**Annexure E1: Techno Functional Requirements**

The solution should be having the Techno Functional Specification as given under, not limited to, in this table.

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| **S. No.** | **Description (0.2 Marks for each Point)** | **Compliance**  **Y/N** |
| **1.** | **INFRASTRUCTURE** |  |
| 1.1 | Data Centre to be located in India and no data sharing to be done outside of India. | YES |
| 1.2 | Disaster Recovery setup to be located in a different seismic zone in India. | YES |
| 1.3 | The solution should be PKI enabled. Bidder to provide documentation for PKI compliance of the services rendered. | YES |
| 1.4 | The solution should work with the Digital Certificates issued by any of the License Certifying Authorities in India. | YES |
| 1.5 | All the e-Tendering data including transmission of data to be held in encrypted form (minimum of 256 bit encryption preferably AES 256). Data to be transmitted using 256 bit encryption and TLS 1.2 and above. | YES |
| 1.6 | The Bidder should be able to provide all the data on Portable devices on a quarterly basis without any additional cost to the Bank. The data must include all the audit trails and logs. | YES |
| 1.7 | The solution should support Evaluation of Technical and Commercial parameters based on a formula. Under any given circumstances at least one of these evaluation parameters (technical or commercial) must be mandatory. | YES |
| 1.8 | The solution shall incorporate Data Intrusion The solution, Firewall, Online Virus / Malware Scanning and necessary web security features to prevent unauthorized and malicious access apart from normal measures already in place for the same. | YES |
| 1.9 | The solution should have anti-virus protection, IPS, SIEM with provisions of regular updates and patches. | YES |
| 1.10 | The solution should support concurrent events. Bidder to provide the details regarding number of concurrent events that can be conducted. The same shall be demonstrated at the UAT. | YES |
| 1.11 | The application should have obtained a source code review report from CERT-IN empaneled security consultant mentioning that all the identified vulnerabilities have been closed. | YES |
| 1.12 | In case the bidder opts for providing the services via a Multi-tenancy environment, it must be protected against data integrity and confidentiality risks and against co-mingling of data. The architecture should enable smooth recovery and any failure of any one or combination of components across the managed services architecture should not result in data/ information security compromise. | YES |
| 1.13 | The Service Provider shall ensure to provide the “Exclusive” right to data ownership to the Bank throughout the duration of the agreement. The ownership includes all copies of data available with the Service Provider including backup media copies if any. The Service Provider is not permitted to use Bank’s data for advertising or any other non- authorized secondary purpose. | YES |
| 1.14 | The Service Provider shall ensure that the arrangement shall comply with all the policies of the Bank including, but not limit to, Information Security Policy, BCP, IT Outsourcing Policy, Incident Management Policy, Change Management Policy, etc. The service provider has to comply with all the laws/ regulations issued by RBI from time to time. | YES |
| 1.15 | Service Provider to provide the Bank at least bi-annually with the DR testing reports. The reports should be comprehensive, covering from the exercise scope till the final outcome and recommendations. | YES |
| **2.** | **TECHNICAL REQUIREMENTS** |  |
| 2.1 | The selected Bidder shall guarantee a Quarterly uptime of minimum 9.99% for the Backend Infrastructure (hardware/software from the date of commencement of the proposed solution. (Any planned shutdown will not be considered for calculating SLA). | YES |
| 2.2 | The various stages of the solution being proposed should be modular and should be capable of being implemented Independent of each other. | YES |
| 2.3 | It should be a single domain solution with independent modules for both the e-tender and e-auction event. | YES |
| 2.4 | The tender documents should be uploaded as per the timelines provided in the SLA. | YES |
| **3.** | **FEATURES OF APPLICATION** |  |
| 3.1 | Enabling hosted solution for e-Tendering of any Product, service or goods. | YES |
| 3.2 | The solution should cover full life cycle of purchase (from RFP/Indent to Purchase Order). | YES |
