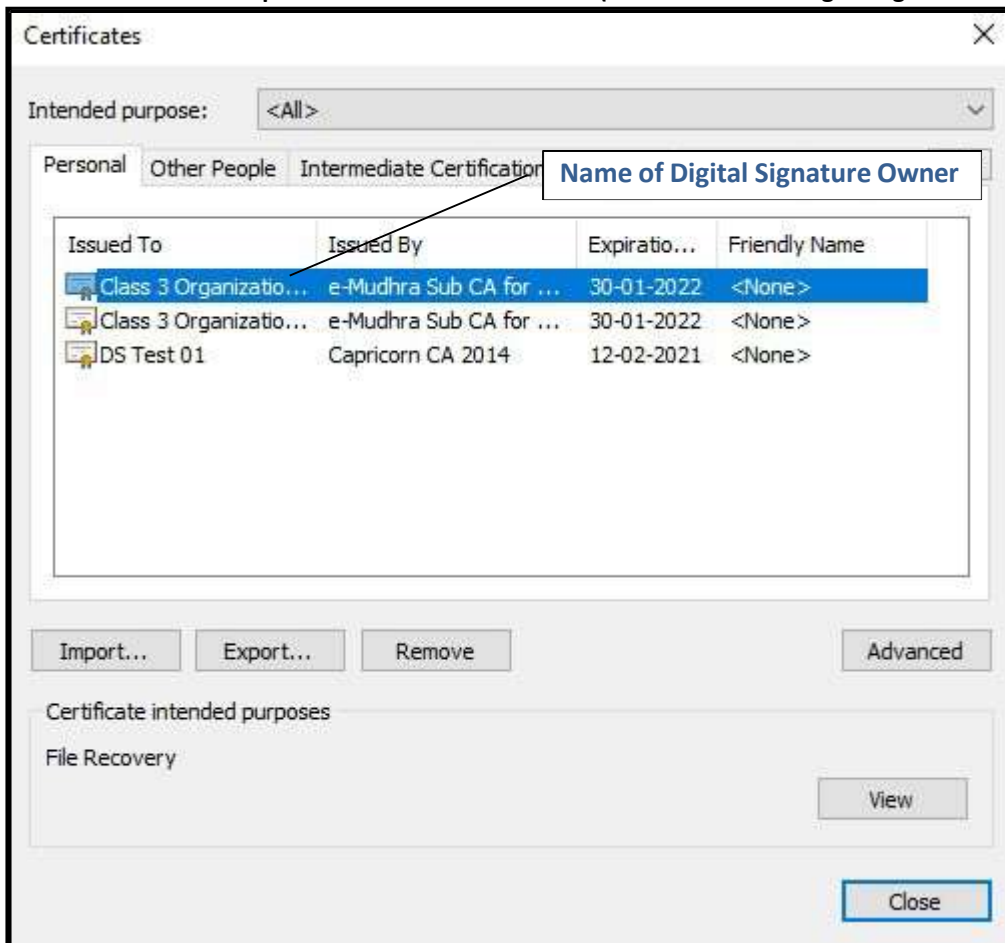
- Go through all the information available on MCGM portal.
- Link to access the MCGM Portal http://portal.mcgm.gov.in

2. E-Tendering Login

http://portal.mcgm.gov.in
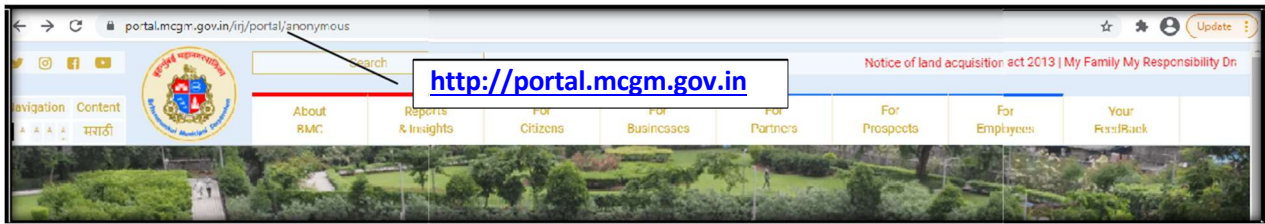
- Click on "For Partner" tab

Click on "For Partner"
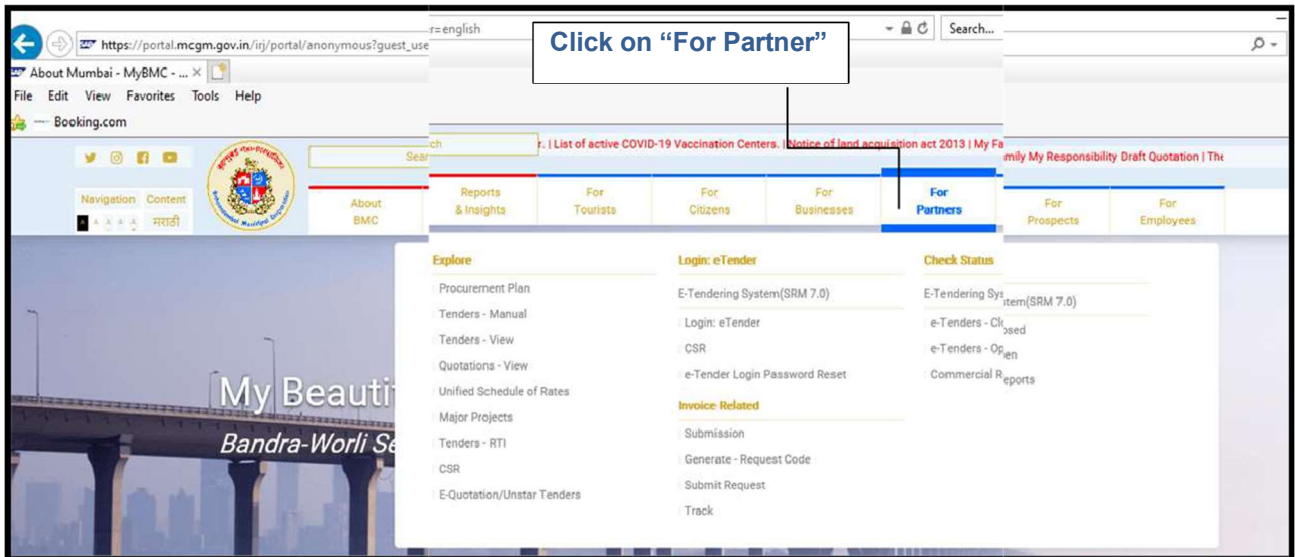
- Vendor needs to logs into MCGM portal for Bidding process
- Click on "E-Tendering Login".

