



Key Features of eProcurement Software

Key Features eTendering System - From raising Indent to placing work orders

Indent Creation

1. System allows Buyer to raise Indent online
2. System allows Buyer to approve or reject Indent
3. System allows Buyer to aggregate Indents for similar products/works
4. System allows Buyer to split single Indent into multiple tenders.
5. System allows Buyer to create a Tender out of approved Indent
6. Indent are digitally signed at time of approval
7. Approved Indents are seen as upcoming Tenders on the website
8. Indents are digitally signed at time of approval
9. At time of Indent approval, Budget availability are checked

Tender Notice

10. Allow Tender notice to be floated in any format – Colour, Fonts, Size, etc
11. Support publishing of Tenders in Vernacular languages
12. Tender notices are visible to Suppliers only after it is approved
13. System allows Archive Tenders to be revived
14. System allows Cancelled Tender to be revived
15. System allows Live Tenders to be cancelled
16. System should categorize Tender as New, Live, Archive, Cancelled, etc. for ease
17. Flexible Search module allows Tenders to be searched on multiple parameters
18. Allow image to be attached with Tender Notice
19. Count the number of times a Tender has been viewed since published
20. Assign unique internal reference number to a Tender for internal use

Tender Work Flow

21. System supports Rate Contracts
22. System supports General Tenders
23. System supports Single/Multiple Envelope Bidding
24. System supports Open Tender where any Suppliers can bid
25. System supports Limited Tender where only limited Supplies can bid
26. System supports Limited Tender, where empanelled/registered Supplier can bid
27. System supports ICB/NCB Tenders where Suppliers from across the world can bid
28. System supports Single/Multiple Currency Bidding
29. System allows Buyer to add currencies as required
30. System allows Buyer to add conversion rate for a date/currency as required
31. System allows Goods Tender – quote for line items
32. System allows Works Tender - quote in % of the estimated cost
33. System allows Bidding with or without Joint Venture
34. System allows only Online Bidding if required
35. System allows Hybrid Bidding (Online as well as offline bid submission)

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- 36. Allows Tender document to be downloaded for free of cost
- 37. Allows buyer to select any or all of the above parameters as required for a Tender

Tender Staging

- 38. System supports Tender with or without Document Fees/EMD
- 39. System supports Tender with or without Pre Bid Meeting
- 40. System supports Tender with or without Pre Qualification round
- 41. System supports Tender with or without Technical Bid
- 42. System supports Tender with or without Price Bid
- 43. Allows buyer to select any or all of the above parameters as required for a Tender
- 44. Allows buyer to sequence the above events in any order
 - a. *In case of EOJ just Technical Bid*
 - b. *In case of Limited Tender EMD > Price Bid*
 - c. *In case of Open Tender Doc Fees> EMD> Pre Qualification> Technical Bid> Price Bid*
- 45. System has inbuilt check which ensure that incomplete bids in any manner is not accepted
- 46. For a Tender if Buyer wishes, he can enable Bid withdrawal option such that Supplier is allowed to withdraw bid, that they might have submitted on or before due date and time. This is an optional feature which Buyer can select for a Tender.

Tender Key Dates

- 47. Depending on Stages selected, as explained above system should capture key dates for each and every stage such that bidding can happen only during allowed period and opening can take place on or after due date and time has lapsed.
 - a. Start Date & Time
 - b. Closing Date & Time
 - c. Opening Date & Time
 - d. System supports Tenders with a common Start, End and Opening Date and Time instead of stage wise date and time.

Tender Approval

- 48. Only authorized Employees can approve/reject Tender notice
- 49. Tender Notice are digitally signed at time of approval
- 50. Buyer has a facility to view Tender notice before approving it
- 51. Tender notice once approved, can only be modified by floating a Corrigendum

Tender Promotion

- 52. System allows email alerts to be sent to selected Suppliers
- 53. System supports emails to be sent to all registered Suppliers
- 54. System supports in sending Tender notice in XML format to Tender portals for wider publicity

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- 55. System allows Suppliers to create catalogues of products/services they offer
- 56. System shows Suppliers Tenders matching their catalogues as **My Tenders**
- 57. Allows Suppliers to upload supporting document along with their catalogues
- 58. Allows Buyer to search Suppliers catalogues
- 59. Allows Buyer to create groups of Suppliers with same profile for e.g. Software cos.
- 60. Allows Buyer to add catalogues on his own for existing registered Suppliers

