

**Government of Haryana**  
Department of Industries & Commerce

Supplies & Disposals  
J 9, Sector 10, Panch

27 OCT 2016

Order

Endst. No.2/2/2016-4I B II

Dated, the 27/10/2016

CEMS-7439

**Subject:-** e-Procurement system through NIC Portal for the State Government and its agencies for procurement of (i) Goods & Stores, (ii) Works, and (iii) Services ensuring functionality and other issues at par with other MSP i.e. M/s Nextenders regarding.

The State Government in Industries & Commerce Department vide its order No. 5/1/2014-4IB-II dated 11.02.2014 designated Supplies & Disposals Department Haryana as Nodal Department for the implementation of Centralized e-Procurement/ Disposals system on the Single e-Procurement Portal <https://haryanaeprocurement.gov.in>. managed by MSP M/s Nextender.

Further, the State Govt. vide its order No. DS&D/Admn/Single Portal/2014/14460-630 of dated 29.01.2015 decided that all the Govt. Departments/ Boards/ Corporations will switch over to online tendering by using the solution developed by NIC or Nextender by using the following URL.

- (i) <https://etender.hry.nic.in>
- (ii) <https://haryanaeprocurement.gov.in>

Whereas the duties/ responsibilities of the Nodal Department and M/s Nextender ([haryanaeprocurement.gov.in](https://haryanaeprocurement.gov.in)) were clearly laid out as in Govt. instruction No. 5/1/2014-4IB-II of dated 11.02.2014, but duties/ responsibilities of Nodal Department and NIC ([etender.hry.nic.in](https://etender.hry.nic.in)) as Managed Service Provider (MSP) Agency were inviting attention of the State Govt. since some time. The same has been considered by the State Govt. and are as under:-

1. **Responsibilities of the NIC ([etender.hry.nic.in](https://etender.hry.nic.in)) as Service Provider Agency:**
  - 1.1 Nominate a senior person as a Project Manager, who will serve as the single point of contact and shall attend all meetings/ clarifications related to the NIC etender portal;
  - 1.2 Finalize the detailed requirements and suggest (implement) processes for on-boarding of Departments/ Organization of the State who intend to board their e-portal.
  - 1.3 To ensure a qualified technical team to manage the portal;
  - 1.4 Ensure that the e-Procurement solution is consistent with applicable guidelines of Government of India viz. Guidelines for compliance to Quality requirements of e-Procurement System etc;
  - 1.5 Develop Test Plan (covering test cases and expected results), prepare test data, carry out necessary acceptance tests including security certifications (as may be applicable) and report the test results including satisfactory conformance to requirements. All tests should be correlated to the functional requirements;

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- 1.6 Provide appropriate hardware and software for the portal;
  - 1.7 Provide Comprehensive User Manuals (both for departmental user and vendors);
  - 1.8 Reconciliation of the receipts/ refunds of EMD, Tender Fee and any other online payments
  - 1.9 Develop Data Migration approach and plan, and migrate data;
  - 1.10 Impart training to the end users (including workshops for the Vendors) and also develop Training Material (inclusive of a computer based training kit). Training to departmental users is to be provided at the concerned user department headquarters. Training material required for training is to be provided by the Service Provider (to be provided centrally in the Nodal Department);
  - 1.11 Operate a centralized help desk with phone and email facility for vendors as well as internal users during the period of operations;
  - 1.12 Develop Administration Manual along with Backup and Restoration procedures;
  - 1.13 The Service Provider NIC (etender.hry.nic.in) shall provide necessary modifications to the solution in conformity with the State's Procurement and IT policies, fix software defects, enhance the software as per agreed plan and provide such other technical support and hand-holding necessary for the smooth functioning of the overall solution on their portal in conformity with the standard performance criteria during the operations and maintenance period;
  - 1.14 To upgrade the applications aligned with the Industry trends, Appropriate technology upgrade is expected to be performed during year 3 or 4;
  - 1.15 The Service Provider NIC (etender.hry.nic.in) shall make good any defects and shortcomings in the software that is part of the standard requirements as applicable to other MSP i.e. M/s Nextenders;
  - 1.16 In the event of a major scope change involving significant time and effort over and above routine operations and maintenance, the Service Provider shall facilitate the assessment of impact to technical matters and timelines. Further, the Service Provider shall implement these changes after obtaining approval from the competent authority;
  - 1.17 Conduct third party audit and assessments, as and when required;
  - 1.18 Submit period reports and support reviews as may be necessary and agreed.
- 2. Responsibilities of the Nodal Department (DS&D):**
- 2.1 Designate a Nodal officer for inter action with MSP NIC;
  - 2.2 Carry out project tasks which fall under the Departmental responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance etc;