Click on "Login E-tender"
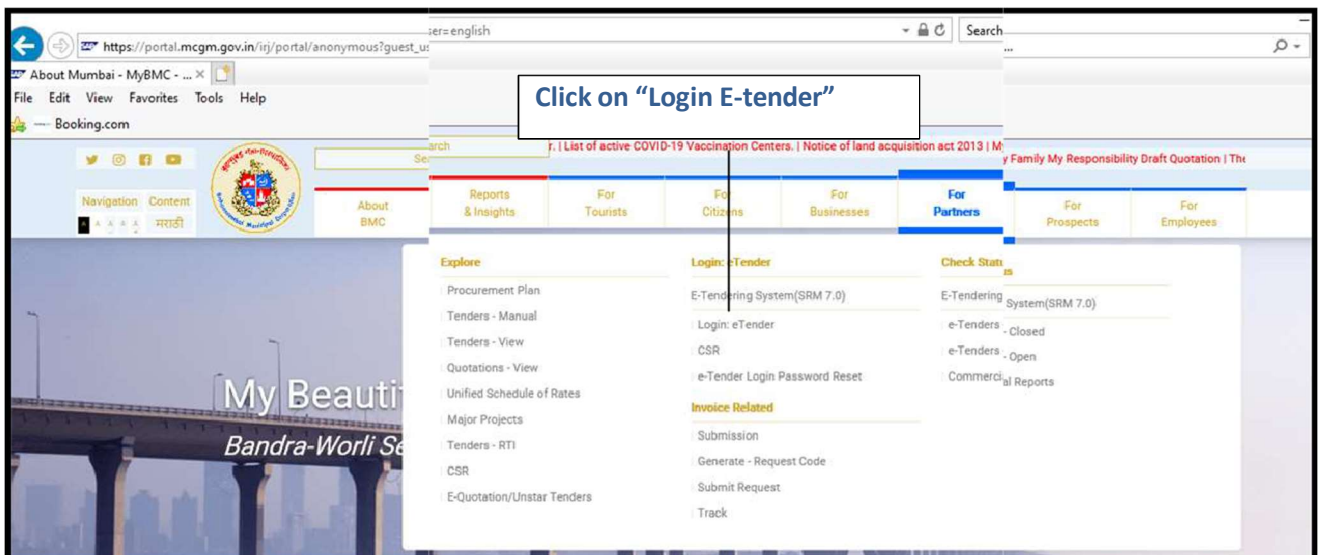
- Login screen shown as below.
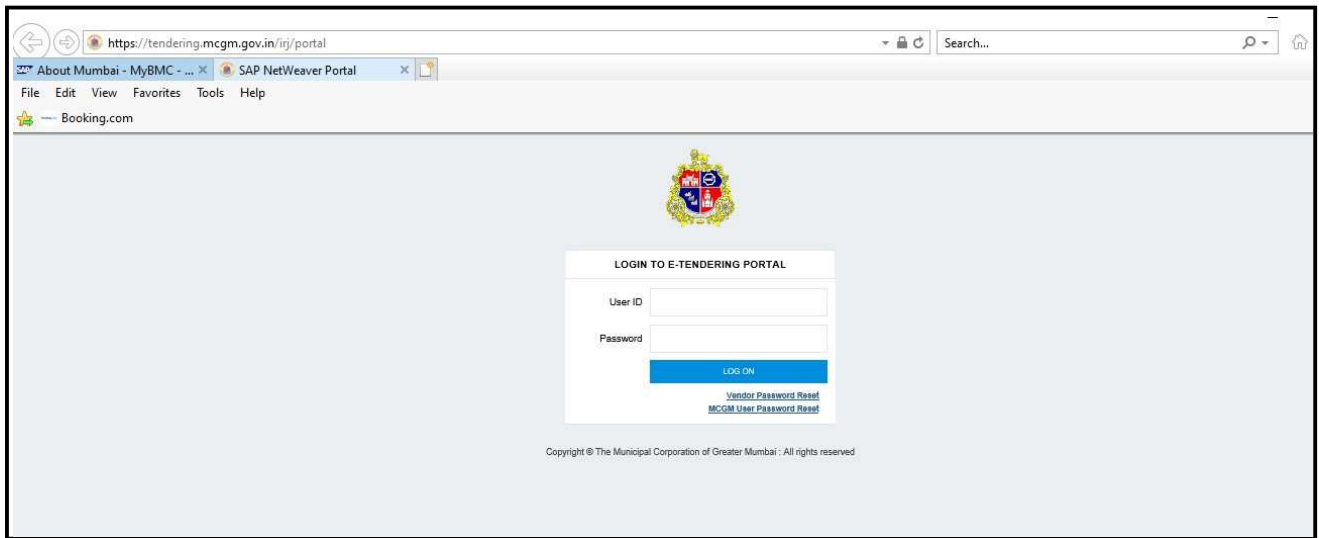
- E-tendering access directly by below link
  https://tendering.mcgm.gov.in/irj/portal
- This link may be stored in the Favorites option of browser (Menu →Favorites→ Add to Favorites). This URL may be useful to access the e-Tendering Application directly even if the MCGM portal is down.
- Enter your Username and password and Log In.

Vendor Login Screen:
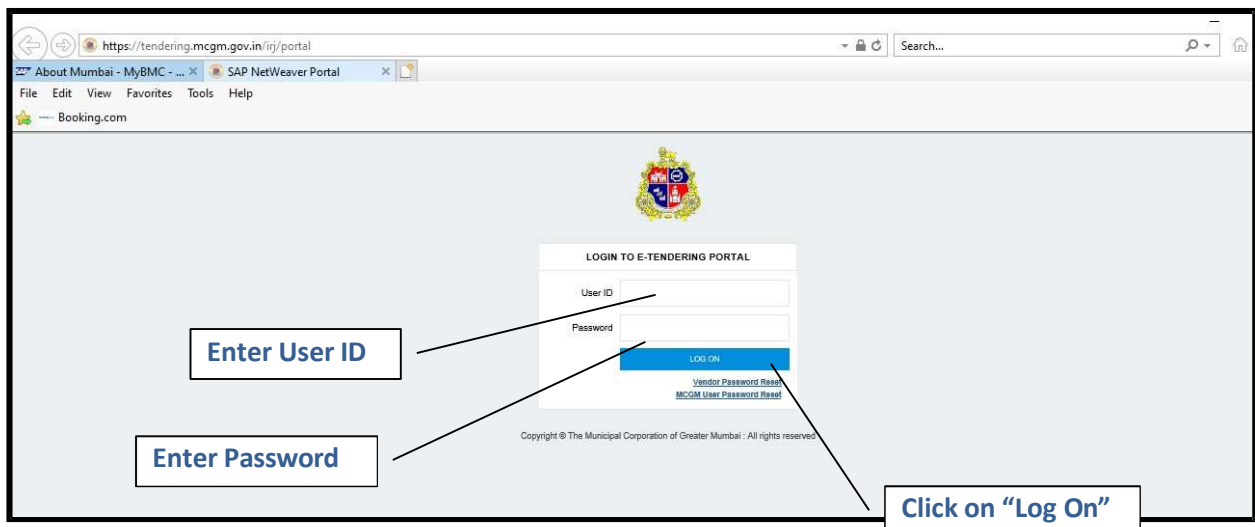
3. Wallet Account Process