Tender Document

- 61. Buyers are allowed to upload any document, with maximum single file size of 10MB
- 62. Buyers are allowed to upload multiple documents for a Tender
- 63. Buyers are allowed to map old documents to a new Tender
- 64. All document which are uploaded are Digitally Signed
- 65. All the uploaded documents are virus scanned before being uploaded
- 66. The System does not allow files with extensions such as .exe.
- 67. System allows Supplier to zip multiple Tender documents in one folder on the website on the fly, such that he can download them at a go.
- 68. Allows Tender document to be downloaded for free, if so required.
- 69. Allows Tender document to be downloaded from home page or after Log in
- 70. Maintains count of Tender document downloaded from website
- 71. Maintains register as who has downloaded Tender document
- 72. Allows Buyer to specify a brief description for a Tender Document
- 73. System supports addendums to be published
- 74. System supports different document to be mapped in different folder like Tender Document, Pre Bid Meeting, Corrigendum, Drawings, etc.
- 75. System supports above categories/folder to be created on the fly
- 76. Buyers are prompted if he wants to display tender on home page or after login to Suppliers

Tender Corrigendum

- 77. System allows correction to be made in approved Tender notice only by floating a Corrigendum
- 78. System allows to publish multiple Corrigendum for a Tender
- 79. Corrigendum text is clearly visible highlighted in different Colour
- 80. New dates as specified in Corrigendum supersedes old dates
- 81. System has checks to ensure that unless Corrigendum is approved, the change does not be brought into effect
- 82. System has Audit trail facility i.e. Original content & new content are accessible anytime as required for audit purpose.
- 83. System allows the Corrigendum mail to be sent on a click to Suppliers
- 84. Corrigendum History are available i.e. Corrigendum no. 1, 2, 3...
- 85. Suppliers should get to see only new effective dates and content to avoid Confusion
- 86. Approver has facility to accept or reject a Corrigendum
- 87. All Corrigendum are digitally signed

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Marquee Management

88. System supports floating marquee – scrolling text on website
89. Support Marquee formatting i.e. select font, color, text, size, etc.
90. Allows Marquee to be previewed before approval
91. Allows Marquee to be posted on Home Page Header
92. Allows Marquee to be posted on Welcome page i.e. page Supplier gets to see after successful login
93. Allows Marquee to be posted on select Tender Page
94. Allows Marquee to appear for a select period from start date to end date
95. Allows Buyer to select the speed at which marquee scrolls
96. Marquees are digitally signed
97. Allow Buyer to check Marquee currently running on the site
98. Allow Buyer to edit Marquee running on the site

Online Pre Bid Meeting

99. Allows Buyer to stage a Public Pre Bid Meeting i.e. any Supplier can post question
100. Allows Buyer to stage a Private Pre Bid Meeting i.e. only selected Supplier can post question i.e. in case of Limited Tenders
101. Allows Supplier to post any number of questions
102. Allows Supplier to view questions posted by other Suppliers
103. Allows Buyer to select whether to mask name of Suppliers from each other or not
104. Allows Buyer to select whether to mask name of Suppliers from Officer in charge of replying to Suppliers questions or not
105. Allows Buyer to reply to all or select questions
106. Does not allow Supplier to post questions after Pre Bid Meeting due date and time has lapsed
107. Allows Buyer to reply to question as and when question are posted or after all questions have been posted at a go.
108. System has facility to build FAQ list of question & answer automatically
109. Allows document to be uploaded during Pre Bid Meeting round by both Buyers and Suppliers
110. Allow Minutes of Meeting (MOM) document to be uploaded, if conducted in offline manner or MOM of queries received in offline manner by post, fax, email, etc.
111. Allows Buyers to reject a question
112. Questions & Answers posted on website are digitally signed
113. Pre Bid Meeting question & answers are available throughout the Tender cycle

Payment Gateway

114. System supports online payment gateway i.e. accept payment via credit card
115. System supports offline payment gateway i.e. accept offline payment received as DD, Pay Order or any other instrument accepted by Buyer
116. System allows payment exemption for select Suppliers as per Buyer's choice
117. In case of payment exemption, System allows supporting document to be uploaded by Suppliers
118. Buyer has facility to accept or reject payment

