Haryana Government
Industries & Commerce Department

Government Order
No. 5/1/2014-4/8-II Dated 11-2-2014

Subject: Implementation of e-Procurement system through single Web portal for the State Government and its agencies for procurement of (i) Goods & Stores, (ii) Works, and (iii) Services.

1. Introduction:

1.1   Various departments of the Government, its Boards, Corporations and Federations have been procuring goods and store items, works and services from time to time as an essential part of their core functions and development projects. However, it has been observed that while certain departments/ state agencies have been undertaking their procurements using the information and communication technology yet the current procurement practices widely vary across different procuring departments/ agencies. Some departments are still continuing with manual tendering system for their procurements. It has also been noted that most of the indenting/ procuring departments have been publishing their DNITs in the print media, albeit shorter version thereof. Observing that the current practices offer a scope for substantial improvement in the procurement systems, it has been decided to process all purchases of Goods & Stores, Works & Services of the Government departments and its agencies using a single web portal with the objective of introducing uniformity in the procurement processes and enhancing efficiency and transparency in procurement systems.

1.2   The Directorate of Supplies and Disposals (DS&D), being the Nodal Agency of the Government for procurement and disposal of stores, had been designated as the nodal department for implementation of a centralized eProcurement/disposal system. Accordingly, the DS&D had floated a RFP for selection of the Service Provider agency for development & management of a single eProcurement Portal. Having completed the process of engagement of the agency following a competitive bid system, in which M/s Nextenders India had emerged as the successful bidder, the High Powered Purchase Committee (HPPC) approved the proposal in its meeting held on 20.11.2013. The DS&D has accordingly signed the agreement with the selected agency on 06.01.2014. The contract period of the said agency will be five years.

2. Applicability of the Project:

2.1   The eProcurement system is envisaged to cover procurement and disposal of Goods & Stores, contracting of Works and engagement of Services, and Disposal and Auctions of the entire State. The eProcurement System shall cover following transactions:-

Haryana Government
Industries & Commerce Department

(i) For purchase/procurement of Goods, Plants, Equipments, Machinery, Medicines, Medical and Surgical supplies, Construction material, Printing and Stationary items, all type of Vehicles, Furniture and Fixtures, all type of store items etc.

(ii) All type of civil construction works (including roads, bridges and buildings), all types of irrigation and water supply related works, electrification /electrical works, and all types of turnkey projects etc;

(iii) All type of Service contract, Transportation contracts, engagement of Consultants, Hiring/Outsourcing of required services etc;

(iv) Disposal/Auction of old plants, Equipments, Machinery, Buildings, Vehicles, Furniture and Fixtures etc;

(v) Auction of lands/ commercial plots of the Government and various development agencies.

2.2   Financial terms and conditions:

(i) The service provider agency will be paid an amount of Rs. 295.50 per bid. This amount will not be payable by the indenting department/organization;

(ii) The amount payable for life-cycle management of the procurement (i.e. from the stage of floatation of bids to the stage of execution of the order/refund of the security) would be Rs. 112.36 per order/rate contract. Again, this amount will not be payable by the indenting Department.

(iii) The Agency will be responsible for initial training of the Department's staff and its hand-holding for a period up to three months within the above determined rates;

(iv) It is expected that the regular staff of the Department is able to operate the system on its own after the initial handholding period of three months. In case may indenting department/organization need to extend the handholding period beyond a period of three months, it will be liable to pay an amount of Rs. 15,000/- per man-month for the support staff from out of their own budget. This amount shall be liable to be increased @ 10% every year.

(v) It has been decided to implement and sustain the project off-budget through levy and recovery of eprocessing charges. Each bid will entail payment of an amount of Rs. 1000/- as the eService Charge by the bidder, which will get credited to the amount of the Society for IT Intative

Haryana Government
Industries & Commerce Department

Fund. The Society shall maintain a separate account for these collections and will be responsible for meeting the related expenditure on Data Centre services, Connectivity and payment of the service charges to M/s Nextenders.

2.3 **Process:**

Detailed guidelines on the processes to be followed by the user departments/organizations would be issued separately in due course.

3. **Deliverables under the eProcurement project:**

3.1 Enabling of hosted solution for e-procurement of any Goods, works and Services for all the Government Departments and the state PSUs of Government of Haryana (GOH). This shall include provisioning of IT infrastructure including computers network and storage; software infrastructure including operating system, required system software, database and eProcurement application. In other words, the Service Provider shall be deploying the complete hardware and software stack to provide eProcurement service.