3.1 To Check Wallet balance

- Click on vendor Wallet Details and click on Balance button.
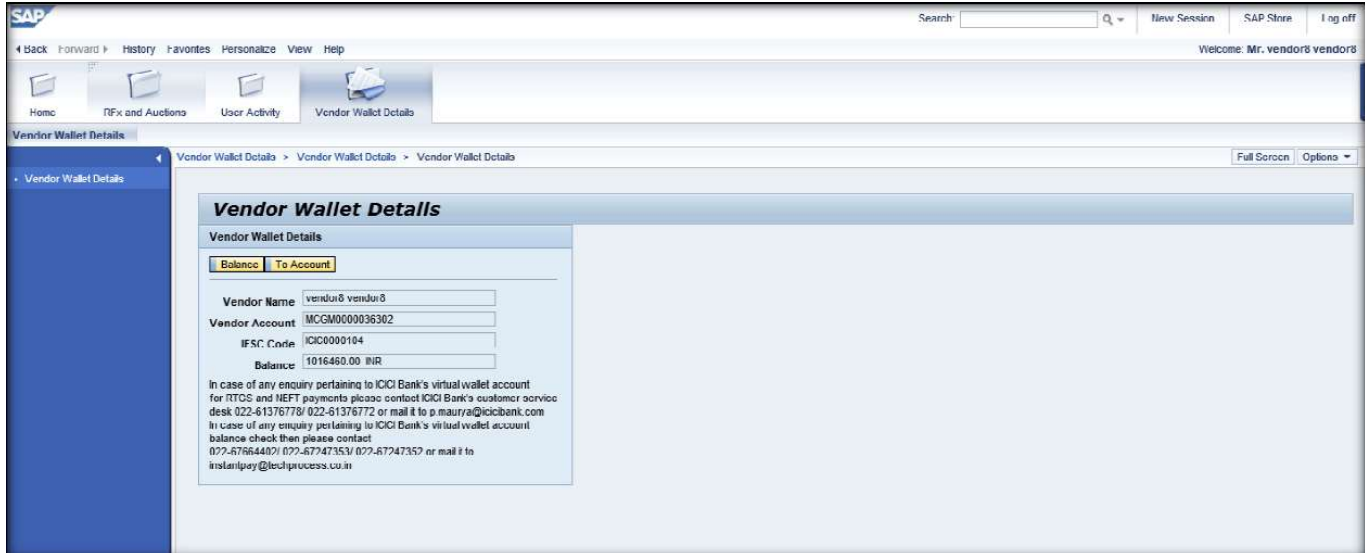
3.2 Operating e-wallet

- The vendor's e-wallet account will be created in ICICI bank.

- E-wallet account will be created within 24 hours at ICICI after creation of new user id and password by vendor.

- The vendor will receive an email from MCGM confirming creation and activation of the e-wallet account.

- The vendor's e-wallet account details will be mentioned in the aforesaid email.

- To fund the e-wallet account, the vendors are required to transfer the money through NEFT / RTGS mode only.

- The Banking NEFT / RTGS operational days and timing are required to be noted by the vendors for funding the wallet.

- RTGS or NEFT modes are used by banks for inter-bank transactions or transactions, where the sending and destination accounts are with two different banks. Therefore, vendors having accounts with ICICI Bank should use a non ICICI Bank account to fund their wallet using RTGS/NEFT transactions.

- E-wallet account number is MCGMXXXXXXXXXX where X denotes the vendor code no (10 digit). The e-wallet account number is to be confirmed with the Central Purchase Department.

- Standard time is 3-4 working hours required for amount reflection in e-wallet account from time of RTGS/NEFT transaction provided correct details are entered by the bidder at the time of making NEFT/RTGS transaction. Please note that in case of any exceptional event like NEFT/RTGS issue at sender's bank, receiving bank, RBI end or receipt/flow of information or transaction files, same could undergo a change and might increase.

- For transferring the money to e-wallet, the following details are required to be noted,

ICICI Wallet Account number: MCGM0000****** (***** indicates vendor number) e.g., MCGM0000023456 or MCGM0000004321

ICICI Bank IFSC: ICIC0000104

 ICICI Bank Branch: ICICI BANK CMS

Beneficiary A/C Name: MCGM

Type of account : Current account

- ICICI bank Address:
  ICICI Bank Ltd.
  Backbay Reclamation Branch
  ICICI Centre, 163, H.T.Parekh Marg
  Backbay Reclamation, Churchgate
  Mumbai-400 020

- For any inquiry pertaining to e-wallet creation, kindly contact to Central Purchase Department – Contact NO.-022-23083161/62/63, Ext No- 228
- In case of any enquiry pertaining to RTGS and NEFT payment transfer to ICICI Bank Vendor wallet please contact ICICI Bank's customer service desk 022-61376778/ 022-61376772 / 022-61376644/ 022- 61376752.

4. Vendor Three stage bid Invitation process.

- To check the Bid Invitation Numbers - Go to Rfx and Auctions and check the required Bid invitation number under Event Number column.

- Select & click the concerned Bid Invitation number.

3.1 Download tender document.

- Click on 72 series tender number.
- To download tender document, follow the below process.
- RFX Information→Notes and Attachments→MCGM Document – Vendor Document attachment (Packet C)
- Click on Tender Document to download the document.

Note: Same process must be followed to download the Corrigendum document.

3.2 Bid Register

- To register in the bid, click on the register button.

- After clicking on the Register button, message appears as shown below.

3.3 Create Response

- Now Click on **Create Response** Button.

- When clicked on "Create Response" button, 82** series response number is generated.
- Status of tender fee payment will be shown as blank as tender fee has been discontinued in BMC tendering system.

3.4 EMD Payment

- Pay EMD payment by clicking on EMD payment button.

- Choose the account type and click on **Continue** button.

- Click on Proceed to Payment button to continue.

- After paying EMD online, Transaction receipt will be generated as below and the status will be Successful.

mcgm.gov.in

Online Payment System

Status:	Successful
Status Code:	0300
Amount:	100.00
Transaction Reference Number:	230911000001
Transaction Date:	11.09.2023
Transaction Time:	16:43:50

Please note the Transaction Reference No. displayed here.

In case of any problem please write-in to etendering.it@mcgm.gov.in with the subject line : Online Payment Problems.

Click on the "Close" button to close the window and continue with your application.

Close

- For future reference note down/save the transaction details.

- Click "Close" to return to Bid screen.

- Click on the Check button so that EMD Payment status is updated as "Successful" under Basic Data tab.

3.5 Documents Uploading

3.5.1 Packet A Documents

- For uploading Packet A documents.

- Click on Rfx information and then on "Notes and Attachment" button.

- Click on Collaboration link under Collaboration (Packet A).

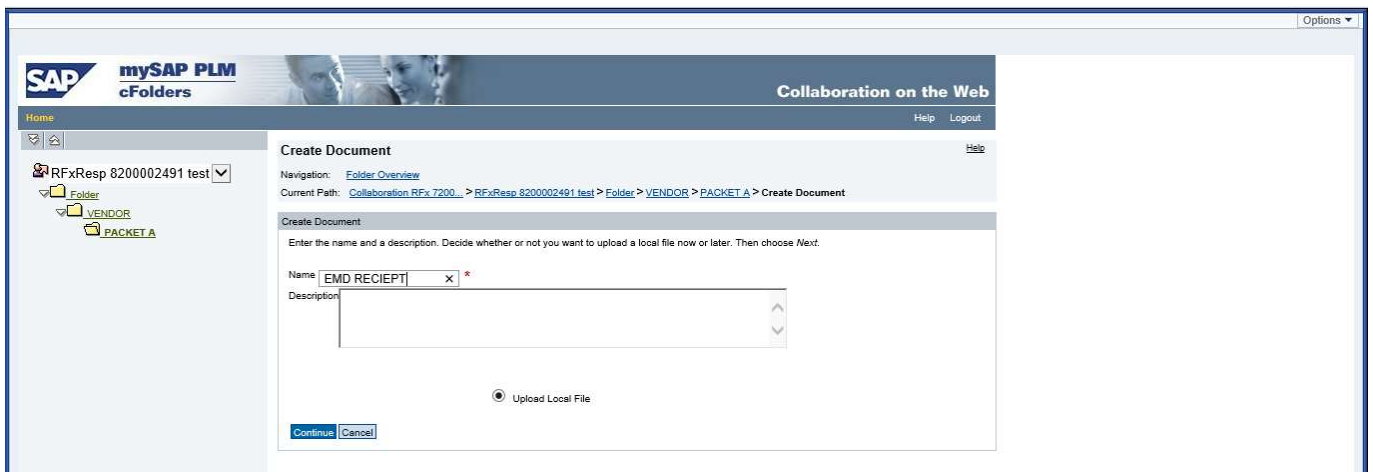- New window will be open. Here one can upload their respective documents.

