

**Implementation Guidelines**  
**For**  
**eProcurement rollout**  
**In states as a Mission Mode Project**  
**Under**  
**National eGovernance Plan**

Govt. of India  
Ministry of Commerce and Industry  
Department of Commerce  
Supply Division

&

Govt. of India  
Ministry of Communication & Information Technology  
Department of Information Technology  
National Informatics Centre

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## 1. Project Background

Government of India has been envisaging early and fast adoption of the eProcurement, in different Government departments due to the perceived gains of cost efficiency, shorter procurement cycle and transparency etc. with the electronic mode of Government procurement/tendering process. This is planned to be achieved through the Mission Mode Project (MMP) for electronic Government Procurement under National eGovernance Plan (NeGP), being pursued by the Ministry of Commerce and Industry, Department of Commerce, with the help of the Department of Information Technology.

It has been decided by the Standing Finance Committee that Government eProcurement Solution of National Informatics Centre (GePNIC) would be used as National eProcurement Portal for rollout in 23 states and UTs in a phase of two years. Ten states would be covered in 2011-12 and next thirteen in 2012-13.

This endeavour is purported to be the first important step towards wide adoption of eProcurement in all willing Government departments of State Governments, being facilitated centrally through a dedicated mission mode project in this regard. This step will facilitate the replication of GePNIC solution, in different departments of any desiring state with no initial cost to them, except for their front end enabling infrastructure and thus facilitate quick roll out of the eProcurement solution in the country, in the Government domain, within a shortest period of time.

## 2. Project Objectives & User Coverage

This project aims at establishing standing eProcurement implementation infrastructure at the backend and support mechanisms for its easy adoption and implementation by State Government Departments, who desire to go for the Government eProcurement Solution developed by NIC (GePNIC). This initiative covers eProcurement facilitation for State Governments/Union territories. Central Government departments and all Public Sector Units are currently out of the scope.

### 3. Project Brief

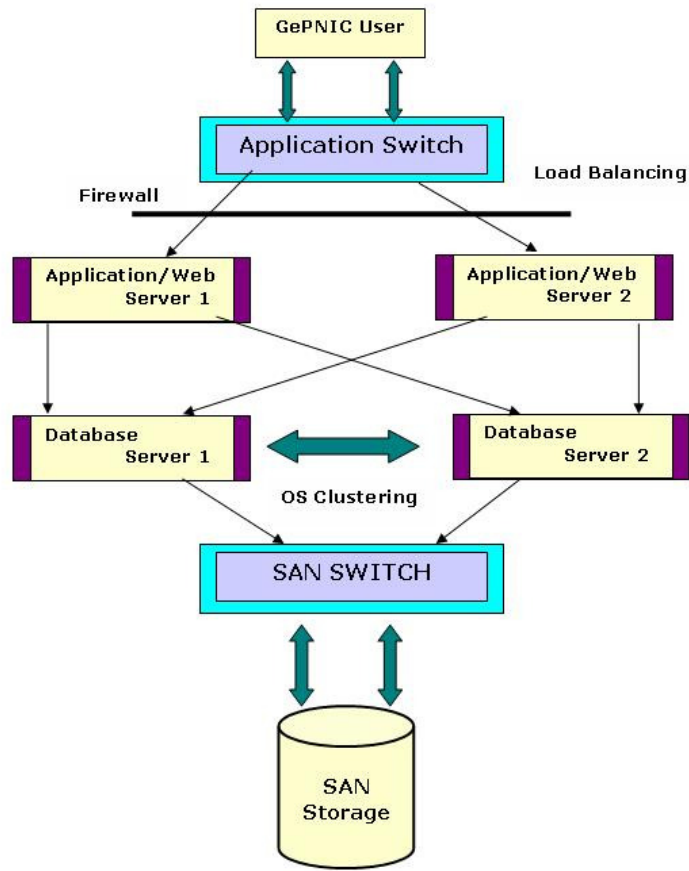
The project comprises of the following elements covering a period of two years: -

- i. Creation & operationalization of Back-end Server infrastructure and Disaster Recovery infrastructure at NIC/ NICS Data centres and their sustained operations/ usage, including maintenance and manpower etc.
- ii. The installation and operationalization GePNIC software for the intending State Government departments, including the software maintenance and developmental activities for application enhancements as required.
- iii. Creation and operation of a centralised Helpdesk, for phone/email support to GePNIC users of each Government department and its suppliers
- iv. Initial, as well as, continuous Training and Handholding support, to the identified department users, as per the needs at a defined minimum level through Facility Management Personnel.
- v. Provision of a team of 4 FMP for a small state and 8 FMP for a large state.
- vi. Provision of 500 DSC's per State irrespective of the size of the implementing Department.
- vii. Each implementing state has to provide the necessary front-end infrastructure, to the respective user departments, namely provision of space, PCs/ internet connectivity/ printers/ scanners, additional manpower / Digital Signature Certificates (DSC) etc over and above the planned default support.

