

Empanelment of Information Technology Service Provider
Instruction Booklet

1. EMPANELMENT:

With a view to take advantage of the vast pool of available skills in the private IT sector in Maharashtra and elsewhere and also to procure the latest technology in this field, the government of Maharashtra is seeking to empanel IT Solution Providers. This process will yield the list of registered Information Technology solution providers in different categories. **This list will be valid up to 30th June 2006.**

2. CATEGORIES:

2.1. It is proposed to empanel ITSP's for 7 broad categories and detailed 15 categories. The categories, their qualifications, along with the type of work that may be entrusted to them are given in **Annexure 1.**

2.2. The categories may be changed by DIT as and when required. In such case, the registered ITSPs in consultation with the ITSP, will be accommodated in the new category, which the government thinks appropriate.

3. RULES FOR EMPANELMENT:

3.1. The interested applicant can apply for empanelment in the appropriate category by visiting <http://www.maharashtra.gov.in/itsp> web page. The application form has two parts, a. General Application Form For Empanelment and b. Category Specific Application Form. The General Application Form For Empanelment contains four additional annexures namely annex1. Location of offices in Maharashtra, annex2. Relevant Employee Details (related to categories applied for), annex3. Details of Projects undertaken/ completed for Departments of Government of Maharashtra, annex4. Details of Projects undertaken/ completed for other clients. The General Application Form has to be submitted on the web site first. After successful submission of forms at the web site, printout of each page should be obtained for hardcopy submission. The Category Specific Forms are to be submitted in hard copy only after obtaining print outs from the Download Forms section of the site.

3.2. The hardcopy submission has to be made at the Directorate on or before 7th June 2003 for consideration of empanelment in the first batch. Notice for empanelment in subsequent batches will be announced separately.

3.3 The hardcopy submission must contain completely filled "General Application Form for Empanelment (along with all of its annexures), containing supporting documents for each of the statement made in the forms in one envelop. "Category Specific forms" should be contained in a separate envelop accompanying the requisite Demand Draft (for registration fee) drawn in the name of Director, Directorate of Information Technology, Mumbai and necessary supporting documents not already submitted with the "General Form". Each page of hardcopy submission must be signed by authorized signatory.

3.4. The Registration fees is as follows :

CATEGORY	AMOUNT
A, B1, B2, C1, E1, F	Rs.20,000/-
B3, B4, C2, C3, C4, D, E2, E3, G	Rs.10,000/-

3.5. The Registration fee for the specific category for which the applicant fails to get empanelled initially, will be refunded.

3.6. Only applicants with adequate qualifications will be finally empanelled for a specific category. The minimum requisite qualifications for each category are given in Annexure 1.

3.7. Directorate of Information Technology will evaluate the technical capabilities of the applicant in consultation with members of committee of experts set up by the Directorate. The Directorate reserves the right to visit the offices of the applicant organizations and to seek information from their previous customers while evaluating the applications.

3.8. The financial health of the applicant will also be scrutinized by DIT.

3.9. The applicant may apply for multiple categories. While applying for registration in multiple categories, the requisite Category Specific application form should be submitted in hardcopy (printout of the form) along with the Registration fee and necessary support documents in a envelop, and the same way additional envelops should be submitted for each category at the Directorate, for which registration is sought.

3.10. If an applicant is selected for Level 1 of a subcategory, it will be entitled to participate in tenders/jobs of Level 2 for the same subcategory of same description. However, an applicant empanelled for Level 2 of a subcategory will not be qualified to take up job of Level 1 in that subcategory.

3.11. The list of "Empanelled ITSPs" will be dynamic in nature and the DIT reserves the rights to include organizations in the list from time to time. The performance of the ITSP's will also be reviewed periodically and those ITSP's who do not perform satisfactorily can be deregistered after giving an opportunity of being heard.

3.12. An ITSP may opt for being deregistered before the expiry of period for which the empanelled is valid. The registration fees will however not be refundable. The IT Solution Providers shall not concurrently take more than three assignments at any point of time.