3.2 The eProcurement portal is envisaged to be a single point access to information on procurements made across various Departments, Boards and Corporations, Each Department shall have a secure separate work area to perform back office functions/ activities related with eProcurement. All the Departments, Boards and Corporations shall upload all tender enquires, their corrigendum and award details as per the schedule given in para 7 below;

3.3 Provide the eProcurement services for a period of five years to the counted from the date of go-live for pilot departments. Supplies and Disposals, PWD (B&R), Public Health Engineering, Transport and Power Utilities will be part of Pilot implementation;

3.4 If required, the Servicer Provider may also provide services of Data Centre (DC) and Disaster Recovery Centre (DRC), for hosting the eProcurement solution;

3.5 The proposed solution shall cover full life cycle of procurements;

3.6 All procurement related data shall be encrypted and stored in a secured format;

3.7 The Service Provider shall provide Training to administrator and User of the Application as well as to the prospective Vendors during each Event;

3.8 Provide Helpdesk support to the vendors and departmental users through a toll-free number;

3.9 Incrementally create and build-up a register database of all vendors/contractors to whom every tender enquiry will flow electronically;

Haryana Government
Industries & Commerce Department

3.10   Complete transition of all assets to the department or designated agency after end of the operation and maintenance phase. This includes all hardware, system software, e-procurement/ application, any other software corresponding license or source code and all e-procurement data as may be applicable.

4.   Responsibilities of the Service Provider Agency:

4.1   Nominate a senior person as a Project Manager, who will serve as the single point of contact and shall attend all meetings related to the project;

4.2   Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit a project plan and keep it updated at all times;

4.3   Finalize the detailed requirements and suggest processes for on-boarding of departments/ organisations for a state-wide roll-out.

4.4   Ensure that the eProcurement solution is consistent with applicable guidelines of Government of India viz. Guidelines for compliance to Quality requirements of eProcurement Systems etc.

4.5   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;

4.6   Provide appropriate hardware and software stack for the deployment of the proposed solution. In case the deployment is done at HSDC or the DC arranged by the E&IT Department, the same shall be done in conformity with the policies and the guidelines of HSDC;

4.7   Provide Comprehensive User Manuals (both for departmental users and vendors);

4.8   Develop Data Migration approach and plan, and migrate data;

4.9   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);

4.10   Operate a centralized help desk with phone and email facility for vendors as well as internal users during the period of operations;

4.11   Develop Administration Manual along with Backup and Restoration procedures;

4.12   The Service Provider shall provide necessary modifications to the solution in conformity with the State's Procurement and IT policies, fix software defects,

Haryana Government
Industries & Commerce Department

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 covered under the scope of the project in conformity with the agreed performance criteria during the operations and maintenance period;

4.13 To upgrade the applications aligned with the industry trends. Appropriate technology upgrade is expected to be performed during year 3 or 4;

4.14 The Service Provider shall place an agreed minimum number of qualified staff at the nodal Department headquarter besides extending back-office technical support from their own centers during the project duration to meet their obligations under this engagement;

4.15 The Service Provider shall make good any defects and shortcomings in the software that is part of the agreed requirements;

4.16 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;

4.17 Conduct third party audit and assessments, as and when required;

4.18 Submit periodic reports and support reviews as may be necessary and agreed;

4.19 At the end of Operations and Support period, assist in smooth transition of the assets i.e. hardware stack, software stack, data and operations to the Department or a designated agency(s). The activities shall be planned in such a way that there is no break/ disruption in service delivery. The department shall be intimated of commencement of the activities well before the end of the operations and support period.

4.20 As part of the Exit Management at the time of handing over of the application to the department, the Service Provider shall ensure that no component i.e. Software and Hardware is technologically obsolete or has reached end of support period;

5. **Responsibilities of the Nodal Department (DS&D):**

5.1 Nomination of a nodal officer for this project;

5.2 Carry out project tasks which fall under the Departmental responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance etc.;

5.3 Make timely payments to the Service Provider;

Haryana Government
Industries & Commerce Department

5.4 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 under this contract (including the work plan);

5.5 Report/ escalate technical issues to the Service Provider's personnel for resolution;

5.6 Provide seating space and basic office amenities viz. furniture, AC environment, Internet etc. to the agreed number of personnel of the Service Provider who will be involved in the course of the project. Recurring expenses viz. Internet, Electricity, water will be borne by the department;

5.7 Raise formal requests for changes to the software and conform to the agreed process in approving and implementing these changes;

5.8 Facilitate the Service Provider in implementation of eProcurement including on-boarding of the user departments/ organisations;

5.9 Facilitate acceptance testing, roll-out of the project including any internal (organizational) issues that needs to be addressed for this purpose;

5.10 Office space for the purpose of training is to be provided by the Nodal/user department. Equipment required for the training i.e. projector, desktops etc. will also be provided by the nodal/user department.