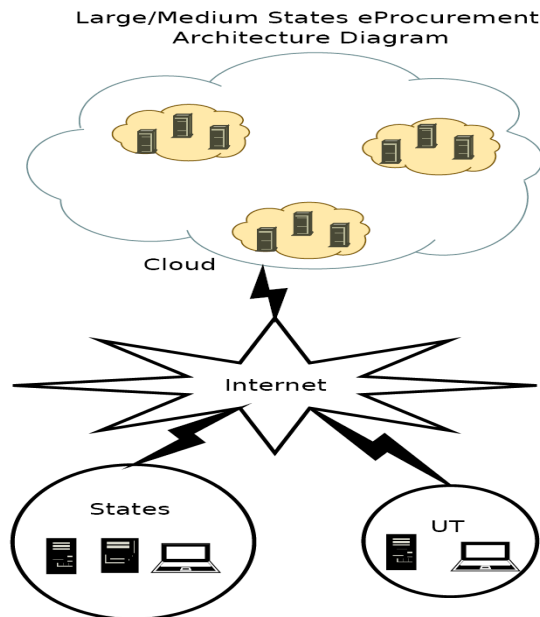
### 4. Deployment Architecture

#### **Deployment for States / Union Territories:**

The following deployment model is suggested for States / Union Territories. Each State will have a separate instance of GePNIC application. This will have the look and feel specific to the state. The following schematic diagram illustrates the backend solution deployment architecture for a specific State.



The server farm at the National Data Centre will be built and the cloud-based solution will be made available to these implementations. The diagram depicting this deployment architecture is given below:



## 5. Role of Department of Commerce (DoC)

Department of Commerce will be the nodal agency for GePNIC roll out related activities. Their major roles include:

- Nodal agency for all activities relating to the rollout of the GePNIC system across the States.
- A Process Advisory Committee (PAC) is to be formed by DoC with two Senior Officers from Department of Commerce and two Senior Officers from NIC. This committee should also contain one senior officer from each implementing state.
- The above committee will be the interface between the implementing State Government and the NIC Hqrs Team.
- The Process related changes, if any, in the eProcurement activity, will be routed through the DoC and after vetting by the above team, the process will be communicated to NIC for development and implementation. The development / customisation of GePNIC application will be guided by the decision of the committee. This is being done to bring in a uniform solution which is acceptable to all the States.
- Timely release of funds to NICS.

## 6. Activities to be carried out by the Implementing States

1. A state level core committee to be set up by the implementing states.
2. The core committee of each state shall identify one or two departments as the pilot departments.
3. The state level core committee to meet once every month during initial six months of implementation.
4. The core committee can guide the smooth rollout of GePNIC by taking swift decisions and following up implementation plan at each stage. All policy related decisions like revision of tendering rules, issue of executive instructions, finalising the Standard Bidding Document across line Departments, vetting them, drafting and signing of MOU with banks etc to be taken by the committee.
5. Awareness workshop of GePNIC Solution by NIC to the Core committee.
  - 5.1 Overview of GePNIC Solution.
  - 5.2 Comprehensive demonstration of all modules of the Solution.
  - 5.3 Hands on using a demo server.

- 6 Inputs from the Finance and Legal teams
- 7 Issuing of enabling Government Orders and Notifications
- 8 Identification of Load of the pilot departments
  - 8.1 Volume of tenders published in a year
  - 8.2 Approximate number of bidders
- 9 Requirements for setting of state portal
  - 9.1 Provide Home Page Customisation Images/Inputs
  - 9.2 Filling up of Domain Name Registration form
  - 9.3 Provide details of Organisation Hierarchy
  - 9.4 Identification of Application Administrator
  - 9.5 Identification of Nodal Officers in the pilot Departments
  - 9.6 Providing Various Master Data as per the requirements
  - 9.7 Identification of Non Sensitive Documents for the state
  - 9.8 Apply for SSL certificate
- 10 Requirements for floating Pilot Tenders
  - 10.1 Identification of Pilot Departments and Pilot Tenders
  - 10.2 Identification of Officials involved in Pilot
  - 10.3 Applying for 10 DSC for the teams of each identified pilot department
  - 10.4 Procurement of DSC from NICCA
- 11 Setting up of Local Help Desk / Project Monitoring Unit
  - 11.1 Identify and allot space
  - 11.2 Infrastructure Setup for Facility Management Personnel
- 12 Training related requirements
  - 12.1 Intimation to Bidders for training
  - 12.2 Extensive Trainings for Department User and Bidders to be conducted by FMP teams
- 13 Creating Awareness about eProcurement through various channels
- 14 Launching of pilot tenders
- 15 Extend the solution to other departments initially for the value above Rs.25 lakhs
- 16 Enhance the scope of coverage by decreasing the tender value to Rs.10 lakhs and above

