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30/3/13



GOVERNMENT OF KERALA

Abstract

Information Technology Department - e-Tender/e-Procurement System-Process flow document for Online Payment System of e-Procurement-Approved-Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(MS)No.08/2013/ITD.

Dated, Thiruvananthapuram, 26.03.2013

- Read: (1) G.O.(MS)No. 36/2011/ITD, Dated 07.12.2011.  
(2) G.O.(MS)No. 18/2012/ITD, Dated 08.10.2012.  
(3) G.O.(P)No. 15/2013/Fin, Dated 07.01.2013.  
(4) G.O.(P)No. 96/2013/Fin, Dated 19.02.2013.  
(5) Letter Number KSITM/e-Procurement/2011/9262/349, Dated 22.02.13 of Director, KSITM.

ORDER

As per GO read as first paper above Government has decided to implement e-Procurement system to enhance transparency and efficiency in public procurement activities. As per GO read as second paper above e-Procurement has been made mandatory to all Government departments/boards/PSUs for all tenders above Rs. 25 Lakhs by 31-03-2013. As per GO read as third and 4<sup>th</sup> paper above it was ordered to open four bank accounts, two each for Government departments and PSUs at SBT, Treasury branch, Thiruvananthapuram to collect and deposit cost of tender forms and EMD and for crediting the tender document fees, which are not refundable.

As per letter read as fifth paper above, Director, KSITM has furnished draft process flow document for integrating e-payment of tender forms, E.M.D and refund mechanism with the e-Procurement system of Government.

Government have examined the matter in detail and are pleased to approve the process flow document for online payment system of e-Procurement, as outlined in the Appendix.

An Authorised Officer from Finance Department shall be provided a password so that Finance Department can monitor the e-tendering on real time basis. It is ordered that all the officials involved in e-Procurement System shall follow the process flow. The guidelines issued herewith will come to effect from 01-04-2013.


**By Order of the Governor**

**P H Kurian**

*Principal Secretary to Government*

To  
All Additional Chief Secretaries/Principal Secretaries/Secretaries.  
The Director, Kerala State IT Mission  
(He is requested to provide the copies of this GO to all concerned at once)  
The State Informatics Officer, NIC, Thiruvananthapuram.  
The Managing Director, SBT, Thiruvananthapuram.  
Accountant General(Audit) & (A&E) Thiruvananthapuram.  
Finance Department Vide UO(Note) No. 94414-A/Ind & BW B2/12/Fin,  
Dated 02-03-13.  
Director, Information & Public Relations Department (for uploading in the official website)  
Stock File / Office Copy.

Forwarded/ By Order

  
Section Officer.

## Appendix



# GOVERNMENT OF KERALA

## e-Tender / e-Procurement system

### e-Payment and Refund Process Flow and Roles & Responsibilities

**Introduction:** e-Government Procurement (e-GP) is a Mission Mode Project (MMP) under National e-Governance Plan (NeGP). Government of Kerala has implemented the e-Government Procurement system on 07<sup>th</sup> December 2011 to enhance transparency and efficiency in public procurement activities and monitor the same on a real-time basis. Kerala State IT Mission is the implementing agency for the e-Tender / e-Procurement system for all Government departments/ State PSUs/ Autonomous Bodies/ LSGIs in the State. National Informatics Centre is the Service Provider.

At present the payment towards Tender document fees and Earnest Money Deposit (EMD) of tenders published through e-Procurement system are collected offline as Demand Drafts. To enhance the transparency and to ensure complete confidentiality and anonymity in the tendering process, an online payment mechanism for tender document fees and EMD is introduced in the following manner. This process takes care of the refunds also, which has not been introduced in any State so far.

Government of Kerala, vide order no: GO(P) No:15/13/Fin dated 07.01.2013, has authorised State Bank of Travancore (SBT) as the Banker and online payment service provider for the e-tendering process.

The following are the features and process for the online payment mechanism for e-Procurement system of Government of Kerala:

**1. Payment modes:** The bidders shall make online payments through the following modes:

**a) State Bank of Travancore (SBT) Net Banking:** A bidder shall make online payments using his/ her Internet Banking enabled account with State Bank of Travancore.

**b) Payments through other bank accounts through NEFT payment gateway of State Bank of Travancore:** When the bidder selects NEFT payment gateway, a pre-filled challan will be made available online by SBT

based on the parameters given by e-Procurement system, which the bidder may take print-out. With this challan, bidder will have two options:-

- i. To make an online NEFT payment using Internet Banking of the bank in which the bidder holds his account, by adding the account number in the challan as an Inter Bank Beneficiary.
- ii. Transfer from his Bank account, through NEFT. The bidder should exercise this option 48 hours before the closing of bid. This feature of offline payment would be available only till December 2013.