3.13. DIT reserves the rights to revise, modify, and amend the conditions mentioned above.

3.14. DIT also reserves the right to reject an application for registration without assigning any reason.

4. PROCEDURE FOR EMPANELMENT:

4.1 **Who can apply:** Any enterprise, partnership, joint venture, company or organization fulfilling the qualifying criteria for the relevant category and not blacklisted by the government are eligible to apply.

4.2 **Joint Ventures (JVs) and Partnership:** The eligibility of a joint venture will be decided on the basis of the turnover and capabilities of the joint venture or the partnership, and not on the basis of the individual parties of the joint venture / partnership.

4.3 How to make application for Empanelment: The Instruction booklet and the necessary forms are available at the Official website of Government of Maharashtra at <http://www.maharashtra.gov.in/itsp>. The electronic submission as explained in para 3.1 has to be made at the web site first and then subsequently, the hardcopy submission has to be made at following address:

Directorate of Information Technology
19th Floor, New administrative building
Opposite Mantralaya
Madam Cama Road
Mumbai-32

4.4 Validity of the empanelment: Irrespective of the date of inclusion of a company in the list, the empanelment will be valid till 30/6/2006. However, DIT reserves the right to extend the validity of the list from time to time.

5. INSTRUCTIONS FOR SUBMISSION:

5.1 The application form consists of two parts:

A) **"General information form for empanelment"**

(along with 4 annexures) to be filled only once by the applicant, irrespective of number of categories he is applying. The General forms are to be submitted on website and also in hard copy. For hardcopy submission, this must be submitted in a separate envelope along with all the supporting documents.

B) **"Application for specific category"** is to be filled up only in hardcopy after taking printout of relevant form from the website. Each category specific form is to be submitted separately and containing all relevant enclosures in a envelope. Applicants seeking registration in multiple categories should submit separate applications for each category in separate envelopes.

5.2 Applicant should note that each page of hard copy submission must be signed by the authorized signatory.

5.3 Each envelope needs to be suitably super scribed in bold capital letters "Application for Empanelment – General Information" or "Application for Empanelment -Name and Category". Demand Draft for Registration Fee should be enclosed in the envelope containing application form for the specific category. Afterwards both types of envelopes should be kept in a large envelop superscribed with Company Name and "Application for Empanelment: 2003-2006".

5.4 In case of any discrepancy between the information submitted in electronic form and that submitted in hard copy, the information in duly signed hard copy shall be considered to be final. However, DIT may keep such applications pending till the information is corrected by the Applicant on the web site.

5.5 An application for empanelment will be considered valid only if the General forms have been submitted at the website of Government of Maharashtra as well as necessary application form along with the fees and the relevant documents are received physically in the Directorate.

5.6 Who can sign:

- (a) Individual may sign if the applicant is a single entrepreneur.
- (b) In case of a proprietary firm, proprietor may sign and affix a rubber stamp.
- (c) In case of a partnership firm, all partners, or any one of the partners duly authorized, or a manager with the power of attorney may sign.
- (d) In case of a company, signatures should be of a person who has been given the power of attorney to sign on behalf of the company in accordance with the provisions of its Articles of Association.

The following documents, as applicable, may be attached to show that the application form has been signed by an authorized person:

- (a) Power of attorney in case of authorization.
- (b) Registered Partnership Deed or JV Agreement.
- (c) In case of a SSI Unit, permanent SSI Certificate.
- (d) In case of Limited company a copy of the Articles of Association.

5.7 Last date for submission: The first list of ITSP's will be based on the applications received on or before the 7th June 2003. The Directorate will normally take up a fresh scrutiny of the applications every six / twelve months. Fresh notification will be issued for the above.

5.8 Important Instructions: For each category, attested copies of the relevant support documents should be included. Applications without relevant support documents will be summarily rejected.

