System Malfunction Procedure for (n)Procure

https://www.nprocure.com
&
https://tender.nprocure.com
(e-Procurement Portal)

IT Division of Gujarat Narmada Valley Fertilizers & Chemicals Limited

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Compnay Policy

Our policy will be to ensure compliance with business and regulatory environment, agility with innovative offerings to meet increasing customer's expectations, mitigate risk, retain non-repudiation of transactions and continually improve the effectiveness of various systems.

Quality Policy

We shall

- Develop products and implement trust enabling practices and policies for e-transactions among governments and corporates;

- Conceptualize, design, develop solutions and offer ICT services that meet the established standard;

- Comply with the statutory requirements and continually improve the effectiveness of the Quality Management System;

Information Security Policy

We shall

- Develop and implement policies and processes for protection of the organization's and its customer's information assets from threats and unauthorized access, and measure their effectiveness against set targets;

- Provide Information Security Awareness trainings to all concerned personnel, and ensure and maintain Confidentiality, Integrity & Availability of the information systems;

- Adhere to legal, regulatory & contractual Requirements, and report, document and act upon incidents related to Information Security;

Information Technology Service Management Policy

We shall

- Develop and implement measurable processes for select services offered by the organization;

- Create mechanisms to identify and mitigate risk to the services on a continual basis;

- Provide service management related training to all concerned personnel and ensure and maintain continuity of services to the customers;

- Adhere to legal, regulatory and contractual requirements and report, document and act upon any incident related to service management;

- Ensure that this policy is communicated, understood, implemented and maintained at all levels of the organization and regularly reviewed for continual improvements;

System Malfunction Procedure

e-Procurement Services:

(n)Code provides e-Procurement services since 2006 through its portal www.nprocure.com which facilitates and manages e-tendering. The portal hosts, publishes and executes thousands of tenders for all departments of Govt. of Gujarat. The portal is enabled with end to end eProcurement application which handles Works & Goods Tenders, Open & Limited Tenders, multi currency situations, multistage evaluations, reverse and forward auctions.

The eProcurement system is designed in such a way that it overcomes any type of system malfunction in normal course of activities. The load testing / unit testing etc., is done during the testing phase to make sure that the Government of Gujarat's eProcurement system works smoothly. Regular auditing also ensures the security of the system for connectivity, data, server availability etc., In spite of all these measures, the system may fail due to one of more of the following reasons:

    i.   Internet Bandwidth Failure
   ii.   System Failure
  iii.   Local Problems
  iv.   Other unforeseen events

We believe that the bid submission activity is more critical and important as other events such as Publishing New Tenders, Bid opening may not be as much critical as Bid submission. The Bid submission activities need to be performed by the Bidders in time bound manner considering it's last submission date & time. The time lines are predefined by the Tender Publishing Authority/Department. The decision taken will be uniformly applicable for all stake holders of the system.

(i) Internet/Bandwidth Failure:

If the eProcurement portal is not accessible to the users because of overall Internet failure due to some major faults in the provided Bandwidth with Server or underground cables/ satellites or failure due to the global Internet Service Providers, the System Administrator in consultation with the tender inviting authority may extend the scheduled time for the specific tenders with respect to the governing rules. The System Administrator will judge based on the overall effect of the failure and the option given to the Tender Publishing Authority for extending the bid submission dates for bids that are due for submission during the failure period through the Corrigendum. The bidder will get automatic mails from the system relating to the Corrigendum.

(ii) System/Power failure:

If the system / connectivity fails due to unexpected hardware component failure, Networking issues or major power failure or any unknown technical issue or even natural calamities like Earthquake, Tsunami, Cyclone, flood etc., the System Administrator / tender inviting authority may consider this as an emergency situation and decision for further extending the eProcurement activities will be taken in consultation with the Highest authority of the implementing agency. Based on the nature of disruption of service, the option given to the Tender Publishing Authority for extending the bid submission dates through Corrigendum. The bidder will get automatic mails from the system relating to the Corrigendum.

(iii) Local Problems

The bidders / users may not be able to connect to the system due to local problems like internet connectivity, client system failure, browser problems etc., these kinds of activities should not be considered as the malfunctionality of the e-Tendering system. The bidders / users are advised to make alternate arrangements to overcome these kinds of local problems and submit their bids in time without fail. If the individual's Digital Signing Certificate is expired or not usable due to any reason related with the issuing authority and the bidder is not able to connect with the eProcurement portal, this will not considered as the system malfunction. The bidder has to rectify these kinds of problems well in time and submit the bids properly.

By analyzing traffic control, random check of data transmission etc., the system administrator monitors the system functionality in regular and periodic intervals. The server/system generated error reports are traced from the log and monitored regularly. In case, any malfunctionality of the system is diagnosed that will be taken into consideration for rectification. In case, the users convey / report any malfunctionality of the system, those reports are attended by the Helpdesk in the first instance. In case, the helpdesk doesn't have a solution for the problem reported, that will be communicated to the higher level authority of the respective department. In turn, if they are not able to solve the problem, that will be brought to the notice of the core team member of the development/implementation team for further and necessary action with respect to the governing rules.

(iv) Other Unforeseen events

In very few cases, due to various reasons, the law enforcing agency may issue directions for extension of bid submission end dates, which may be received by the department after the bid submission end date. The extension of bid document cannot be made by the tender inviting authority through the system. In such cases, the copy of the letter received from the Competent Authority is to be scanned and safely preserved in the system for future verifications. The System / Application administrator will facilitate the Tender Publishing Authority to create a corrigendum. The respective Tender Inviting Authority should extend the dates by issuing appropriate corrigendum so that fair chances are provided to all stakeholders.

For Bidders:

In case, the bidders are not able to submit their bids, due to malfunctionality of the system because of the any of the above mentioned reasons, the Tender Publishing Authority in consultation with the appropriate authority will extend the bid submission date by few hours/days for their tenders which are due for bid submission after the specified date and time, automatic mails of the given Corrigendum will be sent to the respective Bidders. If the Tender Inviting Authority decides, he may extend the Bid Submission date and time in consultation with the higher authorities of the concerned departments as required in the individual cases, and the required corrigendums can be published on the website. Automatic email communication will be sent to the bidders regarding the latest corrigendums.

For Departmental Users:

If the Departmental users, are not able to use the eProcurement portal because of the failure of the system due to any of the above mentioned reasons the Bid Opening Process, Evaluation Process may be rescheduled with the approval from the competent authority of the respective tenders. The details of the rescheduled tenders should be published in the portal through Corrigendum. The bidders of those corresponding tenders will be intimated through email about the processing stage / revised dates of those tenders/corrigendum. Similarly other activities like uploading of Tenders may also be rescheduled based on the situation due to the above mentioned reasons.

(n)Procure Help Desk :-

In case bidders need any clarifications or if training required to participate in online tenders, they can contact (n)Procure Support team:-

(n)Code Solutions-A division of GNFC Ltd.,
(n)Procure Cell
304, GNFC Infotower, S.G. Highway,
Bodakdev, Ahmedabad – 380054 (Gujarat)

Contact Details (Grievances)
TOLL FREE NUMBER: 7359 021 663
E-mail : nprocure@ncode.in