NATIONAL INSTITUTE FOR SMART GOVERNMENT

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Empanelment Process for External Partners For NISG

nisg
Architecting e-Government

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1. INTRODUCTION

The implementation of the National e-Governance Plan (NeGP) by the Government of India has provided impetus to the long-term growth of e-Governance and e-Government in the country. By creating the right governance and institutional mechanisms, setting up core infrastructure and policies, and implementing several 'Mission Mode Projects' at the Central, State and Integrated levels, NeGP seeks to create a citizen-centric and business-centric environment for good governance. More details on the National e-Governance Plan (NeGP) can be accessed at: https://www.meity.gov.in/divisions/national-e-governance-plan

National Institute for Smart Government (NISG) has been playing a key role in the activities relating to strategic planning and implementation of NeGP and other e-Governance projects in the country by providing appropriate advice and inputs to the respective Governments that engage NISG for specific assignments. For more details about NISG and their role in e-Governance in India, please see the NISG website http://www.nisg.org

 As per its corporate policy NISG has been working with external organizations and individuals to support it in various engagements to different degrees. Such external organizations and individuals are identified and empaneled as partners with NISG on the basis of an open process of empanelment. Such partners would help NISG deploy resources *at short notice* without having to follow more time-consuming procurement methods, while maintaining competitiveness and transparency. In this sense, the panel of partners would be a list of pre-qualified organizations /individuals.

For the purpose of this document, all such external organizations and individuals providing consulting, implementation and other specialized services shall be collectively denoted by the term Empaneled Partner (EP). As and when opportunities arise to involve EPs in its assignments, NISG would follow a limited tender process of inviting bids from the already empaneled EPs that possess the requisite domain experience.

Based on its experience so far, NISG has been refining the requirements and eligibility criteria for EPs in order to align this process with NISG's strategic objectives and to bring better focus to the skill-base and the talent pool of such EPs.

2. EMPANELMENT AT NISG

2.1. NEED FOR EP

NISG views EPs in the following areas as strategic resources and as enablers in the achievement of its objectives[1]:

1. Strategic Consultancy
2. IT Project Consultancy
3. Specialized Advisory Services
4. Programme / Project implementation support
5. Capacity Building
6. Research and Analysis

Consequently, in its EP pool, NISG looks for qualities of exceptional consulting abilities, strong technical skills, organizational strength, commitment to e-Governance, and engagement flexibility.

NISG's portfolio of services spans a wide range of projects of national importance. There are large projects that go from conceptualization to implementation. There are consulting assignments that develop the strategic objectives and implementation roadmap for a specific ministry, department, agency or a government program. There are projects where NISG plays the role of a project management advisor to assist its customers in seeing a project through its completion. Such projects could involve developing a large application from ground-up, rolling-out a packaged solution, or the setting up of a large data centre and so on. In addition, NISG provides some niche services like IT security audit and research.

To fulfil these services, NISG needs EP's of varying capabilities, and skill sets. In some big projects, NISG may require the partner to take responsibility for specific deliverables of large magnitude. Therefore, the partner organization could be a big company or a large consulting organization with substantial experience. Small and medium enterprises, start-ups and niche players who can offer superior services in specific niche sectors, geographies or project life-cycle phases play an important role in many projects. Individual experts and small research organizations that could contribute brain-power and specialized knowledge in government e-Governance domain areas

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[1] These areas are described in more details in the subsequent pages.

and technology areas would be valuable in specific situations. With this need-based framework, the EP's are categorized as follows:

1. **Category A:** Large organizations offering sizeable support in big projects.

2. **Category B:** Individuals with specialized and in-depth knowledge in identified areas.

3. **Category C:** Small IT firms, consulting organizations, capacity building organizations offering niche specializations.

The requisite size, skill sets, experience, organizational form, financial and organizational strength for the different categories would differ.