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- 2.3 In case any payments are involved between the Service Provider NIC (etender.hry.nic.in) and concerned Departments/ Govt. Agencies, Coordinate for timely settlements of the same;
  - 2.4 Provide the required timely access to personnel, test data, clarifications, decisions and to resolve any issues as may be necessary for the Service Provider to carry out their obligations as 2<sup>nd</sup> MSP;
  - 2.5 Report/ escalate technical issues to the Service Provider's personnel for resolution;
  - 2.6 Raise formal requests for changes to the software and confirm to the agreed process in approving and implementing these changes;
  - 2.7 Facilitate the 2<sup>nd</sup> MSP in implementation of eProcurement including on-boarding of the user departments/ organizations;
  - 2.8 Take over the operations and participate in transition of the solution to Haryana State Data Center by the Service provider at the end of operation period if hosted outside.
3. **Responsibilities of the User Department/ Organisation:**
- 3.1 Nomination of a nodal officer for the department/ organization for on-boarding to eProcurement System;
  - 3.2 Carry out project tasks which fall under the user department responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance etc.;
  - 3.3 Report technical issues/ problems to the personnel of the Service Provider Agency for resolution;
  - 3.4 It is expected that the nodal officer and the staff dealing with the procurements of the Department/ Organization at the HQ would get familiar with the operational requirements of the system during the handholding period of three months. It is further expected that these eProcurement professionals would be able to train and extend necessary operational assistance to their respective field offices. However, in case of any problems in this behalf during the initial operations period, the user department/ organization can opt for eProcurement facility Management support beyond three months of the built-in handholding support. The cost for the same would have to be borne by the user department at the rates determined in this behalf;
  - 3.5 Office space for the purpose of training, equipment required for the training i.e. projector, desktops etc are to be provided by the Nodal/ user Department, as the case may be;
  - 3.6 Raise formal requests for any changes to the application and forward the same to Nodal Department and conform to the agreed processes in approving and implementing these changes;

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- 3.7 Facilitate the Service Provider for on-boarding of the user department/ organization;
- 3.8 Facilitate acceptance testing, roll-out of the project including any Internal (organizational) issues that needs to be addressed for this purpose.

The above instructions may be brought to the notice of all concerned.

Dated: 21/10/2016


Devender Singh  
Principal Secretary to Government Haryana,  
Industries & Commerce Department

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Dated, the 27/10/2016

A copy of the above is forwarded to the following for information:-

1. All the Administrative Secretaries to Govt. Haryana.
2. All the Heads of Departments, Govt. of Haryana.
3. All the MDs/ CEOs of Boards/ Corporations/ Federations in the State of Haryana.
4. All the Divisional Commissioners in the State of Haryana.
5. All Deputy Commissioner in the State of Haryana.
6. The Registrar, Punjab & Haryana High Court, Chandigarh

  
Superintendent Industries-II,  
For Principal Secretary to Government Haryana,  
Industries & Commerce Department

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A copy of the above is forwarded to the following for information and necessary action:-

1. Director, Supplies & Disposals, Haryana, Panchkula.
2. Director-cum-Special Secretary, Electronics and Information Technology Deptt.
3. State Information Officer (SIO), NIC, Haryana Civil Secretariat Sector-1, Chandigarh

  
Superintendent Industries-II,  
For Principal Secretary to Government Haryana,  
Industries & Commerce Department