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- 119. In case of online payment, the same gets auto approved
- 120. System generates comparative of all payments received from different Suppliers
- 121. System allows Buyer to view Supplier whose payment has been approved, or is pending or rejected.
- 122. Facility to extend payment gateway for collecting security fee

Creating Schedule (Bidding Forms)

- 123. System allows various schedules (bidding forms) comprising of 'X' columns & 'Y' rows to be created
- 124. System allows Buyer to define what all fields (columns & rows) are compulsory which Supplier must fill.
- 125. System allows Buyer to define field validation for each cells such that uniform bids are received from all Suppliers
- 126. System allows Schedules to be saved as Templates such that they can be at used again for new Tenders as required.
- 127. System allows Templates to be copied to a Tender such that the same can be used in as it is form or can be modified as per Tender requirements.
- 128. System allows any number of new schedules to be added for a Tender for e.g. some Tenders can have one whereas other can have up to 20 or more schedules.
- 129. System allows Buyer to add a mixture of new & old schedules to a Tender
- 130. System allows Buyer to specify custom Header and Footer for a Schedule
- 131. System allows Schedule which can be filled just once for e.g. Company Profile schedule
- 132. System allows Schedule which can be filled multiple times for e.g. past experience (Supplier experience may vary), etc.
- 133. System has a facility such that Schedules can be mapped to a stage i.e. Technical Bid, Price Bid, etc.
- 134. System has facility such that Schedules created in Old Tender can be reused
- 135. System allows Schedules to be added/viewed/edited/deleted/ as required
- 136. System allows optional schedules which can be filled or left empty by Supplier
- 137. System supports creating Schedules with dynamic rows i.e. Supplier can add as many rows for a schedule as required and fill the same.
- 138. All Schedules are Digitally signed at time of approval
- 139. System has provision to give rebate on the price bid
- 140. System has provision to search schedules and reuse them.

Filling Schedule in Offline Fashion

- 141. Allows Supplier to fill all schedules in offline manner and submit it at later date online
- 142. Allows Supplier to carry his offline filled schedules with him anywhere he wants
- 143. Offline schedule preparation has the same validation as that of online Schedule
- 144. Offline schedule preparation use XML/Internet Browser or any other open source technology such that Supplier do not have to install any paid proprietary software to use the facility

Home page

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145. View New Tenders which has been posted Today
146. View Live Tenders which where bid can still be submitted
147. View Archive Tenders which where bid cannot be submitted
148. View Cancelled Tenders which can be cancelled & process has been stopped half way.
149. View Tenders in process which is are being evaluated and not yet awarded
150. Ability to search Tender on different parameters using Tender search engine
151. System has Next/Previous/First/Last page navigation tools
152. View Tender Notice & Corrigendum for free of cost on home page
153. View Marquee/Banner posted on home page
154. System should show current Server Time
155. System should show time left for a Tender to expire Days, Hours, Minutes & Seconds
156. System has auto refresh facility such that Supplier get to see exact time left.
157. System has Site news section to flash important messages
158. System allows Buyers to manage content of the website on his own – like About us, Contact us, and related pages of each and every domain.
159. System allows Buyer to change look & feel of the site based on templates
160. System should show the statistics of Tenders enabled and under process on the eProcurement website
161. Each sub domain has logo of that Department/Organization
162. Each sub domain has site header of that Department/Organization

Supplier Registration & Administration

163. New Supplier Registration facility
164. Buyer can select if Supplier Approval is to be done automatically or manually
165. Buyers are able to reject Supplier
166. Only approved supplier are in a position to access the site
167. Buyers are able to black list a Supplier
168. Supplier Admin has provision such that he can create ID for multiple
169. Suppliers for an Organization, which allows them to collaborate and submit single Bid online on behalf of Supplier Company
170. Provision to assign different access rights to individual Suppliers as per the hierarchy of Supplier Organization
171. Ability for Supplier Administration to transfer his Administrator right to any one of his colleague
172. Buyers are able to mange Supplier for his own Department/Organization
173. Buyers are able to enlist supplier under – AA Class, A Class, B Class, etc.
174. Supplier Admin has right to change rights of other employees of his Organization

Login Module

175. Site automatically switches to 128 Bit SSL environment
176. Strong Login ID & Password protection system
177. Dual Authentication – Login ID, Password & Digital Certificate Based Login
178. Checks for Certificate Revocation List at time of Login
179. User with only approved CA Digital Certificates are allowed
180. Digital Signer are a freeware and should get automatically downloaded on