| 3.3 | The solution should have the following Modules:   1. Creation of Tender 2. Preparation of Tender document online 3. Approve Tender document online 4. Cancel / Re-invite Tender 5. Creation of Bidding formats 6. Uploading of Tenders 7. Uploading of corrigendum’s / attachments to Tender 8. Centralized Registration of vendors / contractors 9. Downloading of Tenders by prospective vendors 10. Pre-bid queries 11. Facility for Online pre-bid meetings 12. Publish Minutes of pre-bid meeting 13. Submit Bids Online 14. Technical Evaluation 15. Price Bid Opening 16. Publish Tender Results 17. Award of Contract 18. Purchase/ Work Order 19. Management Info The solution (MIS) 20. Audit Trail 21. Reverse Auction 22. Forward Auction | YES |
| 3.4 | The Bidder should have a well-organized Help-line during Events. | YES |
| 3.5 | The service provider should customize the solution, suitable for Bank's Technical and Functional Requirements mentioned in this RFP and should make the application ready within 2 weeks of acceptance of the Purchase Order. | YES |
| **4** | **FUNCTIONAL REQUIREMENTS** |  |
| **4.1** | **USER INTERFACE** |  |
| 1 | GUI based Wizard Driven Configuration Customized Look & Feel, Graphical Representation, Online/Onscreen help features etc. | YES |
| 2 | Home Page should have search option with different parameters like event reference no., date, status, event keyword, department name, contact person etc. Preferably free text search | YES |
| **5** | **TYPES OF TENDERS (Should support various types of Bids, etc.)** |  |
| 5.1 | General Tenders | YES |
| 5.2 | Rate Contracts | NO |
| 5.3 | Single/Multiple Envelope Bidding | YES |
| 5.4 | Open Tender where any Vendor can bid after registering with the portal. | YES |
| 5.5 | Limited Tender where only limited Vendors can bid. | YES |
| 5.6 | EOI /Expression of Interest. | YES |
| 5.7 | NCB (National Competitive Bidding). | YES |
| 5.8 | Goods Tender - with quote for each line item. | YES |
| 5.9 | Works Tender – with quote in % of the estimated cost. | YES |
| **6** | **TENDER NOTICE CREATION** |  |
| 6.1 | It must be capable of floating Tender notice in .pdf,.doc/.docx /.jpeg and other preferred formats. | YES |
| 6.2 | Tender notices should be visible to Vendors only after it is approved. | YES |
| 6.3 | The solution should allow Archival of Tenders and allow retrieval when required. | YES |
| 6.4 | The solution should allow Cancelled Tender to be revived for future tenders. | YES |
| 6.5 | Availability of provision for categorizing a Tender as New, Live, Archived, Cancelled, etc. for ease of understanding. | YES |
| 6.6 | Provision for attaching images with Tender Notice should be available | YES |
| 6.7 | The solution should have the capability of assigning unique internal reference number to each Tender. | YES |
| 6.8 | There should be a facility for Online Pre-bid Meeting. | YES |
| **7** | **TENDER SETTINGS** |  |
| 7.1 | The solution should support Tenders with or without tender RFP Costs. | YES |
| 7.2 | The solution should support Tenders with or without EMD. | YES |
| 7.3 | The solution should support Tenders with or without Pre-Bid Meeting. | YES |
| 7.4 | The solution should support Tenders with or without pre- qualification phase. | YES |
| 7.5 | The solution should support Tenders with or without Technical Bid. | YES |
| 7.6 | The solution should have provision for inviting EOI and issuing RFP to only pre-qualified bidders of EOI. | YES |
| 7.7 | The solution should have inbuilt check to ensure that incomplete bids in any manner is not accepted. | YES |
| 7.8 | Provision of withdrawal of already submitted bid to be available to bidders before due date and time. | YES |
| 7.9 | The solution should have facility of sending emails to be sent to all Registered Vendors. | YES |
| 7.10 | The solution should have the ability to set maximum size of single file upload. | YES |
| 7.11 | The solution should have ability for uploading various types of documents. | YES |
| 7.12 | It should be possible to download Tenders free of cost. | YES |
| 7.13 | The solution should maintain record of names of those Vendors who have downloaded the Tender. | YES |
| 7.14 | It should be possible to specify online brief description of the Tender to enable Vendors to view. | YES |
| 7.15 | The solution should support Evaluation of Technical and Commercial parameters based on a formula. | NO |
| 7.16 | Provision of Black-listing a vendor should be available in the solution. | YES |
| 7.17 | The solution should have facility for Vendor Registration & Administration. | YES |
| **8** | **TENDER UPLOAD** |  |
