

Introduction of E-Procurement System in all the Government Departments and Heads of Department, Boards, Corporations of the State Government, Nigams and Societies under the administrative control of the State Government and which are funded by the Government.

Government of Gujarat
Industries and Mines Department,
Resolution No: SPO-102005-1407-CH.
Sachivalaya, Gandhinagar,
Date 22nd November, 2006.

Read:

- (1) Science and Technology Department circular No. ETO-2004-1288-STL date 12-10-04
- (2) Industries Commissioner Gandhinagar, Letter No.SKH-I wing-E- Tender-Proposal-48-810 dt.23-3-05
- (3) Industries Commissioner, Gandhinagar Letter No.SKH-I wing-E- Tender-Proposal-48-810 dt. 13-6-05
- (4) (n) Code solution, Ahmedabad (A Division of Gujarat Narmada Valley Fertilizer Company Ltd.), letter No/ GNFC-PRT-GoG-FD-uporacerare-2 dt. 24-2-06
- (5) (n) Code solution, Ahmedabad (A Division of Gujarat Narmada Valley Fertilizer Company Ltd.), letter No. GNFC-FT-ADH-AKT-GOG-uporacerare-1 dt. 6-3-06
- (6) Industries Commissioner, Gandhinagar, letter No. SKH-I.wing-E-Tendering-meeting-48-808 dt. 13-6-05
- (7) Concept Note of (n) code solutions Ahmedabad (A Division of Gujarat Narmada Valley Fertilizer Company Ltd.)

Introduction:-

e-Procurement is the process wherein the physical tendering activity is carried out online using the Internet and associated technologies. e-Procurement enables the user to introduce ease and efficiency without compromising the required procedures of the organization.

e-Procurement provides transparency, results in savings of time and money, shortening of procurement cycle, ease of operation to the implementing organization and to the vendors. In the initial phase, complete e-Tendering Module will be implemented. While other supporting modules like catalogue management, contract management, e-payment and MIS will be implemented in the subsequent phases.

Resolution:-

1. In view of the benefits of e-Procurement System, it was under consideration of the Government to introduce E-Procurement System in all the Government purchases and procurements in a phased manner. Government is now pleased to sanction the introduction of e-Procurement System for all the purchases and procurements in all the Government Departments, (including Heads of Departments under their administrative controls) Boards, Corporations of the State Government, Nigams and Societies under the administrative control

of the State Government and which are funded by the Government; with effect from the date of this GR as under:-

(A) With effect from date 1.1.2007, e-Procurement System shall be implemented by all the Government Departments (including Heads of Departments under their administrative controls) Boards, Corporations of the State Government, Nigams and Societies under the administrative control of the State Government and which are funded by the Government; for undertaking transactions having a value of Rs.50 lacs (Rupees Fifty lacs) and above.

(B) With effect for date 1.5.2007, e-Procurement System shall be implemented by all the Government Departments (including Heads of Departments under their administrative controls) Boards and Corporations of the State Government, Nigams and Societies under the administrative control of the State Government and which are funded by the Government, having a value of Rs. 25 lacs (Rupees Twenty five lacs) and above.

(C) With effect for date 1.6.2007, e-Procurement System shall be implemented by all the Government Departments (including Heads of Departments under their administrative controls) Boards and Corporations of the State Government, Nigams and Societies under the administrative control of the State Government and which are funded by the Government having a value of Rs.10 lacs (Rupees ten lacs) and above.

The time limits shown above are the maximum time limits, however all the Government Departments/ Heads of Departments/Boards/Corporations shall be at liberty to implement e-Procurement System in their organizations at an earlier date also.

The E-Procurement System introduced as above shall be for the following transactions:-

(a) For purchases and procurement of goods, plants, equipments, machinery, medicines, medical and surgical supplies and stores items, all type of store items, supplies and purchases, food and civil supplies stores items and purchases, printing and stationary items and purchases, all type of vehicles purchases, furniture and fixtures etc.

(b) All type of civil construction works (including roads and buildings), all types of irrigation and water supply works, ports and marine related structures and constructions, geology and mining related store purchases and works, construction works for electrification, establishment of mechanical, electronics and computer systems etc.

(c) Outsourcing of required services etc.