2.2. ROLE OF NISG AND NATURE OF ITS WORK

2.2.1. NATURE OF WORK

- NISG is primarily focused on assignments in Governance / IT sector to Government. As stated above, this covers six areas: (1) Strategic Consultancy, (2) IT Project Consultancy, (3) Specialized Advisory Services, (4) Programme / Project Implementation Support, (5) Capacity Building Consultancy and (6) Research and Analysis. In addition, there would be other kinds of *ad hoc* consultancy services in e-Governance domain that arise from time to time.

- In addition, depending on the requirements, NISG also undertakes design and staffing of PMUs for project management and operation in strategic ministries and agencies.

2.2.2. IMPLEMENTATION

In the area of implementation of projects, NISG's role usually ends with identifying the most qualified System Integrator (SI) or Implementation Agency (IA) through a bid process. The activities of the SI or the IA are not usually within the purview of NISG's service offerings. However, at times, NISG could be playing the role of a Project Manager to provide oversight and review services.

Within the broad areas of work outlined in Section 2.2.1., the following is the list of specific activities:

Strategic Consultancy	Project Consultancy
1. Develop road map for IT initiatives in Government/PSU or its components at the national and state and their agencies	1. Project Conceptualization 2. Design the Architecture including Functional, Technology, Process,

2. Develop Vision, Mission Statements 3. Scoping of the program 4. Design Governance Structures 5. Design Monitoring & Evaluation frameworks 6. Design the scope of legal frame works / changes required to support e-Governance 7. Assessment and evaluation of stakeholders needs 8. Conduct Government Process Re-engineering (GPR) studies 9. Design of Change management strategies and organizational restructuring accompanying GPR	People and Resource architecture 3. Designing solutions around COTS Enterprise applications 4. Preparation of Business Models including PPP, and Service Level Agreements (SLAs) 5. Preparation of Request For proposals (RFP) and tender documents 6. Preparation of Business case 7. Preparation of Detailed Project Report (DPR) 8. Bid process management
Specialized Advisory Services in Emerging Technologies	**Capacity Building**
Provide project-specific and need-based advisory services in the following specializations: 1. Enterprise Architecture 2. Service Oriented Architecture 3. IT implementation standards 4. Information Security Architecture 5. ERP 6. GIS 7. Mobile Technologies 8. Identity Management (Smart Card, Bio metric, RFID, Barcode etc.) 9. Smart City Initiatives 10. Statewide Area Network (SWAN) 11. Data Centre and IT Infrastructure 12. SaaS (Software as a Service) 13. Use of Point of Sale (POS) devices in providing endues services 14. Advise on legal aspects of the Information Technology Act 2000, and its components (e-Forms, Digital signatures, etc.)	1. Capacity assessment 2. Capacity gap analysis 3. Institutional Capacity Building plan / Roadmap 4. Training Need Analysis and identification 5. Training plan preparation 6. Content development for 'e-Governance' training 7. Training Management 8. Assessment, planning & design of Knowledge Management initiatives 9. Planning and management of Change Management programs 10. Training Effectiveness Study

Program / Project Implementation Support Services	Research and Analysis
15. Proof of concept and prototype development (for category C, especially) 16. Any other emerging area such as Blockchain, A&I, IoT, Cyber security, DevOps and MS, etc.	
1. Program / Project Management 2. Program/ Project monitoring and evaluation 3. SLA monitoring 4. Issue Management 5. Program / Project appraisals (mid-term) 6. Conducting Security Audit 7. Conducting Application Audit 8. Quality Assurance of consulting reports & designs 9. IT Infrastructure planning 10. Design and staffing of Program Management Units 11. Evaluation of products for specific use in e-Government projects (upon specific customer request)	1. Assessment of Socio-economic impact of ICT initiatives 2. Identification of leading technologies for use in solution design 3. Study and assessment of large e-Government implementations 4. Adoption of Open standards 5. Preparation of case studies on ICT for development

NISG would look for EPs that could assist it in these areas and services. There would be eighteen panels spread over the 6 broad areas shown in the table above and the 3 categories (A, B and C) stated in Section 2.1.

