



भारतीय राष्ट्रीय भुगतान निगम  
NATIONAL PAYMENTS CORPORATION OF INDIA

**PRE BID REPLIES FOR NPCI:RFP:2012-13/0013 Dated 17.09.2012 RFP for selection of application service provider for providing e-procurement services**

| Sr. No. | Document Reference | Page No | Clause No | Description in RFP  | Clarification Sought   | Additional Remark (if any) | NPCI Replies   |
|---------|--------------------|---------|-----------|---|--|----------------------------|--|
| 1       | E-procurement RFP  | 28      | 3.2       | Section-9 Technical Requirement:<br>Does this e-procurement solution conform to the requirements of CVC guidelines? | <p>You may not be aware that CVC has issued Circular No.01/01/2012 dated 12/01/2012 advising all Government Organisations to use the “Guidelines for Compliance to Quality Requirements of e-Procurement Systems” dated 31/08/2011 notified by Department of Information Technology (DIT), Government of India.</p> <p>Hence, the e-procurement solution offered should comply with the above mentioned DIT Guidelines for eProcurement Systems (which includes all earlier CVC guidelines regarding security and transparency aspects of e-procurement systems).</p> <p>You are requested to amend this clause accordingly.</p>   |                            | The solution should conform to CVC guidelines including security and Transparency  |
| 2       | E-procurement RFP  | 28      | 1.18      | Section-9 Technical Requirement:The entire data should be held in encrypted form.                                   | <p>Bid confidentiality till the opening of the bids is of utmost importance in e-procurement. This can only be achieved by providing tamper-proof bid encryption in the e-procurement system. However, we are afraid that due weightage has not been given to the encryption requirement in this RFP, and it has been stated very generally in this clause.</p> <p>Sections 2, 3, 4 of Annexure - I of DIT Guidelines dated 31/08/2011 describe in detail the risks associated with various methods of bid encryption which must be addressed satisfactorily in an e-procurement system to prevent secret decryption of clandestine copies of the bids received before the due date and time of bid opening. Hence, simple encryption of the bids using any method is not good enough.</p> <p>It is requested to amend this clause suitably and specify the encryption requirements as per the DIT Guidelines to prevent any possibility of tampering of bid data before due date and time of opening.</p> |                            | NPCI Data and bids document should be encrypted and password should be handed over to NPCI separately. There should also be provision for Digital signature. |

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| 3 | E-procurement RFP | 28 | 1.15 | Section-9 Technical Requirement:Is the system PKI enabled   | <p>This is a very general statement and does not convey any specific requirements.</p> <p>Section 5 and Section 6 of Annexure -I, and Annexure-IV, of the DIT guidelines specify the requirements of an e-procurement system with respect to IT Act 2000 and Digital Signatures.</p> <p>It is requested to amend this clause to specify at least the basic requirement that there should be provision of digital signature for each important document like NIT, RFP, Addendum, Corrigendum, Bids submitted by bidders etc, and each important event and approval process in the e-procurement system. The system should also have the provision of verification of the digital signatures from Certificate Revocation List (CRL).</p> | It may please be noted that IT Act 2000 does not contain any recommendations on "Encryption", although many e-procurement systems falsely claim that they provide encryption as per IT Act 2000. | NPCI Data and bids document should be encrypted and password should be handed over to NPCI separately. There should also be provision for Digital signature. |
| 4 | E-procurement RFP | 29 | 4.3  | Section-9 Technical Requirement:Facility for online Pre-Bid Meeting                                 | <p>DIT Guidelines on e-Procurement dated 31/08/2011 has no recommendations for online pre-bid meeting.</p> <p>It is requested to remove this requirement as it is not practically possible to achieve the purpose of pre-bid meeting through an online process.</p>  |  | No change in RFP. This is not a mandatory feature.   |
| 5 | E-procurement RFP | 30 | 3.8  | Section-9 Technical Requirement:There should be a facility for Online Pre-bid Meeting, if required. | <p>DIT Guidelines on e-Procurement dated 31/08/2011 has no recommendations for online pre-bid meeting.</p> <p>It is requested to remove this requirement as it is not practically possible to achieve the purpose of pre-bid meeting through an online process.</p>  |  | No change in RFP. This is not a mandatory feature.   |
| 6 | E-procurement RFP | 31 | 8.00 | Section 9 Functional Requirements<br>Clause 8 :ONLINE PRE-BID MEETING                               | <p>DIT Guidelines on e-Procurement dated 31/08/2011 has no recommendations for online pre-bid meeting.</p> <p>It is requested to remove this requirement as it is not practically possible to achieve the purpose of pre-bid meeting through an online process.</p>  |  | No change in RFP. This is not a mandatory feature.   |
| 7 | E-procurement RFP | 30 | 2.2  | Section 9 Functional Requirements<br>Clause 2.2 : Split Single Indent into multiple Tenders         | Please clarify whether the requirement is to consolidate multiple indents into a single tender, or, to split single indent into multiple tenders.  |  | Split single indent into multiple tenders  |