(d) Auctioning of old plants, equipments, machinery, buildings, vehicles, furniture and fixtures, lands, properties etc.

(e) Auctioning of Government lands and Government plots for commercial purpose.

(f) The list of above items is only indicative and the e-Procurement is to be used for all purchases and work orders.

The procedure and concept note for e-Procurement System is as per the Annexure-A of this G.R.

2. For the purpose of implementing e-Procurement System with effect from the date of this GR in all the Government Departments, Heads of Departments, Boards, Corporations, Nigams and Societies under the administrative control of the State Government and which are funded by the Government; Government is pleased to appoint:-

M/s. (n)Code Solutions,- A Division of GNFC Ltd.,
301, GNFC Infotower,
Bodakdev,
Ahmedabad 380 054.

which is a division of Gujarat Narmada Valley Fertilizer Co. Ltd. and is approved as Licensed Certifying Authority under the Indian IT Act 2000; as a service provider nodal agency for all e-Procurement works of all Government Departments (including Heads of Department under their administrative controls) Boards, Corporations of the Government, Nigams and Societies under the administrative control of the State Government and which are funded by the Government, on the following terms and conditions:-

(A) (n) Code Solution, Ahmedabad shall carry out e-Procurement process on Application Service Provision (ASP) basis.

(B) (n) Code Solutions, Ahmedabad shall lease (host) their software for e-Procurement, at their facilities. Servers, Application Hosting and bandwidth are to be borne by (n)Code Solutions, Ahmedabad.

(C) (n) Code Solutions, Ahmedabad shall charge at the rate shown in Annexure-B of this G.R. for the purpose of providing e-Procurement services to the Government Departments, Heads of Departments, Boards and Corporations, Nigams and Societies under the administrative control of the State Government and which are funded by the Government.

(D) Contact details of (n) Code Solutions-A Division of GNFC Ltd is as per Annexure C of this G.R.

(E) Subject to the approval of Empowered Committee (EC) a separate agreement containing Services Level Terms Obligations and Penalty thereof will be worked out and will be signed between Additional Commissioner of Industries and Central Stores Purchase Organization (C.S.P.O.), Gujarat State, Gandhinagar and (n) Code Solutions, not later than 31st March 2007.

3 All the Government Departments/Heads of Departments shall have to submit their proposals of e- Procurement to (n) Code Solutions, Ahmedabad and

a copy to the Additional Commissioner of Industries and C.S.P.O. Gujarat State Gandhinagar. The Additional Commissioner of Industries and C.S.P.O. Gujarat State Gandhinagar and his office shall act as a nodal agency for concerned Government Departments, Head of Departments, Boards, Corporations, Nigams and Societies under the administrative control of the State Government and which are funded by the Government for introduction of e-Procurement System in their organization.

Any department, if it so desires, may take the help of the Additional Commissioner of Industries and C.S.P.O. for expediting the process of implementing e-Procurement in their organization.

4. In view of the significance of the implementation of a single State-wise e-Procurement system, an Empowered Committee (EC) will be formed under the chairmanship of the Chief Secretary with representatives from the following key departments.

| | | |
|---|--|---------------------|
| 1 | Chief Secretary | Chairman |
| 2 | Additional Chief Secretary (Finance) | Member |
| 3 | Additional Chief Secretary (Health) | Member |
| 4 | Principal Secretary (Small Scale Industries) | Member |
| 5 | Principal Secretary (Expenditure) | Member |
| 6 | Principal Secretary (Water Resources) | Member |
| 7 | Secretary (Department of Science & Technology) | Member. |
| 8 | Secretary (R & B) | Member |
| 9 | Addl. Commissioner, Industries & CSPO | Member Secretary |

The nodal agency will submit progress reports to the Empowered Committee on regular intervals. This Empowered Committee will also look into the matter of any process re-engineering related issues.

5. The periodic reports for the e-Procurement activity carried out at all the Government departments will be submitted by (n) Code Solutions to Additional Commissioner of Industries and C.S.P.O., Gujarat State, Gandhinagar.

6. All the Government Departments, Heads of Departments, Boards, Corporations, Nigams and Societies under the administrative control of the State Government and which are funded by the Government shall have to create their Core Team of Officers/Employees for making operational the e-Procurement System in their organizations. The Training and floating of live tender shall be supported by (n) Code Solution for the first 5 tenders. Afterwards department will float the tenders independently and support as needed will be provided by (n) Code Solutions.

