



GOVERNMENT OF KERALA

Abstract

INFORMATION TECHNOLOGY DEPARTMENT—TOTAL SOLUTION PROVIDERS FOR
I. T. IMPLEMENTATION IN GOVERNMENT—TERMS AND CONDITIONS FOR
ENGAGING THE TOTAL SOLUTION PROVIDERS AND THE RATES
APPROVED FOR THEIR SERVICES—FIXED—ORDERS ISSUED

INFORMATION TECHNOLOGY DEPARTMENT

G.O. (MS) No. 3/2000/ITD. *Dated, Thiruvananthapuram, 22nd February, 2000.*

- Read:—* 1. G.O.(MS) No. 62/99/ITD. dated 22-4-1999.
2. Letter No. IT/SEC/CORR/024/99-13 dated 31-12-1999
from Mission Co-ordinator, Mission on IT.

ORDER

Government, while approving the Total Solution Providers for assisting Government Departments in their computerisation efforts had, as per the Government Order read as 1st paper above, specified that terms and conditions of engagement of these agencies would be issued separately.

2. Initiatives for Government computerisation are underway. The Nodal Officers, in respect of the Departments prioritised for computerisation have undergone training and have formulated User Documents to facilitate conduct of a detailed systems study for identifying the computerisation requirements of the departments.

3. Government have identified the tasks that have to be carried out through the agencies designated as Total Solution Providers and specific rates have been arrived at, for each identified task.

GPT.3/1978/2000/DTP.

4. Government are now pleased to approve the schedule of rates, appended to this order for various activities specified therein. The Departments are accordingly authorised to engage TSPs for their computerisation efforts, at the rates not exceeding the rate specified in the schedule, with regard to each item of activity. As per the Memorandum of Understanding (MOU) entered into between Government and the National Informatics Centre (NIC), the services of NIC would continue to be free. It is also clarified that engaging of TSPs is optional, where in-house IT expertise may not be available with the department concerned.

By order of the Governor,

ARUNA SUNDARARAJAN,
Secretary to Government.

To

All Institutions concerned.

All Heads of Departments.

The Executive Director, Mission on IT, Narayana Bhavan, Kurup's Lane,
Sasthamangalam-695 010.

Principal Secretary to Chief Minister.

Shri K. M. Abraham, Secretary, Finance Resources.

Stock file/Office copy.

Copy to: C.A. to Secretary (IT).

ACTIVITY I

Preparation of feasibility study consisting of broad chapters to be outlined by the Government, Preparation of systems requirement specifications, Development of application software changes therein, on site support on application software and handholding, Preparation of tender document and specifications.

Rates are quoted in Rs. per man month

			CDAC	CMC	ECIL	KELTRON	ER&DCI	IHRD	CDIT
System analyst/ Sr. System administrator/ Project manager/ Sr. Engineer/ Optimization and utilisation of network and network management/ Implementers/ Programmer	Personnel with above 6 years experience	Tvm/Kochi/ Calicut	50,000	65,000	65,000	50,000 40,000	35,000 25,000	40,000	20,000 15,000
		Other Places	60,000	72,000	67,000	50,000 40,000	35,000 25,000	40,000	20,000 15,000
	Personnel with 2 to 6 years experience	Tvm/Kochi/ Calicut	50,000	50,000	65,000	40,000 30,000	25,000 20,000	40,000	15,000 12,000
		Other Places	60,000	57,000	67,000	40,000 30,000	25,000 20,000	40,000	15,000 12,000
	Personnel with 1 to 2 years experience	Tvm/Kochi/ Calicut	33,000	33,000	50,000	30,000 25,000	20,000 15,000	25,000	12,000 10,000
		Other Places	38,000	38,000	53,000	30,000 25,000	20,000 15,000	25,000	12,000 10,000

*IMG and LBS haven't quoted their rates. They will have the standard rates.

ACTIVITY II

- (a) Technical Evaluation of Bids received from the third party vendors, Inspection, Testing of the IT products supplied by the third party and supervision of installation and commissioning of hardware, peripherals, packaged software and networking products including the establishing connectivity as per specifications. Rates are offered in the Percentage of the value of the IT products procured by open tender method.