6. Rights to empanelled ITSP's:

6.1 This procedure only provides a list of empanelled IT solution providers for the government departments. Mere entry in the list of ITSPs does not guarantee any work being awarded to the ITSPs.

6.2 The empanelled ITSPs will be eligible to participate in all limited government tenders relevant for the category. This empanelment will enable the departments to dispense away with the procedure to evaluate the technical capability of the bidders.

6.3 The empanelled ITSPs will also be eligible for receiving tender notices from the concerned government departments. The departments may choose to call for tenders from all or any of the ITSPs from the relevant category.

6.4 The ITSP's will have to participate in a limited competitive bidding according to the procedure as prescribed by the department. Work will be awarded only to successful candidates based on the criteria to be decided by the concerned department.

6.5 The government departments may procure services or equipments by following procedure as decided by them. This includes the right to go for open tendering process without any special consideration for the list of empanelled solution providers.

6.6 After the ITSP is selected for a particular project, the department will enter into a contract with the ITSP to protect the mutual interest covering performance, penalties etc. A model agreement will be provided by DIT and such a contract shall be binding upon the ITSP. The departments are free to incorporate various conditions in the contract depending upon the

requirements of the project. The project shall be executed by the ITSPs as per the provisions of the contract.

6.7 A Bank Guarantee for performance of the contract shall also be required to be furnished by the IT solution provider in favour of the respective department.

7. REMOVAL FROM THE LIST:

7.1 DIT reserves the right to remove an ITSP from the empanelled list. This will usually be done if the ITSP has failed to comply with the existing government orders, violates IPR issues, fails to supply the source-code and documentation to DIT, fails to keep commitment regarding deliverables to any govt. department, or undertakes in any unfair practice.

7.2 DIT reserves the rights to scrap the whole list of empanelled vendors at any point of time without giving any notice to any of the concerned parties, or assigning any reason.

8. QUERIES:

All queries relating to this procedure and filling of Application form should be directed to Director, DIT in writing.

9. DISPUTE RESOLUTION:

In case of any dispute regarding the empanelment procedure an appeal shall lie with the Chief Secretary, Government of Maharashtra, and his decision will be final and binding.

Annexure 1

Categories of IT Solution Providers

CATEGORY A: TECHNOLOGY CONSULTANTS

Code	Description	Overall Qualifications	Types of works that will be offered
A	Technology Consultant	<ol style="list-style-type: none"> 1. Experience as Technology Consultants for a Government or a large organization. 2. Having wide experience in computerisation of large organisations. 3. Capability to lay down and enforce standards of design, version control, documentation, etc 4. Capability to lay down security standards and conduct audits 5. Should be a company with an annual turnover above Rs. 10 crore in the previous financial year from the similar business. 6. SEI-CMM level 4 or above certification. 	<ol style="list-style-type: none"> 1. To be engaged as Apex Consultants by the Government or a large organization. 2. To propose architecture and standards to be adopted in new computerisation projects to bring about interoperability within the organization and with the computerisation in the State. 3. To study existing status of computerisation and suggest various alternatives for future computerisation. 4. Overall co-ordination and award of work to ITSP's. 5. Quality control of deliverables of ITSP's on behalf of GOM/ Department. 6. Lay down security standards and conduct periodic security audits of systems.

CATEGORY B: SOFTWARE SOLUTIONS PROVIDERS

Code	Description	Overall Qualifications	Types of works that will be offered
B1	Turnkey Solution Provider (TSP), Level 1	<ol style="list-style-type: none"> 1. SEI-CMM Level - 4 Certification; or SEI-CMM Level - 3 / ISO 9000:2000 for S/W development and executed minimum 2 projects successfully for departments of GOM along with systems development & provided source code and documentation confirming to IEEE/ISO standards & to the satisfaction of user & IT department. 	<ol style="list-style-type: none"> 1. Projects containing inter-departmental information flow over a WAN for statewide implementation. 2. System Requirement Study, Re-engineering for departmental computerization. 3. Project to include all types of software development, suggesting hardware procurement and installation, networking design and installation, training implementation, maintenance of software, etc. 4. Ultimate deliverable will be usage