7. The following activities need to be carried out for successful establishing of e-Procurement System in all the Government Departments, Heads of Departments, Boards, Corporations Nigams, and Societies under the administrative control of the State Government and which are funded by the Government. These activities will be carried out by (n) Code Solutions along with the concerned department.

| Sr.No. | Activities to be carried out for one tender cycle * |
|--------|---|
| i | Presentation, Demo, Dry run to Department, teaching and training |
| ii | Understanding tender document & buyer's requirements |
| iii | Customization of the software module as per buyer requirements |
| iv | Buyers training for floating online tenders. |
| v | Creating online tenders on behalf of Department and getting it approved from the Department. (For first 5 tenders) |
| vi | follow-up & support to Department, for various e-Procurement activities |
| vii | Vendor education activities. |
| viii | Presence if required, and support at Department for tender opening process |
| ix | Report generation and handing over to Department |
| x | Vendor and buyer education programme at (n) Code Solutions office on weekly basis |
| * | These activities are more critical for all the new departments and mainly during 1 st year of the operations; gradually some of the activities related to tender creation can be taken care of by the Departments. |

8. The Additional Commissioner of Industries and C.S.P.O. Gujarat State Gandhinagar shall assist (n) Code Solutions, Ahmedabad with following activities for successful introduction and implementation of Government e-Procurement Programme.

- a. To provide support services in districts of the states for carrying out e-Procurement Activities.
- b. To provide support to vendors and contractors of Government of Gujarat in all the districts.
- c. To organize various awareness programmes for Government e-Procurement System.

9. All the Government Departments, Heads of Departments, Boards, Corporations and Societies under the administrative control of the State Government and which are funded by the Government shall have to make payment for their e-Procurement activities to (n) Code Solutions Ahmedabad as per the charges shown in Annexure-B of this G.R., From their own budget.

10. This issues with concurrence of Science and Technology Department dated 30-10-2006 and Finance Department dated 20.10.2006 on this Department file of even number.

By Order and in name of Governor of Gujarat

R.K.Shah

Under Secretary to the Government,
Industries and Mines Department

To,

- The Secretary to the H.E. The Governor of Gujarat Rajbhavan, Gandhinagar (By letter)
- The Principal Secretary, to the Hon'ble Chief Minister of Gujarat, Sachivalaya, Gandhinagar.
- Secretary to the Hon'ble Speaker of Gujarat Vidhansabha, Gujarat Vidhansabha Sachivalaya, Gandhinagar.

- The Personal Secretaries of all the Hon'ble Ministers/Hon'ble Minister of state, Sachivalaya, Gandhinagar.
- Secretary to the Leader of Opposition, Gujarat Vidhansabha, Gujarat Vidhansabha Sachivalaya, Gandhinagar.
- Chief Secretary to the Government of Gujarat, Sachivalaya, Gandhinagar.
- Secretary, Gujarat Vidhansabha, Sachivalaya, Gandhinagar (By letter)
- Secretary to Gujarat Vigilance Commission, Gandhinagar. (By letter)
- Secretary to Gujarat Public Service Commission, Ahmedabad. (By letter)
- Registrar of Hon'ble Gujarat High court, Ahmedabad (By letter)
- All the Secretariat Departments, Sachivalaya, Gandhinagar,
- All the Heads of Departments, Boards, Corporations, Nigams and Societies under the administrative control of the State Government and which are funded by the Government of the State Governments, (Through their administrative Secretariat Departments, with 30 copies each to Secretariat Department.)
- Additional Chief Secretary, Finance Department Sachivalaya, Gandhinagar.
- Principal Secretary (Expenditure), Finance Department, Sachivalaya, Gandhinagar.
- Principal Secretary, (Industries)/ Principal Secretary, (Small Scale Industries)/ Secretary (Cottage Industries), Industries and Mines Departments, Savhivalay, Gandhingar.
- Commissioner of Information, Gujarat State Gandhinagar (with request to issue suitable press note)
- All the District Collectors of the State, Gujarat.
- Director General of Police, Gujarat State, Gandhinagar.
- Additional Director, Centre Medical Store Purchaser Organization, Gandhinagar.
- Additional Chief Secretary, Health and Family Welfare Department, Sachivalaya, Gandhinagar.
- Secretary, Science and Technology Department, Sachivalaya, Gandhinagar.
- Accountant General, Gujarat, Ahmedabad, Rajkot.
- Industries Commissioner, Gujarat State, Udyog Bhavan, Gandhinagar, (with 10 copies)
- Additional Commissioner of Industries and C.S.P.O. Udyog Bhavan, Gandhinagar. (with 10 copies)
- Managing Director, Gujarat Narmada Valley Fertilizers Company, Bharuch.
- Chief (I.T. Business), (n)Code Solutions, 301, GNFC Infotower, Bodakdev, Headband, 380 054 (with 10 copies)
- Director of Accounts and Treasury, Gujarat State Gandhinagar.
- All the Officers/branches of Industries and Mines Department, sachivalaya, Gandhinagar.
- Select File/ Personal File.