- First click on "create" button to create a document under Vendor under Packet A folder.
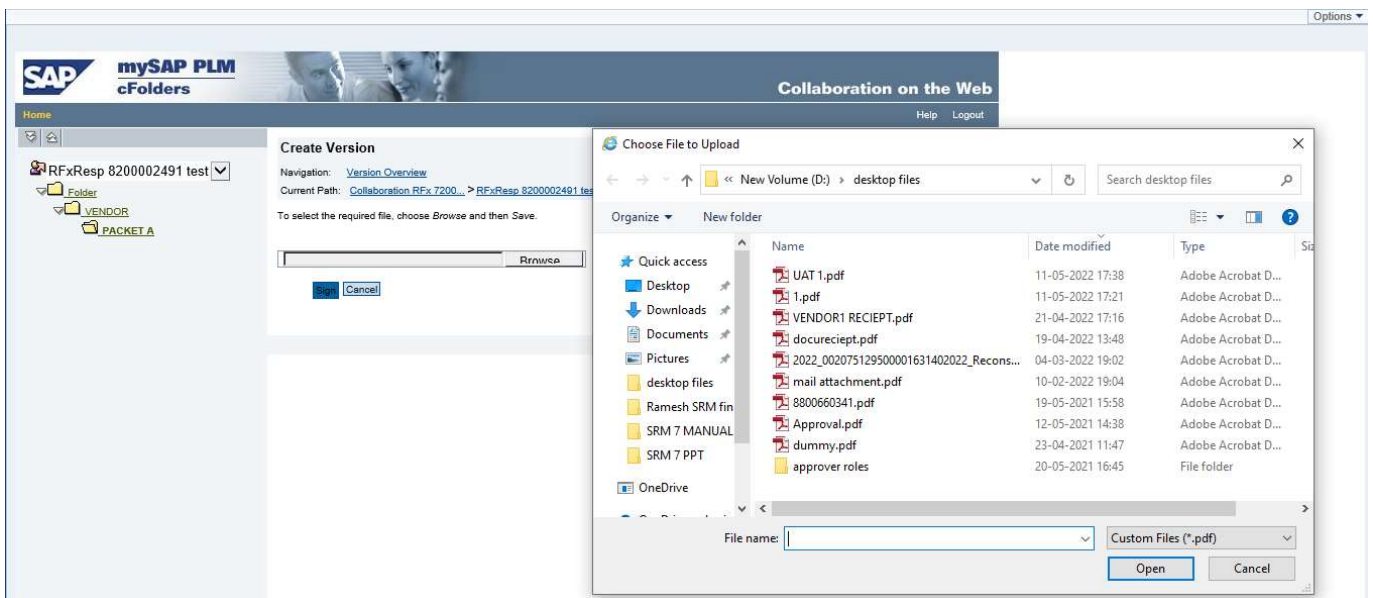

- Click on Document.
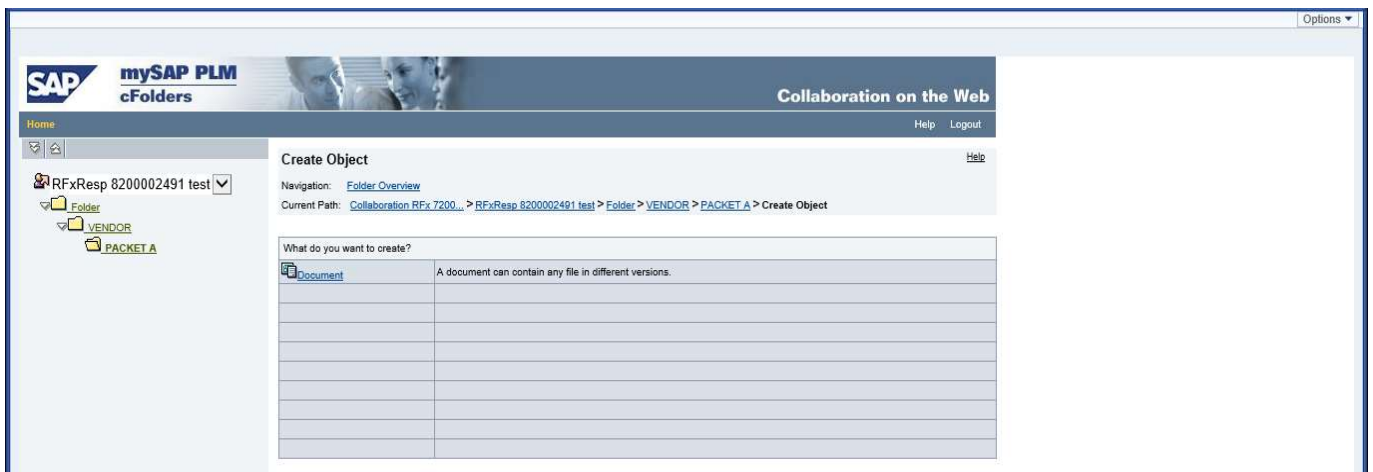
- Name the document and Click on Continue Button.

- Click on Browse button and Select the file and Click on Sign Button.
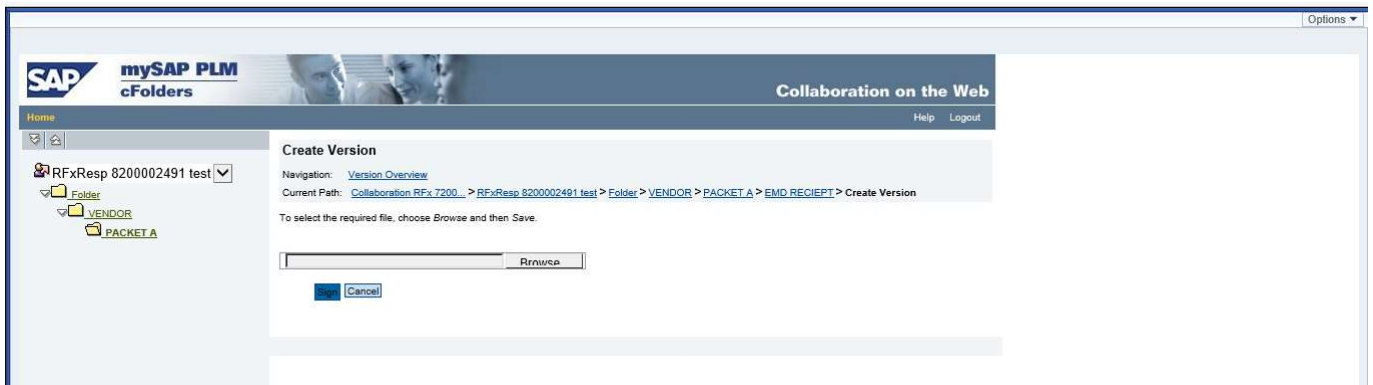
- After clicking on browse button, file explorer page will get open.

- select your Packet A pdf file and click on open button.

- The attached document path will be visible as shown below.
- Click on the Sign button.

- After clicking the sign button, click on "confirm details and sign" button.