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Supplier machine for Digital Signature purpose

181. Invalid Certificates like ones with expired dates, not licensed CA, revoked certificates are out rightly rejected.
182. System shows a Welcome Page after successful login
183. System shows when the last 5 times user had logged in
184. System has provision to show a Marquee on this page
185. System shows the current sever time on this page

Bid Submission

186. Search Module which allows Supplier to identify Tender of his choice
187. Ability to save Tender as **My Favourite Tender**
188. Bidding **Dashboard** such that Supplier can view Tender Notice, Corrigendum, Documents, Key Dates, Marquee/Banner, Pre Bid Meeting Links, Time remaining, Bidding links on same page
189. Document Read confirmation before a Supplier is allowed to submit the bid
190. In case Joint Venture is allowed for a Tender, system prompts Supplier to select if he will like to bid in JV or on its own
191. In case of Joint Venture, Supplier is asked to create a Joint Venture online
192. Check such that supplier who bid in Joint Venture, cannot bid on their own, if required.
193. Ability to capture who is Lead partner and who are secondary partners
194. Ability to capture % stake of each partner
195. System has check such that only Lead Partner can submit the final Bid
196. Provision such that any partner can exit from Joint Venture before bid is submitted
197. Once the Joint Venture is created, each partner gets the access rights as defined by Buyer at time of Tender creation
198. Allows Suppliers to upload Supporting document as required
199. All Schedules that Buyer submits are digitally signed.
200. Digital Signature is generated on client machine and not on server
201. Digital Encryption is done on client machine and not on server
202. In transition phase, when the bid is under preparation stage, it is encrypted using Supplier Digital Certificate
203. When the Bid is completed and Supplier wants to submit the same, it gets encrypted with Buyer Digital Certificates and gets submitted.
204. Supplier should get to see that Buyer Public Key Certificates that is being used for encryption purpose
205. System is such that Suppliers do not have to download the Buyer Public Key and install the same on his machine to encrypt data
206. Allows supplier to edit, delete the Schedules as many times, as required
207. Allows Supplier to save Schedules in his online personal briefcase such that next time for a new Tender if similar schedules are there, he does not have to fill the same again. For e.g. Company Profile, Past Experience, Plants & Machinery Details, Financial Details once created can be saved by Supplier in his online personal briefcase such that for new Tender he does not have to re enter the same again.
208. Supplier is allowed to copy schedules from his briefcase to a Tender and as per Tender requirement make minor modification and submit the same without having to fill entire schedule.

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209. All auto calculated fields where the formula have been applied gets calculated on click of a mouse i.e. if Quantity & Unit Rate is available then Total Amount in figures & Total Amount in words gets auto calculated on click of a button.

210. Once the Bid is successfully submitted, the Supplier gets an online receipt of the same.

211. System has facility by which Supplier can make a request to withdraw the bid he has submitted.

212. System does not accept any bid after due date and time has lapsed

Uploading Supporting Documents

213. Allows Suppliers to upload any number of supporting document

214. Allows Supplier to map document to a stage as selected at time of floating a Tender

215. System allows Supplier to specify brief description for a document

216. System ensures that all documents that are uploaded are digitally signed

217. System allows any type of document to be uploaded word, PDF, jpeg, bmp, etc.

218. System allows any size of document to be uploaded

219. System scans for virus before uploading the document

Bid Opening - Approval

220. Tender Opening links does not get activated before due date and time. Minimum of 2 Department Officers have to give approval to open the bid after due date and time has lapsed to open the Tender and Tender opening link is visible.

221. Unless the biometric authentication of all officers is done, the electronic sealed Tender box cannot be opened

222. 3rd party Biometric authentication tools are browser based application and run on normal desktop machines

223. In case of multi envelope Tender, unless the first stage (envelope) is completed, the second stage (envelope) cannot be opened

224. System supports co-signing facility i.e. the remarks can be given by 2 or more Government officers and the same can digitally signed by both officers with their respective Digital Certificate

225. As a stage gets completed the comparative chart of Suppliers gets auto generated

226. Rejected Supplier does not qualify for next round (envelope) automatically

227. System allows Buyer to view the Bid submitted by Individual Supplier

228. System allows the buyer to view Bid of 2 or more Suppliers – comparative

229. System allows the Buyer to generate comparative of select fields as desired dynamically, on the fly as required.

230. System supports a facility such that comparative chart can be generated for select vendors, rows and columns as desired by Buyers