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| 8 | E-procurement RFP | 32 | 10.7 | <p>Section 9 Functional Requirements</p> <p>Clause 10.7 :System should support online Tender Opening where Vendors can participate online from their respective offices</p>          | <p>In manual tendering, opening of the sealed bids received in the presence of the bidders is a well-established procedure which is considered the pillar of transparency in public procurement. The same principle of public tender opening cannot be compromised when moving from manual tendering to e-tendering. Merely opening of bids online from some computer, and then displaying the contents online to the Bidders is not enough. What is opened may not be what is displayed!</p> <p>Section 6.3 of Annexure-I of the DIT Guidelines dated 31/08/2011 rightly says :</p> <p>.....The GFR requires that tenders be opened in public in the presence of the authorized representatives of the bidders.....</p> <p>It must be ensured that e-tendering/ e-procurement has comprehensive functionality for a transparent Public Online Tender Opening Event (Public OTOE). .....</p> <p>The Guidelines also elaborate the requirements of the Online Public Tender Opening Event in detail.</p> <p>It is request to amend this clause to include the requirement of Online Public Tender Opening Event in the e-tendering system using which the bids received can be opened (i.e., decrypted) in the simultaneous online presence of the bidders.</p> |  | No change in RFP  |
| 9 | E-procurement RFP | 38 | 4.2  | <p>Annexure D Eligibility Criteria</p> <p>Response S.no. 4:The Bidder should have a minimum experience of 2 years in the area of e-Tendering for Government/ PSUs/PSBs in India.</p> | <p>Prior to the notification of the e-Procurement Guidelines dated 31/08/2011 by DIT, there were no comprehensive government guidelines on e-procurement except some security related guidelines issued by CVC. In the absence of such guidelines, no e-procurement system in the market offered comprehensive features related to security, transparency and functionality as prescribed by the recent DIT guidelines, and most e-procurement systems were flawed with respect to these features. Hence, an experience of minimum 2 years as one of the eligibility criteria is not relevant.</p> <p>Moreover, Section 8 of Annexure-I of the DIT Guidelines prescribes that “To encourage new entrants, while there should be no compromise on security, transparency and crucial functionality related concerns highlighted herein, the eligibility criteria in respect of ‘number of tenders’, ‘revenue criteria from e-procurement’, etc should be minimum”.</p> <p>It is requested that the minimum experience of 2 years in the area of e-Tendering for Government / PSUs/ PSBs should be amended to “One Year”, i.e., the period after issuance of the DIT Guidelines</p>  |  | No change in RFP. |

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| 10 | E-procurement RFP | 38 | 4.2 | Annexure D Eligibility Criteria<br>Response S.no. 5: The Bidder should have conducted at least 100 e-procurement or reverse auction events in each of the previous two years i.e. 2010-11 and 2011-12. | For reasons cited above at sl. No. 9 and the fact that DIT Guidelines on e-Procurement was issued only on 31/08/2011, it will be more relevant that the Bidder should have conducted at least 25 e-procurement or reverse auction events using a software application compliant to the DIT Guidelines in the last one year, i.e. September 2011 to August 2012, to be eligible, it requested to amend this clause accordingly.  |  | No change in RFP   |
| 11 | E-procurement RFP | 44 |     | J - Declaration for Ownership of Application Software: sole owners of the eProcurement/Reverse Auction Software  | The requirement for the ASP to be the sole owners of the eProcurement/Reverse Auction is not logical. An ASP can provide eProcurement/ Reverse Auction services using a licensed eProcurement product as in the case of TCIL. No software product OEM shares the source code with any of its ASPs or system integrators, e.g., one cannot expect OEM of an ERP product to share the source code to its implementation agencies. The DIT guidelines dated 31/08/2011 also mentions about the use of 'Ready-to-Use' eProcurement Software License (refer sections 6.1 and 6.2 at pages 12 and 13 of the Guidelines). In fact, source code with the eProcurement Service Provider can be a security risk as there will be scope for manipulation by modification of the source, particularly where the stakes are high.<br>It is therefore request that this declaration be amended as follows:<br>"I declare that we (Name of the ASP) are the sole owners, OR have valid license / authorization from the owners of the eProcurement/Reverse Auction Software" |  | Corrigendum being sent" ASP may be sole owner of the solution or have a valid licenses/authorisation from the owner of the eprocurement/reverse auction software. Bidder may provide documentary proof for the same. |
| 12 | E-procurement RFP | 3  | 2   | 2. EMD   | Demand Draft / Banker's Cheque / Bank Guarantee of INR 1,00,000/- (Rupees Five Lakh Only) towards Bid Security in Envelope - 'A' Earnest Money Deposit (EMD)  |  | Pls read in word "One lakh instead of five Lakhs"  |
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