MCGM

User ID

VENDOR4

EMP ID

EMP Name

vendor4 vendor4

RFX no

8200002491

IP Address

10.14.30.86

Digital Signature for

Sign document

Confirm details and Sign

- Digital signature certificate pop up, select your digital signature certificate and click on sign button.

Digital Signature   ×

Check the document displayed below.   Print   Save

```
Employee name: vendor4 vendor4
RFX: 8200002491
From IP: 10.14.30.86
```

To sign the document, select one of the certificates and choose Sign.

C=IN, O=eMudhra Limited, OU=Certifying Authority, PostalCode=560103, S=Karnataka, SERIALNUMBER=81d7cc69d57a8e8ecff8704f13a1a
C=IN, O=eMudhra Limited, OU=Certifying Authority, PostalCode=560103, S=Karnataka, SERIALNUMBER=81d7cc69d57a8e8ecff8704f13a1a
C=IN, O=PERSONAL, Phone=c2a809035fdc3cebc378ec7ce4f3d4d6b141486f87549c07c314830079df5832, PostalCode=400013, S=MAHAR.
C=IN, S=Maharashtra, Phone=5f97cc29ffd5e513d38d427ca01cf73794c3877c323c628bbc9527e28fe96b72, PostalCode=400025, STREET="I
C=IN, S=Maharashtra, Phone=5f97cc29ffd5e513d38d427ca01cf73794c3877c323c628bbc9527e28fe96b72, PostalCode=400025, STREET="I

SAP   **Digital Signature**   Sign   Cancel

- Enter the Signature Pin and Press ok

Digital Signature

Use the document's digital signature with your personal key to ensure the following properties.

- The signed document cannot be changed later (integrity).
- Unable to determine the author of the signature (authenticity).
- The document's signature cannot be disputed later (binding).

Windows Security

Smart Card

Please enter your authentication PIN.

PIN

Click here for more information

OK   Cancel

- Press Ok to continue.

Message from webpage

⚠ Digital Signature is successfully mapped: w_empno (CN=Class 3 Organization test, SN=81d7cc69d57a8e8ecff8704f13a1a4650260f3ec4aa25d03556 e473b4e03333d, SP=Karnataka, postalCode=560103, OU=Certifying Authority, O=eMudhra Limited, C=IN)

OK
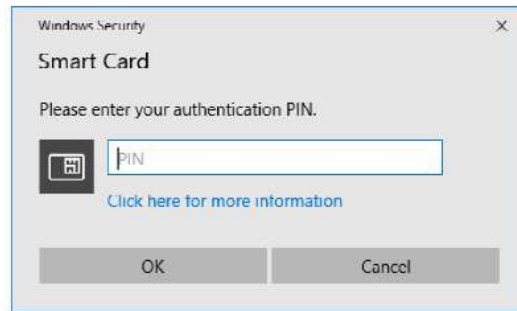
- After signing successfully, the message below will be displayed.

- Uploaded documents will be shown under the current version column.
- Click on the document to verify whether you have uploaded the correct document, then close the document.

- Click on Save button for Green Tick mark to Flag under read column.
- You may upload only one document at a time, for uploading multiple documents repeat the process.
- After uploading all the documents, close the window (do not click on logout button as this will log off the entire session).

3.5.2 Packet B Documents

Note: Attachment of PACKET B is only for applicable three stages Bid.

Kindly verify your document before uploading, as once document is uploaded then it is not possible to delete.

- For Uploading Packet B Documents go to cFolder attachments (Packet B) under Note and attachments.

- Click on add attachment.

- Click on Browse and add the required documents.
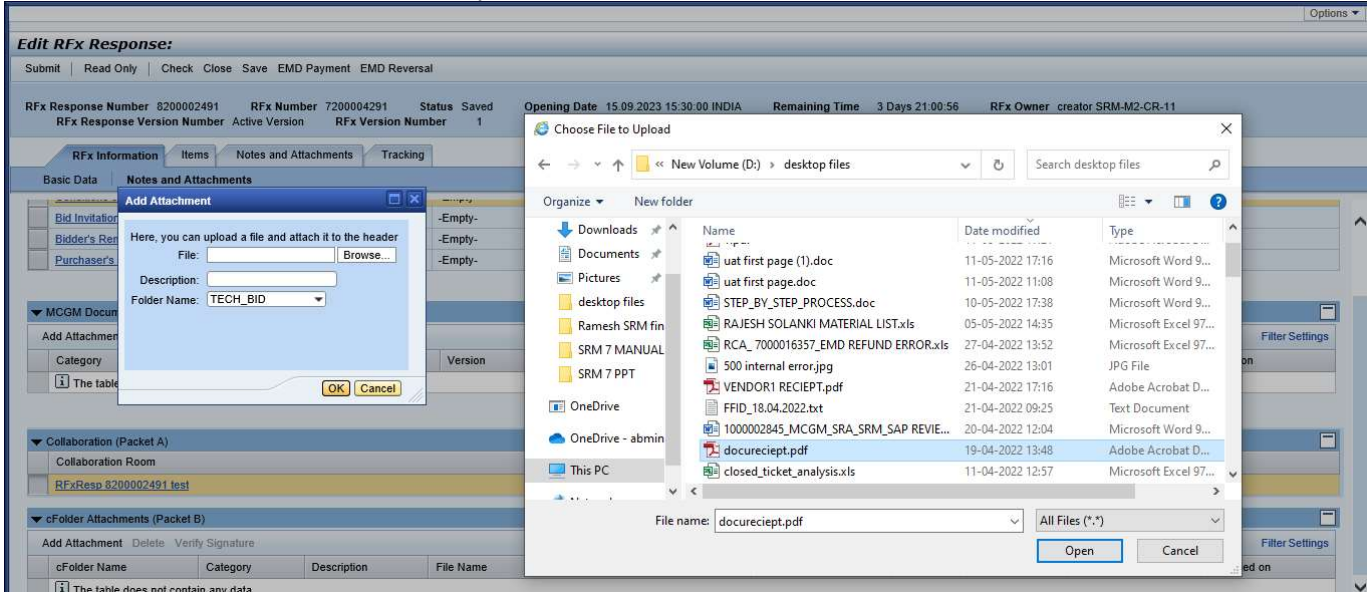
- Enter the description and Click Ok to continue.
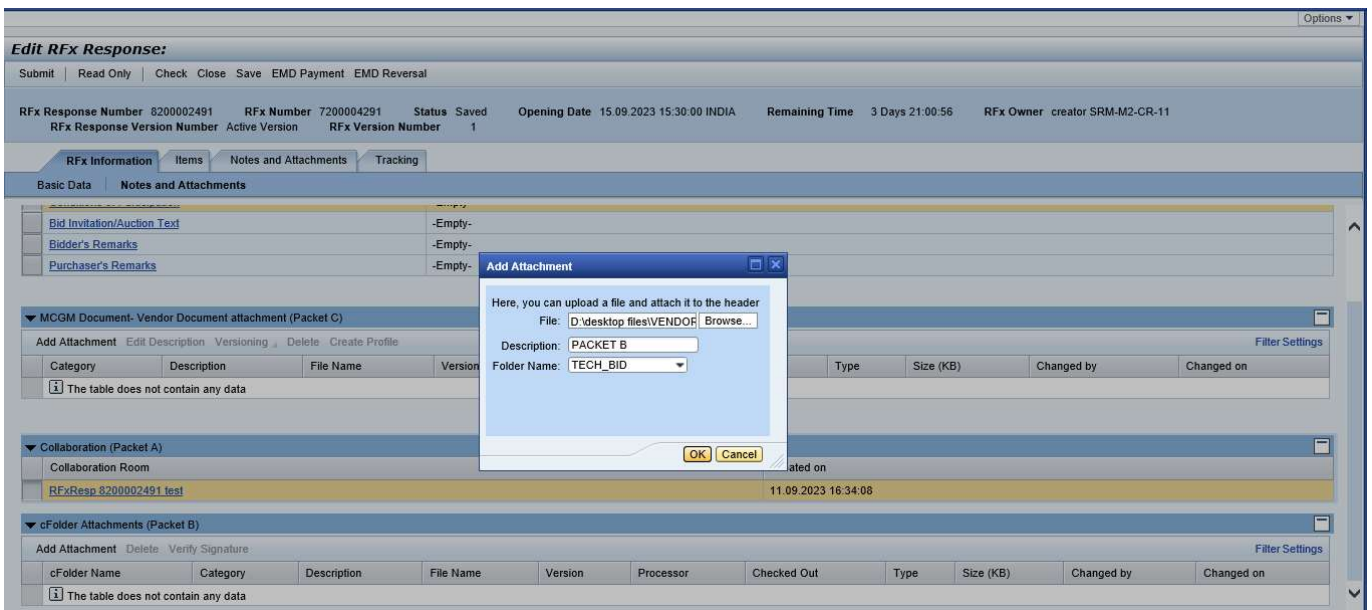
- Select the appropriate Signature certificate and Click on Sign button.

