

System Malfunction Procedure
for
Government of Goa's

Government eProcurement System

2021

Version 1.09.11

System Malfunction Procedures – e- Government Procurement System (e-GP),Goa

General:

The e-GP solution is designed in such a way that it overcomes the system malfunction in normal course of time. The load testing / unit testing etc., is being done during the testing phase to make sure that the GePNIC system works smoothly. The regular auditing also ensures the security of the system for connectivity, data, server availability etc. In spite of all these measures, at times, the system can fail due to various reasons, beyond control, mentioned in the sub paras below.

- a) Internet Failure: The eProcurement site is not accessible to the users because of overall Internet failure due to some major faults in the underground cables or Hardware failure or satellites or failure due to the global Internet Service Providers.
- b) System failure due to Natural Calamity: The system / connectivity fails due to natural calamities like Earthquake, Tsunami, Cyclone, flood etc.
- c) Power Failure: The system fails due to major power failure (due to malfunction of the power productivity plant / connectivity).

2. All such/similar reasons are treated as System Malfunction/Systematic Failures. Such cases shall be evaluated based upon the merits of the case. If the tender inviting authority, based upon merits of the case, considers any case as systematic failure, it may suitably extend the due date and time for submission of bids.

3. However, at times, the bidders / users may not be able to connect with the system due to local problems like internet connectivity, client system failure, and browser problems etc. These kinds of activities should not be considered as the System Malfunction/Systematic Failures. The bidders / users are advised to do alternate arrangements to overcome these kinds of local problems and submit their bids in time without fail. Similarly, if an individual's Digital Signing Certificate has expired or not usable due to any reason related with the issuing authority and the bidder is not able to connect with the e-Procurement system, this will not be considered as the system malfunction. The bidder has to rectify these kinds of problems well in time and submit the bids properly.

4. By analyzing traffic control, random check of data transmission etc., the system administrator monitors the system functionality at 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.

5. In case, the users convey / report any malfunctionality of the system, those reports are attended by the Helpdesk. 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, it will be brought to the notice of the core team member of the development team for further and necessary action with respect to the governing rules.

6. In case, the bidders are not able to submit their bids, due to System Malfunction/Systematic Failures, as detailed in para 1 above, the System Administrator will suitably extend the bid submission date and time. Accordingly, the corrigendum will be published on the website. Automatic email communication will be sent to the bidders regarding the latest corrigendum.

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