| 8.1 | The solution should allow upload of multiple documents for a Tender. | YES |
| 8.2 | The solution should have the facility of virus scan or any other security threat while uploading documents by the Vendors. | YES |
| 8.3 | Tender should be visible to vendors only after it is published. | YES |
| **9** | **TENDER CORRIGENDUM** |  |
| 9.1 | It should be possible to upload corrigendum and correlate them to the main Tender. | YES |
| 9.2 | Corrigendum should be maintained chronologically. | YES |
| 9.3 | Corrigendum should be made visible to all those who have already downloaded the original Tender. | YES |
| **10** | **ONLINE PRE-BID QUERIES** |  |
| 10.1 | The solution should allow Vendors to post any number of questions. | YES |
| 10.2 | The solution should allow excel based query posting for efficiency and secrecy of bidders. | YES |
| 10.3 | It should be possible for Vendors to upload pre-bid queries within the timeline prescribed. | YES |
| 10.4 | The solution should have the facility of masking the name of the Vendors who have raised the questions and should be visible only to J&K Bank | YES |
| 10.5 | The solution should allow upload of replies to pre-bid queries. | YES |
| **11** | **ONLINE PRE-BID MEETING** |  |
| 11.1 | It should be possible to hold pre-bid meeting online, if required by the Bank. | YES |
| 11.2 | There should be a facility of replying to all or selected questions. | YES |
| 11.3 | The solution should not allow bidders to raise and upload questions after expiry of pre-bid meeting date. | YES |
| 11.4 | The solution should have the facility for not responding to any question. | YES |
| 11.5 | The solution should allow for upload of replies to pre-bid meeting. | YES |
| **12** | **VENDOR REGISTRATION** |  |
| 12.1 | Only those Vendors who register themselves with the portal would be eligible to participate in the Tenders. | YES |
| **13** | **BID SUBMISSION** |  |
| 13.1 | The solution should allow online bid submission along with attachments. | YES |
| 13.2 | Provision of modification or withdrawal of already submitted bids to be available to bidders before due date and time. | YES |
| 13.3 | Tender Opening links should not get activated before due date and time. | YES |
| **14** | **BID OPENING** |  |
| 14.1 | The solution should have the facility of tender opening in a phase wise manner for multi envelope tenders. Unless the first phase (envelope) is completed, the second phase (envelope) should not get opened and so on. | YES |
| 14.2 | The solution should auto-generate the comparative chart of vendors after completion of each stage of e-Tendering. | YES |
| 14.3 | Rejected Vendors should not qualify for next round automatically. | YES |
| 14.4 | The solution should have the facility to export data to spread sheets. | YES |
| 14.5 | The solution should have a provision for Bank to view the name of the Vendors who are present online at the time of online Tender Opening event. | YES |
| 14.6 | The solution to support co-signing facility i.e. One or more officers can give remarks by digitally signing themselves on the solution. | YES |
| 14.7 | Bank should have an option to select a bidder based on individual line item of requirement or on the basis of overall cost of items. | YES |
| 14.8 | The solution should have the flexibility to make desired combination of members to form a committee at any point of time before bid opening events. | NO |
| 14.9 | The solution should support online Tender Opening where Vendors can participate online from their respective offices | YES |
| 14.10 | The solution should have the facility to export data to any desired format such as PDF/DOC/DOCX/ XLS/XLSX. | YES |
| 14.11 | For Reverse Auctions Alias names should be auto generated for the Bidders and the same shall be visible to Bank at the time of live event. Different Alias names are to be used on different occasions for the bidders. Other details like IP number, host name, if displayed are to be masked during the live event. Once Reverse Auction has been completed, bidder’s names should be visible to Bank. Alias names generated for the bidders should be unique. | YES |
| **15** | **E-AUCTION** |  |
| 15.1 | The solution should have provision of Reverse / Forward, including Rank bidding, Anonymous & Alias bidding, Multi Line bidding, Multiple Lot bidding, Package Auction, English, Transformational, Preferential, Weighted, Techno Commercial and / or any other formats. | YES |
| 15.2 | The solution should have provision for Parameters defining and setting of Opening Price, Historic Price, Reserve Price, and Landed & Base Price. | YES |