ANNEXURE-A

(Annexure-A as per Para 1 of GR No. SPO-102005-1407-CH,
dated 7-11-2006 of Industries and Mines Department.)

1.0 Introduction

e-Procurement

e-Procurement is the process wherein the physical tendering activity is carried out online using the Internet and associated technologies. e-Procurement enables the user to introduce ease and efficiency of operations without compromising on the required procurement policies and procedures of the organization.

e-Procurement provides transparency, results in savings of time and money, shortening of procurement cycle and ease of operation to the implementing organization and to the Vendors.

Three main components required for e-Procurement operations are:-

1. Application Software

The application is the software which makes it possible to carry out the procurement process online using computers and internet, replacing paper based documents. The application plays a pivotal role, as it is responsible for actual execution of the tendering process online. A robust and dynamic application seamlessly integrates with the existing systems allowing the user organization to customize it according to organizational policies.

2. Hosting and Bandwidth

The application has to be hosted at a secure site where bandwidth is not a hindrance when multiple users are logged on the system. The application has to be up 24X7 for e-Procurement to achieve its objectives. The reliability of the server and the bandwidth assurance for load bearing in terms of simultaneous usage, are inevitable for the smooth implementation of e-tendering for any organization.

3. Security and Legal Sanctity

E-Procurement involves a high amount of commercial transactions and also publishing of organization specific sensitive data on a public domain. High level of security has to be ensured so that there is a trustworthy access-control technology and authorization policy in place. Security has to be maintained not only of the data that is stored on the server but also of the information that is in transit, e.g. the bid documents or the bid figures being sent to the server by the vendor. The e-Procurement process and the policies that are implemented for the security of the data and communication have to comply to the IT Act of the country so that the transactions and disputes (if any) arising there from, are admissible in the Court of Law. Non-repudiation has to be taken care of within the purview of the Law, for the assurance to the

organization and the vendors. Indian IT Act has well defined provisions for documents submitted online, electronic records and digitally signed documents.

2.0 (n)Procure

(n)Procure is a portal created by (n)Code Solutions, a division of GNFC Ltd. This portal offers a complete web-based PKI enabled e-Procurement solution. The solution is offered on an ASP (Application Service Provision) basis. (*PKI is Public Key Infrastructure – name given to set of policies, procedures, infrastructure and law to handle electronic signatures and verification thereof.*)

(n)Procure enables the organization to implement the tendering process online from the “raising of indent to the placement of LOI (including reverse auction if required)”. (n)Procure is a one stop end to end solution for the entire e-procurement activity.

3.0 Features of e-Procurement

- Government officials (Users) registration and Right Allocation.
- Vendor registration & Pre Qualification.
- Indent creation and approval.
- Estimated Cost Value (ECV) .
- Tender Document management.
- Tender Creation and approval.
- Tender Publishing.
- Tender promotion via e-mail alerts.
- Issue of Corrigendum.
- Online / Offline Sale of Tender Schedule.
- Conduction of online Pre Bid meeting.
- Online bid Submission by vendors (Facility for 2 bid / multiple bid system).
- Online Automated Bid Comparatives (Technical and Commercial).
- Online negotiations.
- Award of LOI .
- Reverse Auction / Forward Auction.
- Rate contract management.
- Purchase statistics.
- Site Access Reports / Web Statistics.
- Encryption of bids submitted by the vendor (by the public key of the tender issuing authority).