	CDAC	CMC	ECIL	KELTRON	ER&DCI	LBS	IHRD	CDIT
Tvm/Kochi/Calicut	2%	2.5%	2.5%	1.5%	2%	1%	1%	5%
Other Places	2%	4.5%	2.75%	1.5%	2%	1%	1%	5%

- (b) Installation and commissioning of hardware, peripherals, package software and networking products including the establishing connectivity as per specification. Rates are offered in the Percentage of the value of the IT products procured by open tender method.

		CDAC	CMC	ECIL		KELTRON	ER&DCI	LBS	IHRD	CDIT
Tvm/K.ochi/ Calicut	Upto a value of Rs. One crore of IT products	Above the value of Rs. One crore of IT products		Upto a value of Rs. One crore of IT products	Above the value of Rs. One crore of IT products					
	4%	3%	5%	3.5%	3.5%	5%	1%	1.5%	1%	5%
Other Places	4%	3%	7%	3.75%	3.75%	5%	1%	1.5%	1%	5%

*IMG have not quoted their rates for this activity. They will have the standard rates.

ACTIVITY III

Orientation and training on operating systems, office automation software, communication, messaging software, basic computer concepts, network administration and application software

Rates are quoted per faculty week with courseware for each of the participants

		CDAC	CMC	ECIL	KELTRON	ER& DCI	LBS	IHRD (Per hour)	CDIT (Per head)	IMG (Per head)
Awareness/ Operation Systems/Basic Computer Concepts	Tvm/Kochi/ Calicut	15,000	15,000	21,000	8,000	10,000	500	125	500	2,000
	Other Places	20,000	20,000	23,500	8,000	10,000	500	125	500	2,000
Office Automation Packages/ Communication & Messaging packages	Tvm/Kochi/ Calicut	15,000	17,500	24,000	10,000	9,600	500	140	750	2,000
	Other Places	20,000	22,500	26,000	10,000	9,600	500	140	750	2,000
Application software	Tvm/Kochi/ Calicut	15,000	25,000	26,000	10,000	10,000	500	340	1,000	2,000
	Other Places	20,000	30,000	28,000	10,000	10,000	500	140	1,000	2,000
System administration	Tvm/Kochi/ Calicut	20,000	30,000	26,000	12,000	10,000	750	160	1,000	2,000
Network administration	Other Places	25,000	35,000	28,000	12,000	10,000	750	160	1,000	2,000

* Rates are quoted in Rupees

ACTIVITY IV

Comprehensive Annual Technical Support for all hardware products like servers, clients, power protection equipment, data backup devices, networking equipment printers, scanners, CD writers and other related peripherals

Rates are offered in the Percentage of the value of the IT products procured by open tender method

	CDAC		CMC		ECIL		KEL-TRON	ER&DCI		IHRD	CDIT
	For the first year when the parts warranty from the h/w vendors will be assigned in favour of TSP	From the 2nd year or when the parts warranty from the h/w vendors is not assigned in favour of TSP	For the first year when the parts warranty from the h/w vendors will be assigned in favour of TSP	From the 2nd year or when the parts warranty from the h/w vendors is not assigned in favour of TSP	For the first year when the parts warranty from the h/w vendors will be assigned in favour of TSP	From the 2nd year or when the parts warranty from the h/w vendors is not assigned in favour of TSP		Upto 5 years	Above 5 years		
Tvm/ Kochi/ Calicut	5%	8%	6%	9%	6%	9%	12%	9%	10%	5%	10%
Other Places	5%	8%	9%	12%	6.5%	10%	12%	9%	10%	5%	10%

9

*LBS and IMG have not quoted for this activity. They will have the standard rates.

