Smart Source FAQs

a) How do I access Smart Source?

You can access Smart Source through the following URL cairnindia.supplier.ariba.com. You would have received an invitation email from Ariba Administrator inviting you to participate in the upcoming tender. This e-mail contains your username and link to the site where you can create your password. The user id is case sensitive, please save this email for future reference.

b) I am trying to create a password but the system does not accept it. What should I do?

You password must have at least 8 characters and there is should be at least one number between the first and the last characters. Some password examples are presented below:
Incorrect Passwords:
1. Calcutta: There is no number between the first and the last characters
2. Calcutta1: Number 1 is not between the first and the last characters
3. 1Calcutta: Number 1 is not between the first and the last characters
4. 1Calcutta1: Both the numbers are not between the first and the last characters
Correct Passwords:
1. Calcutt1a: Number 1 is between the first and the last characters
2. Calcutta12: Number 1 is between the first and the last characters
3. India123: Numbers 1 and 2 are between the first and the last characters

c) I have forgotten my password. How do I login?

1. Please recheck that you are using the correct user name, the user name is case sensitive.
2. Passwords are case sensitive; please check if caps lock is on.
3. In case your username is correct and you have forgotten your password, please click on "forgot password" link on the login page. You will be asked to provide the answer to your secret question. Once you answer you will receive an e-mail to reset your password.

d) I have forgotten my username. What should I do?

1. Please refer to the initial invitation e-mail sent to you. The e-mail contains the username. Usernames are case sensitive.
2. In case the initial e-mail is not available, please click on the "forgot username" link on the login page. You will be asked to enter your e-mail ID. Once done, an e-mail will be sent to your e-mail, informing you of your username.
3. In case you do not receive the e-mail for username, please check your "junk mail" folder.
4. In case none of the above works out, please contact the Smart Source Supplier Helpdesk.

e) I am trying to reset my password by using the "forgot password" link, but I cannot remember my secret my secret question?

Please contact the Smart Source Supplier Helpdesk.

f) Can I directly call the Ariba helpline mentioned in the Support Tab?

Please contact Smart Source Supplier Helpdesk as the first level of support.

g) How do I download the software to my desktop?

Suppliers do not have to download any software. Smart Source is accessible to suppliers via the internet. Suppliers will receive an invitation mail containing their login credentials in order to submit their responses.

h) Do the suppliers incur any fees for accessing the software?

No, the suppliers do not incur any fees for accessing the software.

i) How do I receive the training for participating in the Tender/EOI?

Suppliers will be trained on a one to one basis by Smart Source Supplier Training Cell. The training will be provided over the phone. During training the suppliers will be taken through a mock training event. This training can be attended by the suppliers from their own offices and they should have access to internet during the training.

j) What do I need to do in case I am already trained and do not want to undergo another Supplier training?

Supplier will need to send an email to Event message board indicating that he/she does not require training.

k) I see an asterisk (*) near a field, what does it mean?

An asterisk means a mandatory field, please enter the requisite information and proceed. Sample screen with mandatory fields indicated.

l) I see a small 'i' near a field, what does it mean?

Please roll your mouse over to the "**i"** icon**,** it stands for information. You will be able to access additional information about the field.

m) I can see only some of the line items / lots available in the tender. How do I enter my response for the other items?

A supplier is allowed to enter his price for only those items that have been selected by the suppliers in the "Select Lots" tab. In case you have not selected certain line items/Lots for which you needed to bid, please click on "Select Lots" and then select the relevant lots/line items. Once done, please click on "Submit Selected Lots"

n) I need to upload an attachment as a response to a question, what is the limitation on size?

In Smart Source, per attachment the size limit is 10 MB. There is no limitation to the number of attachments. In case of very large attachments/ or if the number of attachments is high please zip the documents in a single folder and upload.

o) I have entered my response to the EOI/TENDER and saved it. Is there anything else I need to do?

Once you have entered your response, you need to click on the submit button to submit your response to Cairn. If you just save the response it is merely saved as a draft and not submitted to Cairn.

p) I erroneously entered a wrong value while responding to an EOI/TENDER, how should I proceed?

In case if an EOI/TENDER suppliers can revise their responses, as long as the EOI/TENDER is in open status. You can make your changes and resubmit your response. In case the online event is in "Pending Selection" status suppliers cannot revise their responses.

q) Can I submit my response through excel?

Suppliers need to fill the EOI/Form Online and must provide the answers to the questions in the online format only. However the suppliers may choose to populate their responses on the screen by filling up an excel template of the EOI/Tender and then uploading it. Suppliers must first download the excel template of the event by clicking on the "Excel Import" button. They must then fill up the template by saving it their desktop and finally upload again by clicking on "Excel Import" button.

r) **I want a team of people from my organization to be able to access the tender/EOI. How can I do this?**

We recommend that suppliers designate one representative from their organization responsible for submitting the bid online. The bid documents, questions and line items are downloadable and can be shared internally by the supplier in trying to develop the formal bid response. Once the response has been developed, the designated person can submit the same through Smart Source.