| 15.3 | Data validation rules, Auction Rules like lowest / highest bid wins or highest / lowest quality wins etc. | YES |
| 15.4 | The solution should display and record Start and End Time. | YES |
| 15.5 | There should be Automatic and Manual Extensions and Closing rules. | YES |
| 15.6 | Masking of Bidders - Bidders' identity is not revealed to others who are participating in the bidding process. | YES |
| 15.7 | Administration features like Roles and Rights, Checking login status of participants etc. should be available. | YES |
| 15.8 | The solution should be capable of providing event-wise history, Vendor-wise, Product-wise, date-wise reports. | YES |
| 15.9 | Audit Trail - logs should be available for all User Transactions and administrative actions. | YES |
| 15.10 | The solution should have the provision to generate L1, L2, L3 chart dynamically. | YES |
| **16** | **ACCESS CONTROL** |  |
| 16.1 | Access to the system by the Bank as well as proposed Vendors should be by way of User ID /Password for some Tenders (say of small values) and also through digital signatures for some Tenders. Both ways of Access should be available. Bank should be able to decide which Tenders will be accessed through User ID/Password and which will be through digital signatures. | YES |
| 16.2 | It should be possible for the Administrator to create roles based users such as tender owner/ approver/opener, creator/evaluator etc. with any of the two modes i.e. User ID and Password or with digital signatures. Admin should not be allowed to generate passwords for other users. | YES |
| 16.3 | There should be no option for forgot password. In case it cannot be avoided then the forgot password feature should not be based on some questions and answers which can be guessed by a competitor / hacker. | YES |
| 16.4 | The system should have at least 3 levels of Access Control for the Bank with provision for support users:   1. Administrator - who will be the super User and create Internal Users. 2. Tender Owners - who can open and approve Tenders. 3. Users - Third Level will be the Users who will create tenders, create Corrigendum, attend pre-bid meetings download Tender documents of Vendors, evaluate etc. The solution should support multiple users on request of Bank. The same should be made available at no extra cost to Bank. Creation of User ID’s should be automated without interference from Bank. | YES |
| 16.5 | The Tender document should not get uploaded unless it is approved by the Tender Owner. | YES |
| 16.6 | The access to the solution by the Administrator of the Bank should be through digital signature. | YES |
| **17** | **MESSAGING** |  |
| 17.1 | There should be a facility of Broadcasting messages to Vendors during Reverse auction for information and clarifications. | YES |
| **18** | **ADMINISTRATION** |  |
| 18.1 | Vendor administration, Monitoring Roles and Rights Control | YES |
| 18.2 | Checking the login status of the participants | YES |
| 18.3 | Masking of Vendor’s identity to others who are participating in the bidding process and/or during Reverse Auction. | YES |
| **19** | **REPORTS** |  |
| 19.1 | The solution should be capable of generating detailed reports in Excel/HTML/ OC/DOCX/PDF and any other format specified by Bank. | YES |
| 19.2 | The solution should be capable of providing Event-wise bid history, Supplier-wise, Product-wise, date-wise, time- wise reports. | YES |
| 19.3 | Actual savings report, category wise reports, transaction based reports, aggregated reports per category cross suppliers. | NO |
| 19.4 | Visibility to reports is granted through the use of report privileges like Admin Reports, Originator Reports and Bidder Reports. | YES |
| **20** | **SECURITY CONSIDERATIONS** |  |  |
| 20.1 | The system should be secure from making any temporary distortion in the electronic posting of tender notice which could mislead some vendors. | YES |
| 20.2 | The system should be safe from sending discriminatory communication to different bidders about the same e- Procurement process. | YES |
| 20.3 | Application should be safe from submission of fake bids. | YES |
| 20.4 | Encryptions of bids should be done at client’s end before transmission. | YES |
| 20.5 | Safety against tampering and stealing of information of submitted bid etc. during storage before its opening to be ensured. | YES |
| 20.6 | Application should be safe from siphoning off and decrypting the clandestine copy of a bid. | YES |
| 20.7 | Application should be safe from mutilation / sabotage or otherwise rendering the encrypted bid in the e-tender box during storage to make it unreadable / invalid in any form, before opening of the bids. | YES |