2.3. ELIGIBILITY CRITERIA (AS AT APRIL 1, 2021)

Category	Registration and existence	Turnover and profitability	Experience and capacity
A	• At least 5 years of existence in India • Should be a company registered in India under the Indian Companies Act, 2013 / Indian Companies Act, 1956 or a Limited Liability Partnership under the Limited Liability Partnership Act of India 2008 • Should have its registered office in India. • It should also be registered with GSTN Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties	• Average turnover of Rs.200 crores from IT consulting services during the previous three (3) financial years through Indian operations. • The responding Firm / Company / LLP should have been profitable in at least two (2) of the previous three (3) financial years.	▪ The responding firm must have on its rolls consulting staff of at least 500 technically qualified personnel[2] in the relevant areas of consulting services for IT related projects including IT infrastructure, IT security, IT procurement, e-Governance, Program / Project Management. ▪ The consulting staff should hold relevant degrees and should possess prior experience in providing the above consultancy services. ▪ Should have consulted for / implemented at least three e-Government projects. ▪ Aggregate order value of minimum Indian Rs.50 crores during the previous three financial years in the

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[2] A certificate (along with a list of names, qualifications and experience of such staff) from an authorized officer from the organization would be required at the time of applying for empanelment. When the EP bids for a specific project, a list of technically qualified staff earmarked for that project would be required.

	• Should be an individual organization. A consortium not permitted.		relevant areas of expertise.

B	• An individual.
	
	• Should be a graduate with first class degree or a post-graduate[3].
	
	• Minimum experience of 15 years and at least 8 years of experience in the specialized domain / subject.
	
	• Should be a resident of India.
		• Not applicable.	• The consultant / Subject Matter Expert (SME) should have a high level of expertise in one or more areas of work activities listed in Sec 2.2.2 or in domain subjects tightly related to e-government; such domains include, but are not limited to the following:
			
			  o e-Procurement
			  o Finance & Taxation
			  o Agriculture
			  o Transportation
			  o Urban and Local Governance / bodies
			  o Health Care
			  o Education
			  o Smart City
			  o Land Records
			  o Legal

C	• At least 1 year as on the date of application.	• Turnover of Rs. 1 crore or more during the previous 12 months	▪ The responding firm must have on its rolls consulting staff of at least 10

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[3] Includes Chartered Accountant, Cost Accountant, Company Secretary

		through IT consulting services in Indian operations	technically qualified personnel[4] in the relevant areas of consulting services for IT related projects including IT infrastructure, IT security, IT procurement, e-Governance, Program / Project Management and who shall be relevant degree holders and shall possess prior experience in providing the above consultancy services.
	• Should be registered in India under the Indian Companies Act, 1956 / Indian Companies Act 2013 or a Limited Liability Partnership under the Limited Liability Partnership Act of India 2008. • Should have its registered offices in India. • It should also be registered with the GSTN Authorities and should be registered with the appropriate authorities for all applicable statutory taxes/duties. • Should be an individual organization. A consortium not permitted.		• Should have executed at least 2 projects in the relevant areas of expertise

2.4. TERMS OF EMPANELMENT

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[4] A certificate (along with a list of names, qualifications and experience of such staff) from an authorized officer from the organization would be required at the time of applying for empanelment. When the EP bids for a specific project, a list of technically qualified staff earmarked for that project would be required.

- Term of empanelment for an EP would usually be for 2 years.

- NISG has the right to periodically review the performance of the EP.

- NISG could also de-list an EP at any time from its panel of EPs, if (1) the EP is found to be breaching the terms and conditions or (2) the EP is not performing according to highest professional standards.

- EPs will be required to periodically furnish a full appraisal of the work done by them at the request of NISG. Mid-Project and End-of-Project reviews will be scheduled by mutual consent for this purpose.

- Mere empanelment does not guarantee flow of assignments to the EP. The purpose of forming the panel is to have a list of technically pre-qualified partners who are eligible to bid competitively for specific assignments as and when they occur.