Digital Signature   ×

Check the document displayed below.   [Print]   [Save]

BRIHANMUMBAI MAHANAGARPALIKA

TENDER FEE RECEIPT

Receipt No. : 6200000000000862 Collection at:**Online**
Date & Time : 21.04.2022 17:03:34

Sap Doc No	: 6200000000000862
Reference No	: 7200003901
Transaction ID	: 1650540788652
Received from	: TEST
Address	: steta mumbai
State Name	: Maharashtra
State Code	: 27
PAN No	: AALFS6322C
GST No	: 27AALFS6322C1ZA
UIN No	:

To sign the document, select one of the certificates and choose Sign.

C=IN, O=eMudhra Limited, OU=Certifying Authority, PostalCode=560103, S=Karnataka, SERIALNUMBER=81d7cc69d57a8e8ecff8704f13a1a46
C=IN, S=Maharashtra, Phone=5f97cc29ffd5e513d38d427ca01cf73794c3877c323c628bbc9527e28fe96b72, PostalCode=400025, STREET="Pra
CN=189ffd7b-16f1-43c0-a56c-741f39d8c203 (DC=net + DC=windows + CN=MS-Organization-Access + OU=82dbaca4-3e81-46ca-9c73-0950c1e

SAP *Digital Signature*   [Sign]   [Cancel]

- Press OK.

Message from webpage   ×

⚠ Document signed: signer details (CN=Class 3 Organization
    test,
    SN=81d7cc69d57a8e8ecff8704f13a1a4650260f3ec4aa25d03556
    e473b4e03333d, SP=Karnataka, postalCode=560103,
    OU=Certifying Authority, O=eMudhra Limited, C=IN)

                                              [OK]

- The document uploaded and visible under description column.

cFolder Name	Category	Description	File Name	Version	Processor	Checked Out	Type	Size (KB)	Changed by	Changed on
TECH_BID	Standard Attachment	PACKET B	VENDOR1 RECIEPT.pdf.sig	1		☐	sig	21	VENDOR4	11.09.2023

Collaboration (Packet A)

Collaboration Room	Created on
RFxResp 8200002491 test	11.09.2023 16:34:08

cFolder Attachments (Packet B) — Add Attachment Delete Verify Signature — Filter Settings

3.5.3 Packet C Documents

- If required Attached packet C document as per below screen.
- Path- Notes and attachments-MCGM Document- Vendor Documents attachments (Packet C).
- (Click on add attachment button and follow the same process for uploading the document as per packet B).

Edit RFx Response:

Submit | Read Only | Check Close Save EMD Payment EMD Reversal

RFx Response Number 8200002491   RFx Number 7200004291   Status Saved   Opening Date 15.09.2023 15:30:00 INDIA   Remaining Time 3 Days 20:46:24   RFx Owner creator SRM-M2-CR-11
RFx Response Version Number Active Version   RFx Version Number 1

RFx Information | Items | Notes and Attachments | Tracking

Basic Data | Notes and Attachments

Category	Description
Conditions of Participation	-Empty-
Bid Invitation/Auction Text	-Empty-
Bidder's Remarks	-Empty-
Purchaser's Remarks	-Empty-

MCGM Document- Vendor Document attachment (Packet C)

Add Attachment Edit Description Versioning Delete Create Profile

Category	Description	File Name	Version	Processor	Checked Out	Type	Size (KB)	Changed by	Changed on
Standard Attachment	PACKET C	1.pdf.sig	1		☐	sig	709	VENDOR4	11.09.2023

NOTE:

- Documents to be uploaded in PDF format only.
- Not to use any special characters while naming the PDF file.
- Always attach your digital signature to the system while uploading the documents.
- Keep document size up to 5 mb.

3.6 Commercial Quote

Note: 1) E-Quotation and Unstar Tender are always in "Percentage Rate bid"
       2) Three stage bid tenders are in either "Percentage rate' or "Item rate"

3.6.1 Commercial Quote for Percentage Rate bid

- To quote percent, First Click on Edit RFx Response and then click on items field as shown below.
- Then Select the concerned item in the Line number field and press on the details tab.

- Select the line item and click on the line number 0001 so that lines item data will expand as shown below.
- For quoting percentage, go to Item level details under which select Item data tab and Enter details of percentage in JOB Percentage Var Box.

- Enter the rate in "Percentage Var" field and click on check button.

3.6.2 Commercial Quote for Item Rate bid

- Commercial Quote for Item rate tender
- In case of item rate tender, one has to enter the price in "Price" column as shown below.

4. Submission of Bid

- Click on the Check button for errors if any.

- Click on the Submit Button.