Departments in which there is a high level of interaction with the public and departments where computerisation shall facilitate increased revenue generation are taken up for priority implementation in the first phase. The list of 34 departments which are selected for computerisation in the the first phase is given below:

1. Land Revenue Commissionerate
2. Land Board
3. Survey Department
4. Registration Department
5. Civil Supplies Department
6. Legal Meterology
7. Directorate of Treasuries
8. National Savings Directorate
9. State Insurance Department
10. Lotteries directorate
11. Commercial Taxes
12. Excise
13. Motor Vehicles
14. Director of Agriculture
15. Director of Soil Survey
16. Dir. of soil Conservation
17. Animal Husbandry Dept.
18. Land use Board
19. Ground Water Dept.
20. Chief Town Planner
21. Director of Panchayats
22. Dir of Municipal Admin.
23. Rural Dev. Commissioner
24. Director of Social Welfare
25. Director of SC Dev. Dept
26. Director Tribal Welfare
27. Dept. of Sainik welfare
28. Dir. of Employment & Training
29. Registrar of Co-operative Societies
30. State Planning Board
31. Labour Commissioner
32. Directorate of Technical Education
33. Controller of Entrance Examinations
34. Directorate of Collegiate Education

Note on enlisting organisations belonging to private sector of KERALA as Total Solution Providers for IT implementation in government departments.

IT policy of government of Kerala has emphasized on availing the enormous potential of Information Technology as a tool to improve governance and thereby ensure responsive and citizen friendly administration. In line with this, state government has initiated measures to computerise various government departments. It has been decided that leading companies in IT sector may be entitled as Total Solution Providers to carry out the task. Departments will be approaching these agencies for assistance in implementing IT solutions.

As per the IT policy of the state and the Task Force Report on IT implementation in Government, government computerisation should pave way to develop a strong IT industrial base in the state. Also for the computerisation programme to deliver tangible results it should be carried out in a time bound manner. In this scenario, possibility of enlisting organisations belonging to private sector of Kerala, as TSPs may be explored. This will act as a catalyst to boost the emerging IT companies in the state. Also, Departments will be privileged to make a choice from wider range of excellent service providers.

This is the right time to channel investments in the IT industry to Kerala. By IT implementation in Government departments, government itself will evolve as a new market for IT products and services. This will effect in projecting Kerala as the ideal destination for new entrepreneurs in IT industry as envisaged in IT policy.

According to the report on IT procurement in government, the TSPs will be advised to outsource a certain portion of their activities to local firms. This will result in employment generation to a large extent.

Unlike the other public sector companies which have already been approved as TSP, most of the IT companies in private sector of Kerala doesn't have their own training

division. They will be outsourcing training to others functioning in this sector, which will eventually result in promotion of local private training institutes.

For qualifying private sector companies as TSPs the following criteria may be applied.

1. They shall be companies located in Technopark/STPI/Cochin Export Processing Zone or companies registered with STPI with experience in handling projects on content creation and Management Information System.
2. They shall be companies working with government for past 3 years or should have completed at least 5 government or government institution computerization projects.

Responsibilities of TSPs

- To carry out pre-feasibility study of the concerned department and to suggest complete plan for computerisation.
- To prepare tender documents for the procurement of necessary hardware and peripherals in consultation with the user department and the department of information technology.
- The TSP shall also be responsible to administer the shrink-wrapped software on direct hardware purchase.
- To carry out inspection of IT products procured and to certify the efficiency of the product.
- To carry out installation/commissioning of the IT products procured
- To provide onsite support for the hardware, software peripherals, etc.
- To carry out software development, customizing of package software and imparting necessary training to concerned personnel.
- To provide annual technical support to ensure smooth operation of the entire system.
- The TSP shall provide guarantee to the software development for a period of 5 years. The amount of such performance guarantee shall be equivalent

to 10% of the total payment made to the TSPs by the department. This guarantee will be in the form of a bank guarantee and should be provided to the department before full and final payment to TSPs

- The TSP shall also conceive and implement an orientation and training on basic computer concepts, operating systems, office automation software, communication, messaging software , network administration and application software. Ideally this would be done through local training institutions. The TSP shall draw the curriculum for such training and also ensure that the training is delivered in an effective manner.

Companies shall submit offer of interest to Information Technology Department. Also, in order to avoid unnecessary delay in the process, companies may be directed to submit a proposal with details of resources available & charges/rates applicable for different items of work. This shall be supplemented with information regarding years in existence, turnover during last two/three years, details of similar work done elsewhere etc. The format in which rates can be offered is enclosed. The rates should comprise of the TA & DA of the employees of the company who will be deputed for the work.