2.5. RESPONSIBILITIES AND OBLIGATIONS OF THE EP

2.5.1. STANDARDS OF PERFORMANCE

- When engaged on a project or assignment[5], the EP shall perform the services and carry out their obligations with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The EP shall always act as a faithful advisor to NISG in respect of any matter relating to this empanelment. The EP shall always support and safeguard the legitimate interests of NISG, in any dealings with a third party. The EP shall abide by all the relevant Indian laws.

2.5.2. EP's PERSONNEL

- The EP shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specific project assigned by NISG. It is *essential* that for Domain / Subject specific projects, the EP must assign the services of Domain Specialists, on a case to case basis, to work on the project effectively.

- NISG usually works on government assignments. Given the nature of government organization and processes, the assignments have to be executed with a certain measure of sensitivity. This may call for reassessment of resources deployed based on

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[5] The work model could be (1) on-site; (2) off-site; (3) a combination of on-site and off-site

competencies, behavioural aspects and client feedback. Should there be any need to replace a resource, the EP should be ready to do that within 30 days

2.5.3. CONFLICT OF INTEREST

- NISG requires that the EP should provide professional, objective, and impartial advice and always hold NISG's and ultimate client's interest paramount, strictly avoid conflicts with other assignments / jobs or their own corporate interests and act without any consideration for future work.

- *It is also* advised *that the EP should refrain from responding to requests (ToR/EoI/RFP), related to NISG* projects*, where a conflict of interest exists[6]. The EP would be required to sign a non-compete agreement with NISG.*

2.5.4. OTHERS

- EP should ensure that they have an adequate pool of competent resources that can be exclusively allocated to a specific project. They should avoid schedule conflicts with other projects which could compromise the quality of their commitment to NISG's projects.

- NISG may prescribe a "cooling period" before which the EP should not hire an employee of NISG and vice-versa.

- At times the government client may suggest that NISG sign an MoU with a government unit for executing a project. In that event, the EP may become a party to the MoU directly or indirectly. The EP should not object to such an MoU.

2.6. EP POOL SIZE

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[6] To take care of conflict of interest, at the time of bidding for a specific project, the EP may be requested to furnish a suitable undertaking. Such undertaking could be self-declaration, non-compete, specification of cooling period, etc.

- Keeping the purpose of empanelment in mind, an unwieldy size of panel is counterproductive. Therefore, NISG would ideally like to have a compact and focused pool of EPs to choose from, to ensure adequate competition, quick selection as well as engagement flexibility. With this in view, NISG could, from time to time, limit the number of EPs in specific categories, or refrain from empaneling for specific time period.

2.7. BIDDING FOR PROJECTS AND CONSULTING ASSIGNMENTS

- When the need for outsourcing the project work to EPs arises, NISG will follow an objective, structured, competitive and transparent process for awarding contracts for assignments to specific EP / EPs from amongst those in the panel. This could be in the form of Terms of Reference (ToR), Expression of Interest (EoI), or Request for Proposal (RFP) describing the nature and scope of work, eligibility criteria, evaluation norms, contractual requirements and other details. Such opportunities could range from small consulting assignments to large implementation assignments.

- Keeping in mind the assignment, bidding for a specific assignment would be restricted to selecting an EP from one or more panels out of the eighteen panels in place[7]. This restriction would be decided by NISG.

- *Empanelment with NISG does not guarantee that every empaneled organization and individual shall be invited to bid for or be awarded a project / assignment.*

- The specific process followed for a project / assignment will depend on the context of the project / assignment and the requirements of the customer.

2.8. BUILDING A LONG-TERM RELATIONSHIP WITH PARTNERS

- NISG believes that a strong and vibrant partner community is an essential component for the success and viability of e-Government initiatives in India. NISG desires to promote cordial and productive relationship with its empaneled partners by holding regular events for this purpose.

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[7] Horses for courses!

3. PROCESS OF EMPANELMENT

3.1. How to Apply for Empanelment with NISG as Empaneled Partner (EP)

- NISG will announce opening of empanelment on its website http://www.nisg.org for the benefit of interested parties to empanel with NISG as its EPs. NISG will announce the empanelment for specific categories, areas and sub-areas. The interested parties will be given a time window (typically about a month) during which they can apply for empanelment. All applications received on or before the expiry of time window will be considered for evaluation. The following is the description of the procedure to be followed by organizations and individuals who wish to apply.