- Select the signature and click on "sign" button.
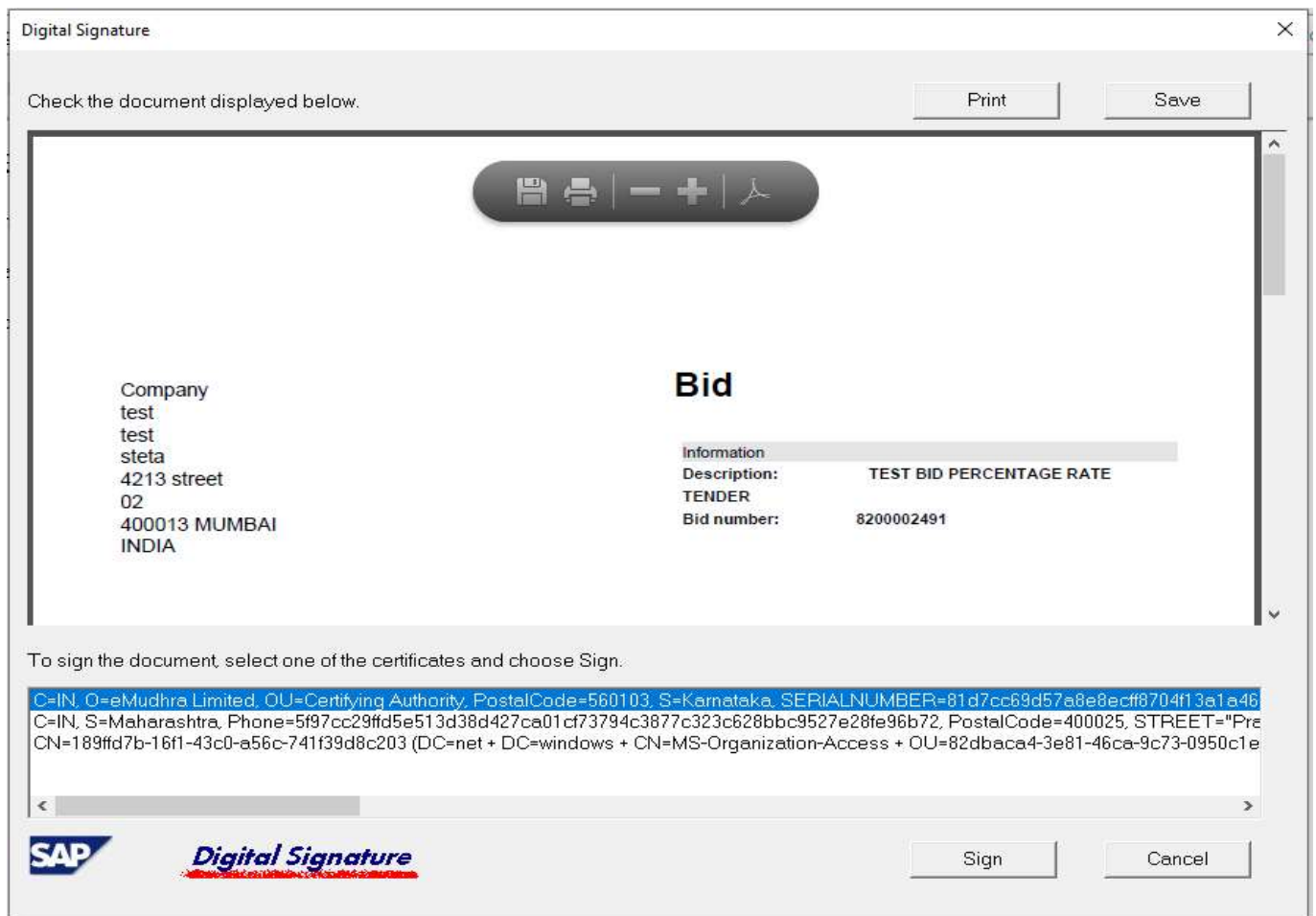
- Click OK to continue.

- Java application message pop up, click on "run" to proceed ahead.

- Select the appropriate certificate and click on Encrypt bid as shown below.

- After encrypting bid, one shall get message as seen below and the bid is submitted successfully.

Note: The message "Error during currency translation from INR to 1" is an encryption message and not an error message.

- Bid Submitted Status as shown below.

5. Change Bid

Note : If Vendor wants to Change earlier Submitted bid then follow below process

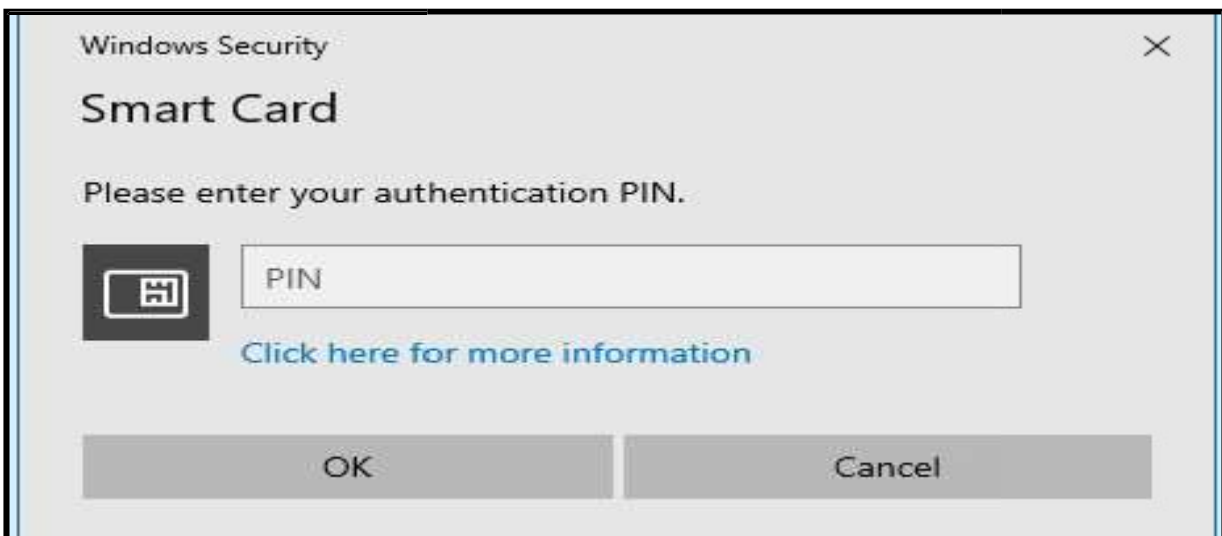- Click on 82** series Response number.

- Click on "Edit" button to change the bid

- System will decrypt the data as shown below and click on "Run"

- Select the appropriate signature and click on 'Decrypt Bid".

Please select an appropriate certificate

Issued To	Versi...	Email	Issued By	Purpose	Valid Till
Class III Individual 2 Year En...	3	admin@vsign.in	Verasys Sub CA 2022	Encryption	26-Apr-2024
ABHIJIT RAOSAHEB DESAI	3	abhirdesai52@gmail.com	e-Mudhra Sub CA for Class 3...	Encryption	05-Dec-2023
Class 3 Organization test	3	testdsc@e-mudhra.com	e-Mudhra Sub CA for Class 3...	Encryption	31-Jan-2024

Decrypt Bid   Cancel

- Enter the pin of digital signature and click on OK.

- After decrypting, the system allow to EDIT bid.

- Bidders can change their bid as per the requirement.

- After making necessary changes, click on submit button to submit the bid.

- After clicking on submit button system ask for signature, select the appropriate signature certificate and click on sign.

Digital Signature

Check the document displayed below.

| Print | Save |

Company
test
test
steta
4213 street
02
400013 MUMBAI
INDIA

Bid

Information
Description: TEST BID PERCENTAGE RATE
TENDER
Bid number: 8200002491

To sign the document, select one of the certificates and choose Sign.

C=IN, O=eMudhra Limited, OU=Certifying Authority, PostalCode=560103, S=Karnataka, SERIALNUMBER=81d7cc69d57a8e8ecff8704f13a1a46
C=IN, S=Maharashtra, Phone=5f97cc29ffd5e513d38d427ca01cf73794c3877c323c628bbc9527e28fe96b72, PostalCode=400025, STREET="Pre
CN=189ffd7b-16f1-43c0-a56c-741f39d8c203 (DC=net + DC=windows + CN=MS-Organization-Access + OU=82dbaca4-3e81-46ca-9c73-0950c1e

SAP *Digital Signature*

| Sign | Cancel |

- Click on ok.

Message from webpage

⚠️ Document signed: signer details (CN=Class 3 Organization test,
SN=81d7cc69d57a8e8ecff8704f13a1a4650260f3ec4aa25d03556
e473b4e03333d, SP=Karnataka, postalCode=560103,
OU=Certifying Authority, O=eMudhra Limited, C=IN)

OK

- Select the appropriate certificate and click on "Encrypt Bid" button.