## 7. Activities to be carried out by NIC/NICSI

1. Nodal Officer to be identified by each State Informatics Officers.
2. Demonstrate the GePNIC solution to Core Team
  - 2.1. Over all Presentation
  - 2.2. Detailed demo of the complete cycle on the Demo Server
  - 2.3. Hands on Practise on demo server.
3. Procurement of required servers
  - 3.1. Placing order for servers at main site and DR site
  - 3.2. Storage SAN space allocation as per the requirement.
  - 3.3. Installation of servers in the identified data Centre
  - 3.4. Installation of Application Software and set up of DR etc
4. Carry out required customisation for the State
  - 4.1. Home Page customization (Look and Feel)
  - 4.2. Mapping of Organisation Structure
  - 4.3. Mapping of Non Sensitive Documents
  - 4.4. Configuring Master Tables
  - 4.5. Registration of Web Site in .gov domain
  - 4.6. Integration of SSL/ Mail/ SMS
  - 4.7. Payment gateway integration, as per requirement (if any)
5. Security audit of the configured solution
6. Hosting of site specific for the State
7. A generic demo server hosted and configured for training purpose
8. Arranging the FMP Teams
  - 8.1. Required number of FMP to be taken from empanelled vendors.
  - 8.2. Provide training and post them at required locations.
9. Enable Help Desk facility from empanelled vendors.
10. Preparations of Brochures, User Manuals etc. and circulate soft copy.
11. Facilitate procurement of DSC for the departmental officers from NICCA
12. Conduct First round of training programme.
13. Continuous Handholding support services through FMP team
14. Assistance in Launching of Pilot tenders



## 8. GePNIC Features

The solution is generic in nature and can easily be adopted for all kinds of procurement activities such as Goods, Services & Works, by Government offices. It aims at enhancing transparency and non discrimination amongst bidders, by allowing free access to tender documents, clarifications, secure on line bid submission and access to bid opening event to all, from any place on 24X7 basis, using the solution through Internet, in a faster, and secure environment adopting industry standard open technologies. The solution has been designed taking into account of the tender rules and also the CVC's guidelines on tendering.

The main functionalities covered are: Registration of Govt officials & Bidders in different roles, Tender Creation (Multiple Packets) and Publishing, Publishing of Corrigendum and decisions of Pre-bid meeting, Online Bid submission/ resubmission/withdrawal as per the needs (which can be configurable) and online Tender opening and decryption of Bids. eAuction Module is in the pilot phase. Pre & Post tendering activities are not covered, at present under GePNIC.

Some of the salient features built into the solution are Facility for online/offline Payment of Tender Fee and EMD, exemption of EMD, encryption of bids submitted by the bidder, facility of single/ two/ multi covers bid system, offline Technical Evaluation, generation of comparative charts for Financial Bids, uploading of committee recommendations / evaluation summaries at each stage of the tender process, publication of Award of Contract information, communication of 'Event Alerts' by Mail/SMS to various stake holders, status of each tender at various stages and detailed MIS report Module etc are the. Each document uploaded into the system is digitally signed for authentication purposes which introduces accountability on the part of the stakeholders namely officials/bidders.

The solution can be configured for use by an organization at its apex level, and at multiple subordinate levels, at which tenders could independently be floated. Bidder categories / classes are also configurable.

The solution has strong in-built security features including two-factor Authentication with Digital Signature Certificates (DSCs) as per IT Act, Usage of SSL, Role-based User Access and Bid-encryption at Client end, using PKI technologies. The solution has been security audited by NIC as well as various independent agencies.

GePNIC has been implemented in several States Governments, Central Government Projects and PSUs. Around 63,561 tenders, worth ₹ 94,488.95 Crores have been processed successfully till 30th Jun 2011 using this solution.

## 9. Payment Gateway

In the present GePNIC solution two banks such as State Bank of India and Axis bank have been integrated for the online payment. If the State Govt. wishes to include any bank for online payment then Govt. should enter into an MOU with the concern bank. The payment gateway integration customization in GePNIC application will take around 30 days once the MOU between the State and Banks finalized.

Support on the Server Hardware and GePNIC application software will be extended for a period of five years. The hand holding support and FMP support will be extended for a period of two years as per the proposal

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## Abbreviations

GePNIC – Government eProcurement Solution of NIC  
NIC – National Informatics Centre  
NICSI – National Informatics Centre Services Integrated  
MMP – Mission Mode Project  
DoC – Department of Commerce  
DSC – Digital Signature Certificate  
NICCA - National Informatics Centre Certifying Authority  
PKI – Public Key Infrastructure  
SSL – Secured Socket Layer  
BOQ – Bill of Quantities  
DR – Disaster Recovery  
FMP – Facility Management Personnel  
EMD – Earnest Money Deposit  
CVC – Central Vigilance Commission  
SBD – Standard Bidding Document  
MoU – Memorandum of Understanding