4.0 Process flow of e-Procurement

4.1 Once indent is approved, Digitally Signed tender can be published on the website with the facility to download the complete tender documents by the prospective vendors. Payment of the tender fees can be achieved through online payment Gateway. The tender documents can be simultaneously sold offline if the department desires so. However, the bids are required to be submitted online.

(n)Procure also provides the facility to amend the tender (if required), extend the tender issue date etc. All such amendments have to be Digitally Signed by concerned authority. Vendors who has selected department in his preference list, will be notified about such amendment / corrigendum through e-mail.

4.2 After downloading the Tender documents vendors can submit their bids. These bids will be digitally signed and encrypted. The Encryption will be done using Public Key of the Tender Issuing Authority. Thus, privacy is ensured. Required EMD can be paid online. Payment gateway is provided to accept online payment for following banks.

1. State Bank of India.
2. Bank of India.
3. Union Bank of India
4. Punjab National Bank
5. Unit Trust of India.
6. HDFC.
7. ICICI.
8. Centurion Bank of Punjab.

4.3 All necessary documents (such as Income Tax registration, Sales Tax registration proof) can be scanned and submitted duly digitally signed as part of the bid. There will be department defined format, in which vendors will submit the bid. (to make the evaluation online).

Modification of the bid submitted by vendor (before tender closing date) is permitted. All such changes / modification will be digitally signed by the vendor.

Vendors can also track status of their Bids. For example, in a tender if Technical Bid and Price Bids are required separately and Technical Bid is evaluated before opening Price Bid, vendor can know the comparative of Technical Bid. The status can be tracked online.

4.4 The offers received electronically will be stored in a Time locked box which can only be opened by the authorized Tender Opening Committee nominee on due date and time.

The purchase department will, at the specified date and time, open the technical bids of all the suppliers and evaluate them. System will provide comparative report of Technical Bid only. As it's a subjective matter technical evaluation required to be carried out by departments. Subsequently, the commercial bids of the technically qualified suppliers shall be opened for evaluation. After the commercial evaluation, Digitally Signed LOI will be awarded to the successful supplier. At every stage of the tender, the tender initiator, approvers and the suppliers can remain informed about the status of the tender through tender status bar.

4.5 If need be, suppliers can submit Technical Bid and Price Bid separately digitally signed and can send it to the purchase department. Price bid can be opened only after evaluation of Technical Bid and only for those suppliers who are technically qualified.

4.6 Another useful feature supported is online negotiations /reverse auction keeping other terms such as Payment, Delivery etc. frozen. This will create a healthy competition amongst suppliers to bid low. Also, vendors cannot form a cartel to quote high rates because in online negotiations identity of vendors is hidden from each other. All the vendors will digitally sign their final bids.

4.7 Similarly for disposal of scrap and surplus goods forward auction can be conducted where in vendors will bid online to buy the items under auction. Online EMD payment will be provided.

5.0 Security

The security is implemented both at the level of content and payments. The following security features are integral part of (n)Procure:

- Usage of legally valid class of Digital Signature Certificate under guide line of Indian IT Act 2000 (issued by Licensed Certifying Authority) for Authentication and Non-repudiation at all levels.
- Usage of Time Stamping services.
- 128-bit encryption with SSL security or equivalent.
- Access to sensitive content such as price bid based solely on authorization.
- Rights allocation such that it ensures only authorized personnel to perform tasks such as tender floating, bidding, opening, etc.
- Biometric access can be provided for sensitive transactions of Tender Opening and LOI issuance. (Department should have compatible Biometric device to use this feature)
- Complete compliance to IT Act 2000 for legal sanctity

6.0 Payment System

(n)Procure supports the following payment mechanism:-

Provision for on-line payment acceptance by integrating online payment gateway.

Following banks can cater facility of online payment gateway.

1. State Bank of India
2. Bank of India
3. Union Bank of India
4. Punjab National Bank
5. UTI
6. HDFC
7. ICICI
8. Centurion Bank of Punjab

Security by the way of usage of SSL Certificate and Digital Signature Certificate

7.0 Reporting

(n)Procure supports various report generations at different stages. These reports help in analyzing the buying pattern of a particular department.