(It will be clearly mentioned in the challan, that the payment mode will be through NEFT only. The other Inter-Bank remittance channels viz. RTGS and GRPT are not available for e-tender process)

**2. Pooling accounts:** The amount towards tender document fees and EMD of a respective tender shall be collected in TWO pooling / collection accounts one each for collecting Tender document fees and EMD. The same will be transferred to the Treasury/ PSU only after the respective bid opening. To enable the above, Government of Kerala has authorized State Bank of Travancore to open two pooling accounts in their Trivandrum Treasury Branch, for collecting Tender document fees & EMD amount vide GO(P) No:15/13/Fin dated 07.01.2013. Refunds will be processed by SBT, from the pooling accounts opened for refund as per GO (P) No: 96/13/Fin, Dated 19-02-13.

**a) Two collection accounts for all Government departments**

- A/c No: 67206878757 - Kerala E-tender – Government Depts – EMD account
- A/c No: xxxxxxxx - Kerala E-tender – Government Depts – Tender Fees account (A/c to be opened)

**a) Two collection accounts for all PSUs**

- A/c No: 67206880766 - Kerala E-tender – PSUs – EMD account
- A/c No: xxxxxxxx - Kerala E-tender – PSUs – Tender Fees account (A/c to be opened)

Further, all the PSUs shall open separate Current accounts with the nearest State Bank of Travancore Branch, for transferring the Tender document fees and the EMD of L1 and L2 bidders.

Government departments need not open separate accounts, as the Tender fees and EMD of L1 and L2 are settled with Government Treasury, department code-wise.

**3. Payment / Collection process through Internal Routing accounts:-** A bidder desirous of taking part in a bid, shall login to the Kerala e-Tender site, [www.eteriders.kerala.gov.in](http://www.eteriders.kerala.gov.in) select the required tender, and initiate payment. He will be directed to the payment gateway page of State Bank of Travancore, where he will have two options:-

- a) State Bank of Travancore's Internet Banking
- b) Transfer through State Bank of Travancore's NEFT payment Gateway.

Payments made by State Bank of Travancore customers through Internet Banking, will be credited real-time to an internal SBTOonline routing account maintained by State Bank of Travancore.

Payments made through NEFT by Non- State Bank of Travancore customers at their Bank branches or through their Bank's Internet Banking, will be credited to an internal NEFT routing account (67204576167) maintained by State Bank of Travancore, Trivandrum Treasury Branch, as per the NEFT settlement timings of Reserve Bank of India.

**4. Handling of unmatched entries in NEFT routing account:-**

As the payment by bidders through NEFT, by transfer from other banks include an offline process, there are chances of errors as follows:-

- a) Bidder making a payment of incorrect amount / making partial payment.
- b) The additional parameters regarding tender, not keyed in properly by the bidder's bank.
- c) The additional parameters regarding tender, not keyed in properly by the bidder, while making payment through Internet Banking of his bank.

In all the above cases, the entries in the routing account will remain unmatched and unreconciled. On the next bank working day, SBT shall provide an MIS to Government as well as to our Trivandrum Treasury Branch, with the details of unmatched entries. Our Trivandrum Treasury Branch shall process the reversal transactions.

**5. Routing of Tender fees and EMD amount to respective Government Department / PSU.**

Based on the Government department code / PSU code provided by NIC, SBT shall bifurcate the payment received from a bidder, into four components viz:

- (a) Government Dept – EMD

- (b) Government Dept – Tender Fees
- (c) PSUs – EMD and
- (d) PSUs – Tender Fees.

The parameters sent by NIC will be in such a manner that SBT can identify whether the payment relates to :-

- (a) Government Department or PSU
- (b) If Government Dept, the department code/ Office code/ any relevant treasury code to identify the respective Tender Inviting Authority (TIA)
- (c) If PSU, the PSU code / Account number

Based on the above parameters, SBT shall credit the Tender fees and EMD to the respective pooling accounts as mentioned in Para – 2.

**6. Refunds :** As directed by Government of Kerala, processing of refunds will be carried out in the following stages.

- a) After opening of Bid (incomplete bid or withdrawal of bids)
- b) After Technical Bid evaluation (rejected bids).
- c) After Financial Bid Evaluation (all bids other than L1 & L2).

As an end-of-day (EOD) activity, the e-Procurement system shall generate two encrypted XML files for outward transactions, as per the format given by SBT (one for refunds to SBT accounts and other file for refunds to other banks) considering all the tenders opened on that particular day, indicating:

- (a) The list of bidders whose bids are incomplete / withdrew the bids.
- (b) The list of bidders whose bids have been rejected following Technical Bid evaluation
- (c) The list of bidders other than L1 and L2

State Bank of Travancore shall process these XML file and make available, the processed file to the SBT Trivandrum Treasury Branch, through a secure mode. The Trivandrum Treasury branch shall process the refunds with respect to the EMD amount of unsuccessful / rejected bidders, to the same bidder account through which it was debited/ received. This refund shall be made on the next bank working day from the date of generation of the XML files.

Refund of EMD submitted by L2 bidders shall be done by the respective Tender Inviting Authority as per the procedure followed by that Department/ PSU's/ Autonomous bodies/ LSGI's.

#### **7. Refunds due to Cancellation of tenders:-**

Refunds due to cancellation of Tenders will be done as per the XML files provided by the e-Procurement system.