231. System has provision to save the comparison in his local machine

232. System has the facility to export data to spread sheet like excel

233. System permits to add custom Header & Footer for the comparison chart generated

234. System allows the Buyer to select Fonts & Size of comparative chart being generated, in case of bigger schedules such that printer friendly reports can be

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taken

- 235. System allows rule based comparative to be generated
- 236. System supports online Tender Opening where Suppliers can participate online from their respective offices
- 237. System allows the comparatives generated to be shared with Suppliers who had participated in the Tender and have qualified up to that stage
- 238. System allows Buyer to share Reports such that it can remain visible for a specified period of time only.
- 239. Buyer can chose to share entire bid of other Suppliers or just the summary
- 240. System has evaluation templates such that all similar Tender can be evaluated as per the evaluation Template without having to build complex evaluation formula time and again, for e.g. Bid Capacity calculation for Civil Works Tender
- 241. System has a provision such that Suppliers can mark their presence online when they try to participate in online Tender opening event.
- 242. System has a provision that Buyer can see the name of Suppliers who are present online at time of Online Tender Opening event
- 243. System has a provision where bids received in hard copies, can be digitized before online bids are opened such that combined MIS reports of Online and Offline Bids can be generated (Hybrid Bidding)
- 244. System has a provision where custom MIS reports can be created in offline manner which summarizes the manual evaluation process and the same reports can be shared with the Suppliers.
- 245. System has the provision to generated L1, L2, L3 chart dynamically

Awarding Tender

- 246. After the bids are opened, system has the provision such that Buyer can conduct online negotiation with select Suppliers if required
- 247. System supports conducting negotiation with any number of Suppliers in original order of L1..L2..L3
- 248. System stores the transcript of the negotiation
- 249. System supports exchanging documents during the negotiation rounds
- 250. System has a provision such that negotiation transcript cannot be edited or Deleted

LOI

- 251. System allows Buyer to award Tender to one or more Suppliers and split the work as per his Department/Organization policy
- 252. System allows Buyer to capture the Tender Document terms and condition in LOI draft
- 253. System allows Buyer to generate LOI online and share it with Supplier
- 254. System allows Supplier to either accept or reject the LOI
- 255. System supports to issue Multiple LOI for a Tender to multiple Suppliers
- 256. LOI stage is optional
- 257. System supports copying general terms and conditions of Previous LOI

Work Order

- 258. System supports creating Work Order Directly or from LOI
- 259. System supports issuing multiple work orders for a Tender

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- 260. System allows Supplier to accept or reject work order
- 261. System allows copying of Terms and conditions from LOI
- 262. System supports copying of Terms and conditions from old Work Order

Site Security

- 263. Our website uses 128 Bit SSL encryption
- 264. MD5 Hash/SHA1 of all passwords is stored in the database and not the actual form
- 265. Website has Digital Certificate based login for both Buyers and Suppliers
- 266. Website has Role Based Access such that only authorized person can carry out eTendering activities
- 267. All events, remarks, bids, activities performed in the website are digitally signed
- 268. All Tenders are stored in encrypted fashion and encrypting is done using Digital Certificates only and not using any proprietary tools.
- 269. Electronic Tender box are time stamped such that it cannot be opened before due date and time
- 270. Sever Time are mapped with Global Time Servers and time synchronization happens at frequent intervals
- 271. Provision for 3rd Party Time Stamping services are made available
- 272. System uses Biometric authentication for opening electronic sealed Tender box
- 273. System has necessary anti virus software and are updated daily or frequently as required
- 274. System has necessary Firewall / intrusions detection software installed
- 275. System are hosted on a dedicated branded servers and the same infrastructure is not used for any other purpose other then eProcurement activities
- 276. System tracks IP and maintain log of the same for each and every user
- 277. System are hosted at a world class data center having 24*7 days sufficient electricity & bandwidth redundancy with foolproof security
- 278. System does not allow a user to log in simultaneously from 2 or more computers with same Login ID & password
- 279. System has check to ensure that Digital Certificate can be mapped & used for only 1 Login ID
- 280. Bids in transition phase i.e. when the Supplier is preparing the same are stored in encrypted fashion, and the encryption are done using Supplier Digital Certificate using the same
- 281. Bids when finally submitted i.e. when dropped in electronic Tender box are in digitally signed by Supplier Digital Certificate & encrypted using Buyer Public Key
- 282. System has provision such that a User once blocked, cannot access the website till his Login ID is not de-Blacklisted.
- 283. System does not allow expired, revoked, unlicensed Digital Certificate
- 284. System has strong & secure Forgot Password / Login ID system
- 285. System captures the purpose of Login
- 286. System supports all licensed Certifying Agencies Digital Certificates
- 287. System has Single Sign On facility
- 288. System has a provision such that Admin can access the server from only 1 IP
- 289. Server access are protected with Biometric Device