		2. Annual turnover from similar software business for previous year above Rs. 10 crore	and ensuring identified improvement and enhancement in service levels, rather than developing software and providing some training. 5. All software modules shall be accompanied with detailed documentation along with source codes. Documentation shall be self sufficient for a new user / administrator to operate / administer / maintain the System without external assistance. 6. No financial limits.
B2	Turnkey Solution Provider (TSP), Level 2	1. SEI-CMM Level 3/equivalent certification; or SEI-CMM Level 2 certification and Executed at least 2 projects for any department of GOM and should have carried software development and documentation as per standards such as IEEE/ISO & to the satisfaction of user & IT department. 2. Annual turnover from the software development business should be above Rs. 50 lakhs in previous financial year.	1. Projects involving statewide computerization of a department but with minimum interaction with other departments. 2. Consequent Hardware procurement, networking, training, implementation of medium projects of contract value up to 5 crores. 3. No Financial Limits.
B3	Software Developer , Level 1	1. Completed development of two software projects with different departments of GOM & handed over documentation & source code confirming to IEEE/ISO standards to the satisfaction of user & IT department. 2. Annual turnover from the software development business should be above Rs. 50 lakhs in previous financial year.	1. Software projects upto Rs. 10 lakhs. 2. Consequent hardware procurement, Networking, Training, implementation etc. with project cost upto 50 lakhs
B4	Software Developer , Level 2	1. Inhouse software development capacity. 2. The company must be in the field of software development project for more than one year & worked for at least two clients with a turn over above 5 lakhs. 3. Turn over should be above 10 lakhs in previous financial year.	1. Development of location specific software. 2. Projects having software component having value upto Rs.2 Lakhs 3. Consequent hardware procurement, training to cost less than 5 Lakhs

CATEGORY C: WEB, GIS and MULTIMEDIA SOLUTION PROVIDERS

Code	Description	Overall Qualifications	Types of works that will be offered
C1	Web Developer, Level 1	<ol style="list-style-type: none"> 1. The applicant must have developed atleast two interactive, dynamic web sites presently operational, which have features for online application (forms, Registration etc.), submission and online monetary transactions. 2. URL Registration details of such site must be furnished along with a letter of satisfaction issued by the company. 3. Turnover above Rs.50 lakhs for the previous financial year from web business. 	<ol style="list-style-type: none"> 1. Web Development Projects (Internet & Intranet) and maintenance, with backend database updating facility and with e-commerce capabilities. 2. Hosting of web sites with adequate security features, dynamic updating, tying up with financial institutions. 3. No financial limits.
C2	Web Developer, Level 2	<ol style="list-style-type: none"> 1. The applicant must have developed two currently operational interactive & dynamic sites for organisations having annual turnover above Rs. 20 lakhs. 2. URL Registration details of such site must be furnished along with a letter of satisfaction issued by the company. 3. Turnover (in Lakhs) above Rs.10 lakhs for the previous financial year from web business. 	<ol style="list-style-type: none"> 1. All web development projects where backend database may not be modified through the Internet. 2. Projects costing less than Rs. 10 Lakh.
C3	GIS Solution Provider	<ol style="list-style-type: none"> 1. Should have handled at least 2 GIS projects of a value above Rs. 5 lakhs each. 2. Turnover above Rs. 10 lakhs from GIS services business alone in the previous financial year. 	<ol style="list-style-type: none"> 1. Software solution providing depiction on map of attributes relating to land and creation of land master database. 2. Digitisation of maps & geo referencing of all types of spatial data. 3. No financial limits.
C4	Multimedia Solution Provider	<ol style="list-style-type: none"> 1. Completed two multimedia projects for the company's having turnover above Rs. 10 lakhs. 2. Annual Turnover from the multimedia business above Rs. 10 lakhs in previous two years. 	<ol style="list-style-type: none"> 1. Informative Audio-Visuals preparation, Multimedia presentations, Computer based Multimedia Tutors (CBT) for customized application. 2. Contents for schools, educational institutions, etc for course ware, general knowledge, training & testing.