- Statistics of Purchase activities
- Department-wise tender / expenditure analysis
- Item / category wise reporting
- Vendor-wise reports
- Tender Accounting management system
- Annual report on tendering

8.0 Audit Log

The e-Procurement solution must have comprehensive audit log facility for detailed auditing on all the transactions on the e-Procurement solution. The solution should have secure, temper proof logging and auditing features. All the information generated within the system must be capable of being documented for audit purposes to form an Audit Trail. The Audit Trail must be configurable to meet individual organization requirements. The system must be able to log all the activities, up to field level, carried out on the system by any user. It must not be possible to alter Audit Trail information using the system or other utilities and audit trail must be printable based on time period, type of transaction etc. The detailed transaction log report should be submitted to core team of each Govt. Organizations who have implemented e-Procurement solution for each tender.

9.0 Benefits of implementing e-Procurement

9.1 Benefits to the organization implementing e-Procurement

Fast and efficient process reduces the procurement cycle time.

9.2 The complete procurement transaction through the e-Procurement system happens in a transparent manner. The system captures the justification and comments of approvers at every stage and thereby enables users and approvers associated with a transaction to justify their decision.

9.3 Encryption ensures integrity of the bid submitted. Immediate gains can be made by saving on the cost of publishing the NIT in the newspapers, as all the tenders can now be intimated via e-mail in case of registered users as well as published on the procurement web-application.

9.4 Reverse auctions can enable the departments to negotiate better rates from its suppliers.

9.5 e-Procurement brings down the cost of doing business for the suppliers. This in turn will translate into reduction in prices by suppliers.

9.6 e-Procurement facilitates real time tracking of purchase order/delivery schedule status thereby enabling better planning of inventory. It drives process

efficiencies and results in reduction in the turnaround time for a tender and/or a purchase order, again resulting in reduction in the inventory required to be maintained at the users end, thereby resulting in reduction in cost.

9.7 e-Procurement enables a centralized database of procurement at all the project sites, thereby aggregating the requirement of similar items across locations. It results in increased purchasing power to negotiate better prices from suppliers.

9.8 e-Procurement by making the procurement process paperless helps in reducing stationery and warehousing cost significantly.

9.9 The system inspires confidence among suppliers as being fair and transparent.

9.10 Few more advantages of e-Procurement are as mentioned below:

| Off line Tendering | Online Tendering |
|---|--|
| Buyer Needs to publish detailed Notice Inviting Tender in Leading Dailies i.e. detailed notice - cost more. | Publish Brief Notice Inviting Tender and interested parties can see the details online along with tender documents to refer. |
| Need to publish tender document as the bidder is going to submit the tender in hardcopy | No Need to Publish Tender Document as bidder can view the tender docs online and submit the bids also online. |
| Any amendment / corrigendum in the tender needs to be published in the leading dailies | With e-Procurement buyer can issue any no. of amendment online at no additional charges |
| Wastage of Paper | Complete Paperless & Environment Friendly System |

9.11 Benefit of e-Procurement for Suppliers/Contractors:

9.11.1 Information on all the tenders is available at one place to the suppliers.

9.11.2 Reduction in the transaction cost as the requirement of unnecessary trips to the organization and communication to find the required information gets eliminated.

9.11.3 Reduction in stationery cost as the supplier/contractor no longer needs to submit bulky multiple copies of his bid in the paper form. Also he can submit the bid from his office and need not visit the department for bid submission.

9.11.4 24x7 access enables the vendor to fill in the tender or access of tender status anytime, from anywhere.

After online bid submission, the supplier/contractor can know the status of his bid online.

9.11.5 e-Procurement system allows the supplier/contractor to modify his bid even after the bid is submitted online. However, the bid modification facility is available to the supplier/contractor only till the tender bid submission closing time specified by the department.

9.11.6 Increased reach as the supplier has access to all the procurement requests of all the departments on the e-Procurement. This leads to reduction in sales and promotion costs for the supplier.

9.11.7 Lower vendor development cost as various departments will have new suppliers registered on the web application.

10.0 Roles & Responsibilities

10.1 Role of (n)Code Solutions Application Software

(n)Code Solutions offers the services of the application Software on ASP basis for the e-Procurement process. This application is offered with all the features to suit the requirements, policies and procedures of any government department.