- After encrypt bid, System show error Bid been successfully.

NOTE:
- The system allows changing the bid till bid submission End date and time.
- If the creator changes the bid (corrigendum) then repeat the steps related to bid submission.

6. EMD Reversal Process

- If the bidder do not wants to participate in the bid and he had already paid EMD amount (EMD amount payment status should be "Successful"), he may opt to reverse EMD. To do this, he may click on "EMD Reversal" button.

- Till Bid submission end date / time, Bidder can reverse EMD irrespective of bid status (Saved/Submitted).

- Click on 82** series Response number.

- Click on Decrypt data.

- Click on Run

- Select the appropriate signature certificate and click on decrypt Bid.

- Click on the EDIT button.

- Click on save.

- After click on SAVE, select the appropriate certificate and Click on "Encrypt bid" button.

Issued To	Versi...	Email	Issued By	Purpose	Valid Till
Class III Individual 2 Year En...	3	admin@vsign.in	Verasys Sub CA 2022	Encryption	26-Apr-2024
ABHIJIT RAOSAHEB DESAI	3	abhirdesai52@gmail.com	e-Mudhra Sub CA for Class 3...	Encryption	05-Dec-2023
Class 3 Organization test	3	testdsc@e-mudhra.com	e-Mudhra Sub CA for Class 3...	Encryption	31-Jan-2024

- After encrypting, bid status will be updated as "saved".

- Click on "EMD Reversal" button.

- Click on "Continue" button to reverse the EMD.
- The following details will appear on screen. Users may select appropriate Tab.
- "Close" Tab cancels the reversal procedure
- "Continue" Tab proceeds further.

- Reversal details message appears as shown below.

- Click on the check button and EMD payment status updated as "Reversed" will be seen on page of Basic data.

NOTE:

- After bid submission End date / time, if bid status is "Bid Submitted", EMD reversal is not possible. In this case contact bid inviting department for EMD Refund.

- In case of "Saved" status of the bid, EMD reverse is possible at any time.

- EMD reverse will be credit in vendor wallet account.

7. To Account Process

- Amount Reverse from e-Wallet to Register Bank Account: PATH- Vendor wallets details
- Click on "To Account" button on display Rfx page as shown below.

- The system will display the available balance in the wallet.
- Enter amount in "Enter Amount to Refund to personal Account (in INR)".
- Click on "Refund".

- Click on Yes to re-confirm.

Information to Confirm...

Please RE-CONFIRM, You Wont be Able to EDIT your form again!!

Yes   No

- The system will display transaction details as below.

mcgm.gov.in

Transaction Details

Status: Successful
Status Code: Success
Amount: 10000.00 INR
Transaction Reference Number: NA
Transaction Date: 24.01.2021
Transaction Time: 17:14:59

1. Please note the Transaction ID displayed here.
2. In case of any problem please write-in to tender@mcgm.gov.in with the subject line : Online Payment Problems.
3. Click on the "Close" button to close the window and continue with your application.

Close

8. To release the locked bid.

- While editing the bid, sometimes the system displays the error message as **"Vendor is already processing the document".**
- This happens if the bidder closed the bid screen directly while processing the bid.
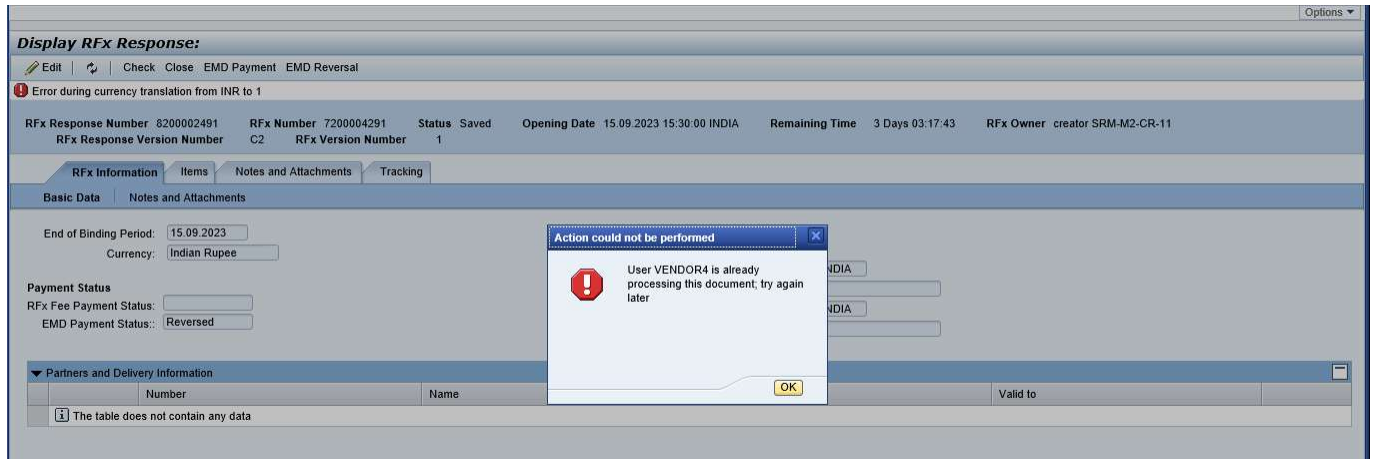
- To release the locked bid, follow the path as "User Activity" →Lock Delete Application – Vendor".

- Enter the 72** series bid number and click on "Delete Lock" button.

- Message appears as "Lock entry removed successfully.

9. FAQ:

Issue	Whom and how to reach
a) E-Tender clause related clarification / information	E-tender Inviting Department
	Central Purchase Department Contact Central Purchase Department: Contact No.: 022-23083161/62/63, Ext No- 228 Email To – CPD Central Purchase Department
a) Vendor Registration / Changes in registered details b) Vendor E-tendering new User Id and Password c) Vendor Wallet confirmation	jraaa01.cpd@mcgm.gov.in, ao.cpa@mcgm.gov.in, ca.cpa@mcgm.gov.in
Please ensure the following for informing IT related issues: a) Vendor User ID forgotten i) Email Sub: Vendor no. – User ID forgotten b) Vendor User ID Password reset i) Email Sub: Vendor no. – Password reset c) E-tender locked i) Email Sub: Vendor no. – E-tender Locked ii) Email Body: E-Tender no. and Vendor no. iii) Attachment: Screen shot of the error message. d) E-tender Tender Fee related issues i) Email Sub: Vendor no. – E-tender tender fee ii) Email Body: E-Tender no., Vendor no. and the issue in brief. iii) Attachment: Screen shot of the error message. e) E-tender EMD / ASD charges related issues i) Email Sub: Vendor no. – E-tender EMD /ASD ii) Email Body: E-Tender no., Vendor no. and the issue in brief. (1) For NEFT / RTGS transfer not reflected in the Wallet: Mention Vendor no, the date and time of transaction initiated, Name of the Bank, UTR no. (2) EMD / ASD Payment or reversal: Mention Vendor no, the date and time of transaction initiated, Transaction no. iii) Attachment: Screen shot of the Check Balance page, EMD / ASD Status on Basic data page and Transaction Status page. f) For any other issues i) Email Sub: Vendor no. – E-tender (Mention issue) ii) Email Body: E-Tender no., Vendor no. and issue in brief iii) Attachment: Screen shot of the error message and relevant page	Information Technology Department Contact No.: 022-24811275 in MCGM working hours. Email To – etendering.it@mcgm.gov.in Email From - Vendor's registered email ID with MCGM