CATEGORY D: NETWORKING HARDWARE & SOLUTION PROVIDERS

Code	Description	Overall Qualifications	Types of works that will be offered
D	Network Solution Provider	<ol style="list-style-type: none">1. Original Manufacturer of active and passive components or an authorized integrator.2. Expertise in setting up LAN and WAN.3. Capable of laying optical fiber cables (both indoors and outdoors).4. Executed atleast 2 networking projects with computers exceeding 200 in nos. and involving the supply, installation, commissioning and certification of LAN active and passive components at the client site.5. Turnover of at least Rs 1 Crore from this business for each of the last 2 years.	<ol style="list-style-type: none">1. Design and Development of networking2. Implementation of networking solution in the state

CATEGORY E: SERVICES PROVIDERS

Code	Description	Overall Qualifications	Types of works that will be offered
E1	State Level Facility Management	<ol style="list-style-type: none">1. ISO 9001 certification for facility management.2. Worked successfully for atleast 2 different organisations having atleast 200 nos. of desktops and servers.3. Turnover (in Lakhs) from this service alone should be above 50 lakhs in last 2 years.	<ol style="list-style-type: none">1. Implementation support for computerisation projects in the state.2. Maintenance and support of hardware and networking equipment.3. Application software training and support.4. Anti-Virus services.5. Office automation support6. Statewide Database administration
E2	Regional Facility Management	<ol style="list-style-type: none">1. The applicant must be in the field for 2 years.2. Turnover from this job alone should be atleast Rs. 10 lakh for the last 2 years.	<ol style="list-style-type: none">1. Maintenance and site support of existing Systems.2. Implementation support in a District or a single location.

		<p>3. Worked successfully for atleast 1 organisation having servers & no. of desktops at least 20 within last 2 years.</p>	<p>3. Application Training and support.</p> <p>4. Database administration up to district level.</p> <p>5. Usually for organisations with less than 100 computers.</p>
E3	Data Entry and Document Management	<p>1. Successfully handled two projects for 2 different organisations, relating to Data entry & document management (Indexing, Keyword search, Archiving etc.)</p> <p>2. Experience in Data Entry, Document Management, DTP, Scanning of documents for at least two years. Turnover of at least Rs 25 Lakhs from this business during each of the last two years.</p> <p>3. Own setup with adequate infrastructure and staff essential.</p>	<p>1. Data Entry and Document Management</p> <p>2. Desk Top Printing</p> <p>3. Printing Services</p> <p>4. Scanning Services & OCR Services</p>

CATEGORY F: APPLICATION SERVICE PROVIDER

Code	Description	Overall Qualifications	Types of works that will be offered
F	Application Service Provider	<p>1. Capability to invest at least Rs 10 crores out of which at least Rs 1 crores should be from own resources.</p> <p>2. Previous experience in supply and maintenance of computer related equipment.</p> <p>3. Previous experience in operating such out-sourced computerised operations of contract value above Rs. 20 Lakhs.</p> <p>4. In house capability in software development will be an added advantage.</p>	<p>1. Complete departmental computerisation with providing hardware (and software solutions) at own cost and recovery of cost through the service/transaction charges for services provided to the department.</p>

CATEGORY G MISCELLANEOUS SOLUTION PROVIDERS

Code	Description	Overall Qualifications	Types of works that will be offered
G	Miscellaneous Service Providers (Any IT service not listed above in above categories)	<ol style="list-style-type: none">1. DIT reserves the right to accept the applications based on the perceived requirements of the services offered.2. The qualifications will be decided on a case to case basis.3. The items must not be purely a hardware device.	Any IT service not listed. Such as: <ol style="list-style-type: none">1. CD Replicators2. Information kiosks3. Data display items4. Others