#### **8. Settlement of funds with Government treasury / PSUs**

As an EOD activity, the NIC system shall generate an encrypted XML file for inward transactions, as per the format given by SBT considering all the tenders opened on that particular day. SBT shall make use of this file for verification purpose and generation of final MIS for settlement with Government departments and PSUs.

- **Government Departments:-** On the next bank working day of tender opening, SBT shall provide an MIS to SBT Trivandrum Treasury Branch. This MIS shall contain the Tender fees as well as the EMD of L1 and L2. The MIS pertaining to Kerala e-Tender will be included in the "Kerala e-payment Scroll" already being sent to SBT Trivandrum Treasury Branch for manual settlement with Government Treasury as per department code-wise/ TIA-wise.
- **PSUs :-** On the next bank working day of tender opening, SBT shall provide an MIS to our Trivandrum Treasury Branch. This MIS shall contain the Tender fees as well as the EMD of L1 and L2. SBT Trivandrum Treasury Branch for settle the funds with individual PSUs, by crediting the tender proceeds to the current account of PSUs, provided in the MIS.

#### **Roles and Responsibilities:-**

The following shall be the broad roles & responsibilities of stakeholders:

##### **9. Role of National Informatics Centre:**

- a. Customize e-Procurement software and web-pages of Government of Kerala ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)) to enable the provision for online payments.
- b. Coordinate with State Bank of Travancore for integration of the online payment system with e-Procurement system
- c. Make necessary arrangements for redirecting the bidders from e-Procurement website to State Bank of Travancore's payment page and provide / pass necessary details / parameters to the banker during online payment process for identifying details of department, tender, amount, date etc.

- d. National Informatics Centre shall make available all necessary reports to the respective Tender Inviting Authority detailing the amount received (Tender document fees and EMD) for each tender enabling the Tender Inviting Authority to qualify the bidders
- e. Enable automatic generation of daily XML files (irrespective of whether there is tender opening or not) from e-Procurement system and ensure delivery of the same to State Bank of Travancore for enabling automatic refunds / settlement of funds.
- f. Map necessary bank accounts on e-Procurement system for enabling transfer of funds from bidders to routing / pooling / collection accounts

**10. Role of State Bank of Travancore:**

- a. Make necessary provision / customizations at their end to enable the provision for online payments / refunds as per this document.
- b. Coordinate with National Informatics Centre for integration of online payment system with e-Procurement system
- c. Provide necessary real-time message to bidders regarding successful or unsuccessful transactions during online payment processes and redirect them to e-Procurement website with necessary transaction reference details enabling them to submit their bids.
- d. The bank shall ensure transfer of funds from the pooling account to the current account of PSUs/ Treasury on the next bank working day of opening the bid.
- e. Bank should provide timely reports and reference details to NIC enabling them to carry out their role as stated above.
- f. Refund of amount to bidders as per the XML file provided by e-Procurement system on the next bank working day from the date of generation of the XML file and also provide a confirmation to NIC on the same.
- g. Provide MIS to Government Treasury on a daily basis, with respective Department codes, included in the "Kerala Government e-payment scroll" already being sent to Government treasury for uploading in Treasury Information System.
- h. SBT shall ensure the following transaction limits for transactions through SBTOOnline.
  - i) For Retail (personal) customers : Rs.1 crore per day
  - ii) For Corporate customers:
    - a. Through SARAL facility (sole-proprietorship) : Rs.1 crore per day
    - b. Through Vyapaar facility : Rs.50.00 lakhs per transaction

c. Through Vistaar facility : Rs. 500.00 crores per transaction.

**11. Role of Kerala State IT Mission:**

- a. Communicate requirements of Government departments/ State PSUs/ Autonomous Bodies/ LSGIs online payment requirements to National Informatics Centre / State Bank of Travancore for mapping/ customization.
- b. Facilitate necessary structure of MIS to National Informatics Centre / State Bank of Travancore in consultation with participating Government departments / State PSUs/ Autonomous Bodies / LSGIs and Government Treasury
- c. Provide necessary Treasury Account head / Department code to State Bank of Travancore for including in the MIS to be sent to Government treasury
- d. Provide the e-mail IDs of Government departments / State PSUs / Autonomous Bodies/ LSGIs to State Bank of Travancore / National Informatics Centre for sending MIS.
- e. IT Mission shall monitor the progress of e-Tendering by different Government departments / State PSUs/ Autonomous Bodies / LSGIs through an MIS. A User ID and Password shall be given to an authorized officer in Finance Department to enable real-time monitoring by Finance Department. IT Mission shall monitor and send monthly progress reports to the Government.

**12. Role of Government Treasury:**

- a. Settle the transactions head-wise, department-wise as per the scroll provided by State Bank of Travancore.
- b. Provide the treasury transaction details to the concerned Government departments.

**13. Role of Government Departments having PSUs under them:**

- a. The departments shall co-ordinate with all PSUs / Autonomous Bodies under them to open Zero Balance Current accounts with State Bank of Travancore under the product code 5011-1401.
- b. Provide the account numbers to State Bank of Travancore for configuration.
- c. Provide the e-mail IDs of all PSUs to IT Mission for sending MIS.



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