5.11 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;

6. Responsibilities of the User Departments/ Organisations:

6.1 Nomination of a nodal officer for the department/ organisation for on-boarding to eProcurement System;

6.2 Carry out project tasks which fall under the user department responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance etc.;

6.3 Report technical issues/ problems to the personnel of the Service Provider Agency for resolution;

6.4 It is expected that the nodal officer and the staff dealing with the procurements of the Department/ Organisation 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 champions would be able to train and extend necessary operational assistance to their respective field offices. However,

Haryana Government
Industries & Commerce Department

in case of any problems in this behalf during the initial operations period, the user department/ organisation 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;

6.5   Provide seating space and basic office amenities viz. furniture, AC environment, Internet, to the agreed number of Service Provider personnel who will be involved in the course of the project. Recurring expenses viz. Internet, Electricity, water will be borne by the user department/ organisations qua its requirements;

6.6   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;

6.7   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;

6.8   Facilitate the Service Provider for on-boarding of the user department/ organisation;

6.9   Facilitate acceptance testing, roll-out of the project including any internal (organizational) issues that needs to be addressed for this purpose.

7.   Implementation Plan:

7.1   A tentative implementation plan has been agreed with the Service Provider Agency, which is as under:

Phase	Tentative Time-lines for on-boarding to the procurement portal	Departments/ Organisations to be covered
I	15.04.2014	(i) Directorate of Supplies & Disposals; (ii) PW (B&R) Department including HSRDC; (iii) Public Health Engineering Department; (iv) Transport Department including HREC; (v) Power Utilities i.e. HPGCL, HVPNL, UHBN and DHBVN; (vi) HSIIDC; (vii) HUDA; (viii) HSAMB (ix) HARTRON
II	01.07.2014	(i) Health & Medical Education Department including NRHM, Corporations, Medical Universities/ Colleges; (ii) Education Department including HSSPP; (iii) Agriculture Department; (iv) Printing & Stationery Department; (v) Irrigation Department, including CADA;

Haryana Government
Industries & Commerce Department

Phase	Tentative Time-lines for on-boarding to the procurement portal	Departments/ Organisations to be covered
		(vi) Development & Panchayats, including Panchayti Raj;
		(vii) Urban Local Bodies Department
		(viii) Agriculture
		(ix) Haryana Urban Development Authority
		(x) Home Department and Haryana Police Housing Corporation
		(xi) Tourism & Hospitality
		(xii) Housing Board
		(xiii) HAFED
		(xiv) HAREDA
		(xv) Sugarfed
		(xvi) Technical Education Department including Govt. Polytechnics, Govt. Engineering Colleges, Technical Universities of the State
		(xvii) Industrial Training Department
		(xviii) Industries & Commerce Department
		(xix) Animal Husbandry Department including Livestock Development Board
III	01.10.2014	All the remaining Departments/ organisations

7.2   It has been further planned that the procurement related Notices (DNITs, RFPs, RFOs etc.) in respect of all the Departments/ Organisations shall be uploaded on the portal every Tuesday and Friday. The tender notices shall remain on the live registers till the last date of submission of tenders.

7.3   The Nodal Department (DS&D) plans to publish 'Display Public Notices' in different newspapers for some period so as to make it widely known to the potential vendors to the procurement portal for related information in this behalf. This is also expected to obviate the need for publication of individual tender notices by the procuring Departments in due course of time and save on the advertisement expenses.

8.   Accordingly, all Government Departments and Organisations are requested to start preparing themselves for switching over to the single eProcurement Portal. They are also requested to appoint/ nominate their nodal officers at the Headquarters and inform the Director, Supplies & Disposals about their names, designations, contact numbers and email IDs. All future communications pursuant to the issue of this GO shall be exchanged electronically with the nominated Nodal Officers.

Y.S. Malik
Additional Chief Secretary to
Government of Haryana,
Industries & Commerce Department.

Haryana Government
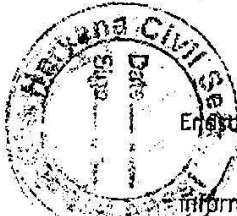### Industries & Commerce Department

-9-

Endst. No. 5/1/2014-4IB-II   Dated 11th of Feb. 2014

A copy is forwarded to the following for information:

1. All the Administrative Secretaries to Government of Haryana.
2. All the Heads of Departments in Haryana.
3. Commissioners, Ambala, Hissar, Gurgoan and Rohtak Divisions.
4. All Managing Directors/CEOs of Boards/Corporations in Haryana.
5. All the Deputy Commissioners & Sub Divisional Officers(Civil) in Haryana.
6. The Registrar, Punjab & Haryana High Court, Chandigarh.

Superintendent Industries-II
for Additional Chief Secretary to Government of Haryana,
Industries & Commerce Department.

Endst. No. 5/1/2014-4IB-II   Dated 11th of Feb. 2014

A copy is forwarded to the Director, Supplies & Disposals, Haryana for information and necessary action w.r.t. his U.O.No.366 dated 28-01-2014.

Superintendent Industries-II
for Additional Chief Secretary to Government of Haryana,
Industries & Commerce Department.