

# System Malfunction Procedure

## for

### Government eProcurement System

Version 1.0

# System Malfunction Procedure

## General:

The eProcurement solution 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 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:

1. Internet Failure
2. System Failure due to Natural Calamity
3. Major Power Failure
4. Local Problems
5. Other unforeseen events

Here, focus is more to the bid submission activity as other events such as posting new tenders may not be as critical as Bid submission, for which predefined time lines are already fixed. The decision taken will be uniformly applicable for all stake holders of the system.

### (1) Internet Failure

If the eProcurement portal is not accessible to the users because of overall Internet failure due to some major faults in the 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 after informing the implementing agency the bid submission dates will be automatically extended for bids that are due for submission during the failure period using the Administrative Corrigendum. The extension corrigendum is normally carried out at the End of Day after the bid submission closing date and time of all tenders for the day. However, due to some exigencies, bids which are decrypted or opened by the bid openers will not be considered for extension.

(2) System failure due to Natural Calamity:

If the system / connectivity fails due to 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 bid submission time will be extended for unopened bids. Mail alerts from the system will also be enabled for communicating the bid submission extension.

(3) Power Failure

If the system fails due to major power failure (due to malfunction of the Power Grids/ power productivity plant / Unexpected Hardware failure / Networking issues) the System Administrator in consultation with the implementing agency may decide based on the situation and extend the time limit for bid submission as per the governing rules and regulations.

(4) 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 eTendering/eProcurement 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 system, 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.

(5) 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 TIA to create a corrigendum through the Administrator menu. 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 System Administrator in consultation with the appropriate authority will extend the bid submission date by 24/48/72 hours for all tenders which are

due for bid submission after the specified date and time, automatic mails will be sent to the respective Tender Inviting Authorities/ 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 solution because of the malfunctionality of the system due to any of the above mentioned reasons the Bid Opening Process (both Technical and Financial), 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. The bidders of those corresponding tenders will be intimated through email about the processing stage / revised dates of those tenders.

Similarly other eProcurement processes like uploading of Tenders / Award of Contract (AOC) may also be rescheduled based on the situation and decision of the controlling authority of the tender governing department/organization due to system malfunction due to the above mentioned reasons.

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