Policy Guidelines for availing IT / ITES solutions, projects, products and related services.

Government of Gujarat,
Science and Technology Department,
G.R.No. TSP-2004-808-DST
Sachivalaya, Gandhinagar
Date: 30th July, 2004

Read: 1.   GR No. TSP-2000-11-ITD of IT Division, General Administration Department dated 28-04-2000.
2. GR No. IPR-2003-159-DST of Science & Technology Department, dated 06-06-2003.

Preamble:

The State Government has declared the Guidelines for Computerization by availing IT related services vide G.R. read at (1) & (2) above.

Resolution:

The State Government is now pleased to announce the following guidelines for availing IT solutions, products, software and services. This GR will be applicable to all Government Departments, HoD's, Boards, Corporations, Rural/Urban/Local Bodies loosely referred to as Organizations. The Organizations may obtain IT solutions/systems (turnkey/end-to-end/piecemeal/integrated); products; and services including running of systems and non-core ITES, through IT vendor(s).

A.   Role of the Organization:

1.   *Organization will form a IT Committee comprising of Head of Organization, Finance/Accounts Rep., CIO/Tech Rep. of Organization, subject experts, Rep. of Deptt. of S&T and Rep. of GIL. However, if a budgetary estimate is more than Rs. 1 crore, Secretary of parent Department, Secretary (Deptt. of S&T), Secretary (Expenditure) and MD GIL shall be included in the IT Committee. The IT Committee is empowered to take decision on all procedural and technical matters.*

2.   *Organization will prepare a comprehensive 'IT Action Plan' and identify/prioritize projects that are critical to delivering services to citizens or increasing revenues or improving internal processes. The IT Plan of the apex organization should encompass IT Plans of the lower organizations and avoid conflicting technologies/ approach.*

3.   *A project Approach within the overall IT Action Plan and adhering to common standards will yield the best results.*

4.   *Organization may also designate Project Sponsor/Champion and form a Project Team or Core Committee for assisting, coordinating and monitoring projects.*

5. *Organization must ensure that the completion time (including administrative/financial approvals) does not exceed 12 month even for large projects. If any project takes more than 12 moths to complete, specific sanction of DST should be taken.*
6. *Organization/GIL may obtain full/shared/restricted IPR/Copyrights from IT vendor.*
7. *Organization may, at its discretion, refer to and follow in full/part the guidelines given in "Hand Book on Standard Procedures for Computerization – Volume I" of Gujarat Informatics Ltd.*
8. *If State Government decides to adopt any module / software package etc. in "toto", it will have to be adopted by the concerned department & vendor.*

B. Guidelines for selection of IT Vendor:

1. *IT Vendor may be selected through an open tender system.*
2. *IT vendor should have at least 3 years current experience in similar IT projects/solutions.*
3. *IT vendor should have minimum 5 times turnover of the cost of the IT project estimated by the Organization/GIL, from similar activity in each of the 2 preceding years.*
4. *IT vendor must have relevant standard quality certification like CMM (level 3 or above) or appropriate ISO 9001:2000.*
5. *IT Committee will scrutinize techno-commercial offers and evaluate capability of vendors through presentations, demonstration, documents etc.*
6. *IT Committee will open financial bid for technically qualified vendors with a minimum technical qualification of 60%. IT committee can decide to raise its higher limit depending on its needs. Work order will be awarded to lowest (L1) bidder. Less than 3 vendors may be accepted in case of re-tendering or if project/solution cost is less than Rs. 50,000 in open tendering.*
7. *No vendor will take more than 5 assignments concurrently.*

C. Role of GIL and Standardization in IT Projects:

1. *GIL will be the nodal standardization agency on behalf of the GoG. It will define standards in technology/platform, database, coding, usage of Gujarati Software, security, system documentation, manuals, etc. Standardization is vital to ensuring seamless sharing of information and resources in multiple platform/technology/vendor environments.*
2. *All organizations will consult GIL on Standardization issues for all IT Projects/Solutions/Products/Services. A fee @ of 1% of the project cost or as mutually agreed (for free projects) will be payable to GIL for this role.*
3. *GIL may act as nodal agency for providing IT consultancy to Organizations. The consultancy role should not be given to the vendor/agency that undertakes the actual development or implementation work to avoid conflicts/compromises.*
4. *The services of GIL are on a charge basis as per IT policy of GoG. The consultancy charge should not normally exceed 10% of total project*

cost. This would be inclusive of percentage charges mentioned elsewhere.