10.2 Customization

The software is customizable for specific needs of the departments. It is recognized that over a period of time there may be some changes in the needs and/or processes of the organizations necessitating modifications in the software.

10.3 Training and familiarization

(n)Code Solutions conducts a one-time training and familiarization session of 2 days for the personnel of individual departments to train them on the application software. Extensive support is also given for first 5 tenders. For vendors support, vendors will be educated for online process and will be extended with telephonic support at the time of online tender process. Open forum of training facility is available for all either buyer or vendors on regular basis.

10.4 Hosting and Bandwidth services

(n)Code Solutions hosts the web application at the highly secure Data Center which is guarded 24 X 7 by security personnel and which is equipped with the best security appliances.

(n)Code Solutions ensures a 99.9% uptime of the software application. It also provides adequate bandwidth to support simultaneous access for all the users.

10.5 Technical and Telephonic Support

(n)Code Solutions provides technical support as and when required for the application. Working hour's telephonic support is also available. The support is also available for all the vendors. If Vendors while submitting the bids, encounter technical issues, support to resolve the same is available from (n)Code through 12*7 help desk.

10.6 Digital Signature Certificates

The Digital Certificates are an integral part of the entire e-Procurement process. They are required by, both buyer representatives as well as vendor representatives, for both security of the transactions and authenticating the participants. They are also legal requirements under the Indian IT Act. (n)Code Solutions provides digital certificates to both the buyers and the vendors.

(n)Code is the only western India based provider of Digital Certificates.

10.7 Role of Government Departments

Hardware and Software requirements

Following hardware and software are required at the buyer end to run e-Procurement application of (n)Code. This facilities are required to create the tender documents and at the time of opening of the bids. The application remains hosted on (n)Code server.

- Operating System - Windows 2000 or higher (CPU license) and suitable hardware with USB port
- Internet Explorer 5.5 or above version software
- Internet connectivity
- Biometric device for buyer (If required) to make sure that tender opening takes place by authorized person only.
- CD / DVD Writer for Back up
- Digital Signature Certificates and eTokens

11.0 Pre tendering and Post tendering Activities

1. Government officials (Users) registration and Right Allocation
2. Vendor registration & Pre Qualification
3. Indent creation and approval
4. Tender Creation, Publishing and Promotions
5. Issue of Corrigendum
6. Online / Offline Sale of Tender Schedule
7. Conduction of online Pre Bid meeting
8. Report creation for vendor rating
9. Data Back up on CD/DVD.

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ANNEXURE-C

(ANNEXURE-C as per para-2(D) of G.R. No.SPO-102005-1407-
Ch dated 7-11-2006, of Industries and Mines Department.)

Contact Details

(n)Code Solutions – A Division of GNFC Ltd.,

301, GNFC Infotower, S-G Road, Bodakdev, Ahmedabad-380 054

Phone: 079-26857316/17/18

Fax : 079-26857321

Toll Free Number: 1800 233 1010

Email: nprocure@gnvfc.net

Website: www.nprocure.com

| Sr. No. | Name | Designation | Ext. Number | Email |
|---------|------------------------|----------------------------|-------------|------------------------|
| 1. | Shri J.S.Kochar | Chief of IT | 337 | jskochar@ gnvfc.net |
| 2. | Shri D.J.Kantharia | Marketing Manager | 333 | djkantharia@gnvfc.net |
| 3. | Shri K.V.Sheth | Dy.Marketing Manager | 345 | kvsheth@ gnvfc.net |
| 4. | Shri R.M.Bhatt | Sr.eProcurement Executive | 318 | rmbhatt@ gnvfc.net |
| 5. | Shri B.B.Patel | eProcurement Executive | 318 | bbpatel@ gnvfc.net |
| 6. | Shri P.M.Bhatt | eProcurement Executive | 321 | pmbhatt@ gnvfc.net |
| 7. | Shri J.H.Bhatt | Sr. eProcurement Executive | | jhbhatt@ gnvfc.net |
| 8. | Shri B.L.Limbani | eProcurement Executive | | bllimbani@ gnvfc.net |
| 9. | Shri A.S.Sharma | Sr. eProcurement Executive | | assharma@ gnvfc.net |
| 10. | Shri Ritesh Shrivastav | Engineer | | reshrivastav@gnvfc.net |