

# System Malfunction Procedure

for

**Government eProcurement System**  
**(eauction.gov.in)**

Version 1.0

# System Malfunction Procedure

## General:

The eAuction System is designed in such a way that it overcomes any type of system malfunction during normal course of activities. The load testing / unit testing etc., is done during the testing phase to make sure that the 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 eAuction system may fail due to one or more of the following reasons:

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

As eAuction is more time sensitive, the activities described here will be applicable only during the Critical eAuction period. Hence, the points indicated may not be applicable at other times such as uploading of files for eligibility criteria etc., for which generally longer period of time is devoted and can be taken care. The decision taken for extending the eAuction will be uniformly applicable for all stake holders of the system.

### (1) **Internet Failure**

If the eAuction 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 Auction inviting authority may extend the scheduled time for the specific Auctions with respect to the governing rules. The System Administrator will judge based on the overall effect of the failure and after confirmation from the implementing agency the auction submission dates will be automatically extended for auctions that are due for

submission during the failure period using the Administrative Corrigendum. The stakeholders will get automatic mails from the system relating to the action taken.

## **(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 / Auction inviting authority may consider this as an emergency situation and decision for further extending the eAuction activities will be taken in consultation with the Highest authority of the implementing agency. Based on the nature of disruption of service, the Auction submission time will be extended. Mail alerts from the system will also be enabled for communicating the Auction submission extension.

## **(3) Major 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, may decide based on the situation and extend the time limit for Auction period 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 malfunctioning of the eAuction/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 eAuction system, this will not considered as the system

malfunction. The bidder has to rectify these kinds of problems well in time and participate in the eAuction System 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 malfunctioning of the system is diagnosed that will be taken into consideration for rectification.

In case, the users convey / report any malfunctioning 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 Auction 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 Auction Inviting Authority to create a corrigendum through the Administrator menu. The respective Auction 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 Auction values, due to malfunctioning 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 Auctions which are due for bid submission after the specified date and time, automatic mails will be sent to the respective Auction Inviting Authorities/ Bidders. If the Auction Inviting Authority decides, he may extend the Auction end date and time in consultation with the higher authorities of the concerned departments as required in the individual cases, and the required corrigendum's can be published on the website. Automatic email communication will be sent to the bidders regarding the latest corrigendum.

### **For Departmental Users**

If the Departmental users, are not able to use the eProcurement system because of the malfunctioning 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 Auctions. The details of the rescheduled Auctions should be published in the portal. The bidders of those corresponding Auction will be intimated through email about the processing stage / revised dates of those Auctions.

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

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