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Audit Trail

- 290. System tracks Login & Logout Time of each and every user and maintain a log of the same
- 291. System tracks each and every page a user Visits and maintain the log of the same
- 292. System tracks the web statistics as how many visitor visited, pages viewed on daily basis
- 293. System is also able to generate Database Access Report for a period as required
- 294. System is also be able to generate FTP Access Report for a period as required
- 295. System is also log all Intrusion Attempts and alert the Administrator
- 296. System maintains Server Up Time and Down Time log

Tender History of entire Tender cycle

- 297. For every Tender that is completed; the system generates the entire history of the Tender cycle such that it can be copied/printed by the Buyer
 - a. Actual Tender Notice, Date of Publishing & name of person who published it
 - b. Date of Approval & Name of user who approved it
 - c. No. of times a Tender has been viewed
 - d. Content promotional mail sent and name of suppliers
 - e. Tender Document Uploaded
 - f. Date of publication and name of officer who approve it
 - g. No of times a document has been downloaded
 - h. Name of Supplies who have downloaded & Date, Time & IP from where it was downloaded
 - i. Corrigendum Notices, Date and time of Corrigendum Notice, name of office who approved it
 - j. Question Asked and by whom, & Answers given & by whom Minutes of Pre Bid Meeting if uploaded
 - k. No of Bids received, name of suppliers and time of receipt
 - l. Name of officer who opened the Tender and date of opening
 - m. Schedules as Filled by individual Supplier
 - n. Document uploaded by Supplier
 - o. Comparative of all Schedules filled by all Suppliers
 - p. MIS Report, as generated by Buyers
 - q. List of Supplier who were accepted and rejected at Document Fee Round, EMD Round, PQ Round, Technical Round, Price Bid Round
 - r. L1, L2... Chart
 - s. List of Supplier who participated in online Tender opening & their attendance
 - t. Other comparative reports as desired by Buyer
 - u. Date of negotiation & Transcript of negotiation
 - v. Date of LOI & Draft of LOI
 - w. Date of Work order and Draft Of Work Order
 - x. Login & Logout Report, Admin Access report
 - y. Queries posted to support desk
 - z. Indent notice details, if applicable

Customer Help Desk

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- 298. All queries posted online, related to system are responded within the time frame as per the SLA agreement
- 299. System has provision such that queries received in Offline manner – Fax, courier, email, and phone can also be entered online
- 300. System has provision to generate the Daily, Weekly, Monthly MIS report of customer queries received & solved

Buyer Registration Module

- 301. System has facility to create sub domain for different organization
- 302. All Tenders floated on different sub domain gets reflected on main site
- 303. System has facility such that multiple offices of an Department / Organization can publish Tenders on the same sub domain
- 304. System has facility such that existing hierarchy of a Department /Organization can be built by Buyer as required.
- 305. System has the facility such that different officers can be mapped to a Department
- 306. System has facility such that different sub domain can have different hierarchy and the same can be added by Buyer on his own.
- 307. System has facility to assign different Page/Access Rights to officer depending on their Designations/Post
- 308. System has the facility such that a Officer holding 2 or more charges gets page rights of 2 or more posts with same login ID
- 309. System has Single Sign On facility for all user
- 310. System has a facility to map 2 or more officers for a Tender such that only they can open, view, manage that eTender during its entire cycle.
- 311. System has the facility to map the finger print of government officers

General Features

- 312. System has a dashboard facility for Buyers & Suppliers such that they can manage all the activities and links on one page
- 313. System has a wizard facility for each and every module
- 314. System has online help manuals/tutorials
- 315. Citizen Charter where citizen can view what tenders are floated and at what rate the product/service was procured from Supplier.

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