5. *GIL will act as a Central Purchase Organization for procurement of ready software (OS, Databases, Packages, Anti-Virus, Security etc.). This will enable GoG to get better pricing through volume discounts and ensure standardization. GIL may charge 3% of order value.*

6. *GIL will monitor status of IT solutions/projects/products in all Organization and disseminate periodical reports/synopsis.*

7. *GIL will be the nodal agency to keep all IPR/Copyrights of software/applications implemented in Organization.*

8. *GIL will manage and administer Gujarat State/District Hosting Centers (server farms) and provide comprehensive set of centrally managed services. All Organizations, as far as possible, will use these for hosting their websites, databases, applications etc.*

9. *GSWAN would be the default backbone for all IT projects/solutions. DST may give exemptions on a case-to-case basis.*

D. *Bid Security, Performance Guarantee and Payment Terms:*

a) *Organization will obtain a Bid Security from vendor amount of up to 5% of estimated project value, in the form of bank guarantee from the Nationalized/Scheduled bank. Similarly, Performance Guarantee will be obtained for the validity period of the project for 10% of the Project Cost.*

b) *Organization should follow the payment schedule, for release of payment to vendors, as given below:*

   1. *25%   on acceptance of System Requirement Specifications and System Design Documents (SRS and SDD).*

   2. *35% on successful installation of software on user's platform and generation of test reports as well as submission of systems manual and user's manual (operational Manual) in three sets.*

   3. *25% on account of user's training and implementation of software with successful completion of first parallel run.*

   4. *15%   on successful completion of two months implementation report.*

c) *Payment for services like Data Entry, Data Collection, Data Conversion, Database quality assurance Document Imaging, etc. will be against actual cost of work completed.*

d) *The IT Committee may make appropriate changes in the payment schedules, bid security or performance guarantee on a case-to-case basis. The reasons for changes must be recorded in the minutes of the meetings.*

E.   If Government department / HOD's / Board / Corporations / Society or any Agency /   entity of the State Government intend to availing IT / ITES solutions, projects, products & related services with the Government organizations like GIL, NIC or INDEXt-B, the above open bidding procedure will not be attracted.

F.   **Validity:**

This GR is valid till further instructions are issued.

This issues with the concurrence of the Finance Department dated 28-6-2004 on this Department file no. TSP-2000-808-ITD.

By order and in the name of the Governor of Gujarat,

Vagmin Buch
Joint Secretary (S&T)
Science & Technology Department.

To:

The Secretary to the Governor, Raj Bhavan, Gandhinagar.
The Principal Secretary to the Chief Minister.
The Personal Secretaries to all Ministers.
The Personal Secretary to the Leader of Opposition Party in Gujarat Legislative Assembly, Gandhinagar.
Managing Director, Gujarat Informatics Ltd., Gandhinagar.
National Informatics Center, Block No.13, New Sachivalaya, Gandhinagar.
All Secretariat Department.
The Secretary, Gujarat Vigilance Commission, Gandhinagar.
The Secretary, Gujarat Public Service Commission, Ahmedabad.
The Secretary, Gujarat Legislature Secretariat, Gandhinagar.
The Registrar, Gujarat High Court, Ahmedabad.
The Secretary, Gujarat Civil Services Tribunal, Gandhinagar.
All Heads of Department.
All Heads of Office.
All Collectors.
All D.D.Os.
The Accountant General, (A&E),Gujarat, Post Box No.220, Rajkot.
The Accountant General (A&E), Gujarat, Ahmedabad branch, Ahmedabad.
The Accountant General(Audit)-1, Gujarat, M.S.Building, Ahmedabad.
The Director of Accounts & Treasuries, Gandhinagar.
All Treasury Officer.
Al Pay & Accounts Officers, Ahmedabad/Gandhinagar.
Resident Audit Officer, Ahmedabad/Gandhinagar.
Select file, S& T Deptt.