| 20.8 | Introduction of special characters / executable files etc. by users should be restricted in the application. | YES |
| 20.9 | Validity check of Digital Signature Certificate to be done at server end. | YES |
| 20.10 | Solution should support feature that even though a published tender is deleted from the application, system does not allow permanent deletion of the published tender from the Database. | YES |
| 20.11 | Sufficient security features to be provided in the application for authentication procedure of the system administrator like ID, password, digital signature, biometric etc. | YES |
| 20.12 | Audit trails should be captured in the application on media and these should not be prone to tampering, such as optical write once. | YES |
| 20.13 | Integrity and non-tampering to be ensured in maintaining the server clock synchronization and time stamping. | YES |
| 20.14 | Application should generate exception report / system alerts etc. to indicate the resetting of the clock, in case the application for time stamping is killed at the server level and time is  manipulated. | YES |
| 20.15 | Application should ensure that the quotes from various bidders with their name are not being displayed to any one including the Organization during carrying out of the e-reverse auction process. | YES |
| 20.16 | Application should be fit for usage complying with the requirements of tender processing viz. Authenticity of tenderer, non-repudiation and secrecy of information till the actual opening of tenders. | YES |
| 20.17 | STQC Certification as per statutory requirement and also as per the requirements of e-tender processing (compliance to IT Act 2000 and its subsequent amendment 2008/) should be completed before putting it to public use. Any changes made to the application shall be certified by the STQC as per the guidelines. | YES |
| 20.18 | The STQC certificate shall be valid for the entire duration of the contract. Therefore, in case of expiry happening during the contract period, the service provider has to get the same renewed well before its expiry. | YES |
| 20.19 | Application should comply with the latest CVC's Guidelines on Security considerations for e-Tendering Systems. | YES |
| **21** | **OTHERS** |  |
| 21.1 | All data should be maintained & preserved in keeping with the provisions of the IT Act 2000 and its subsequent amendment 2008 Act. | YES |
| 21.2 | All correspondence between the Bidder and the Bank as well as prospective bidders whether in the form of email, fax, hard or soft copies of letters etc. should be maintained and preserved in keeping with the provisions of the Bank’s existing record retention policy.  These records should be backed up and provided:   * to the individual procuring offices on completion of the event. * to the IT department of J&K Bank at the end of every quarter. | NO |
| 21.3 | Application should ensure that the tender documents issued to / downloaded by bidders are complete in shape as per the approved tender documents including all its corrigendum. | YES |
| 21.4 | Application should ensure that all the corrigendum issued by the Competent Authority are being fully communicated in proper fashion to all bidders including those who had already purchased / downloaded the bid documents well ahead of the due date and before uploading the corrigendum. | YES |
| 21.5 | Facilities for evaluation / loading of bids, strictly in terms of criteria laid down in bid documents are available in the application. | NO |
| **22** | **E-PAYMENT** |  |
| 22.1 | The solution should be capable to receive the payment via e- payment as well as offline mode. Hence, both the payment options should be available. In case of offline payment, the vendor should be able to submit the payment details of DD/Pay Order etc. | YES |
| 22.2 | The solution should be capable to integrate with payment gateway. | YES |
| 22.4 | The solution should be bank neutral as far as the e-payment gateway integrations are concerned. | YES |
| 22.5 | Electronic Performance Bank Guarantee (PBG) feature should be incorporated/made available whenever the same would be available with majority of banks. | NO |
| **23** | **PARAMETER SETTINGS** |  |
| 23.1 | Opening Price, Reserve Price | YES |
| 23.2 | Start and End Time | YES |
| 23.3 | Automatic and Manual Extensions and Closing rules | YES |
| 23.4 | Data validation rules, Auction Rules like lowest / highest bid wins | YES |
| 23.5 | Uploading file attachments | YES |