- An interested party should

  a) Read the document completely to ensure it meets the eligibility criteria and has the technical competence in the relevant domain.

  b) Fill the summary profile of its organization *completely* in the specified format as given in **Annexure 1.** P*rofiles with incomplete or ambiguous information will be rejected and no correspondence will be entertained in this regard*.

  c) Should send supporting information as requested for specific categories

  d) Sign the profile sheet, scan and ***send*** the scanned copy in PDF format to the email id: empanelment@nisg.org.

  e) Write "APPLICATION FOR EMPANELMENT: <name of the organization / individual>" in the subject line.

  f) *Not send a paper copy.*

- **If required**, NISG may ask for supporting information such as financial statements, customer appreciations, profiles of employees, completion certificates for projects executed in the past, etc.

- From time to time, NISG would batch process the applications received.

- NISG may suspend further empanelment for any of the eighteen panels if it is satisfied that the size of the panel is already sufficient to meet the requirements.

3.2. Evaluation by NISG

- First, NISG would undertake a preliminary scrutiny of the "Summary of Profile" stated in Annexure 1.

- A High-Level Working Group will be constituted with members nominated by the CEO, NISG.

- NISG would identify the applicants who prima facie appear to meet the requirements. From such applicants:

  - NISG would seek additional information (evidence of past work experience, credentials from customers, annual reports, audited financial statements).

  - If necessary, the applicant may be requested to make a presentation or a demo to the evaluation committee.

  - NISG would technically evaluate the application for empanelment thoroughly on the basis of parameters shown in Annexure 2, 3 and 4 for categories A, B and C respectively.

  - Applicants who receive 50 marks and above would be eligible for empanelment.

  - The High-Level Working group is provided the scoring data of the evaluation committee

  - The role of High-Level Working group is to ensure due procedure has been followed in the empanelment process.

  - Information relating to the evaluation (examination, clarification and comparison) of an applicant shall not be disclosed to any other persons/applicant not officially concerned with such process until the empanelment process is over.

  - Undue use by any applicant of confidential information related to the process may result in rejection of its application.

3.3. DECISION ON EMPANELMENT

- The applicants will be informed about the decision (if empaneled, in which category) by email.

- Selected applicants will be required to sign a simple letter of affirmation before they will be formally empaneled.

- However, NISG has the right to change the empaneled partner's category at any time with prior notice and consent of the applicant / EP.

3.4. TERMINATION OR CESSATION OF EMPANELMENT

- The EP's association with NISG could terminate in the following two ways:

  a) The term of empanelment expires.
  b) Due to reasons of non-performance such as below par performance, nonadherence to the timelines of the project or unsatisfactory quality of work.

3.5. DISQUALIFICATIONS

- NISG may at its sole discretion and at any time during the evaluation of proposal, disqualify any application received for empanelment, if the applicant has:

  1. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

  2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.

  3. Submitted a proposal that is not accompanied by required documentation.

  4. Failed to provide clarifications related to incomplete information, when sought.

  5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.

3.6. PRE-APPLICATION QUERIES

- If a prospective applicant requires any clarification regarding empanelment procedure, such applicant may write make query to NISG by sending an email to empanelment@nisg.org. The subject line in the email should mention *QUERY ON EMPANELMENT*. NISG shall attempt to provide responses to all such queries.

4. TERMS AND CONDITIONS

The following terms and conditions are of a general nature and are given here only for the information of the prospective applicants. Every project / assignment shall be awarded subject to the specific terms and conditions applicable to that project. Such specific terms and conditions would form part of the contracts and agreements to be signed for that project*.*

4.1. NATIVITY

- For category A & C, the organization must be registered in India. For category B, the individual consultant must be a resident of India.

4.2. RELATIONSHIP

- Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the 'NISG' and 'EP'. The EP has complete charge of its personnel in performing the services under the project executed with NISG from time to time. The EP's shall be fully responsible for the services performed by them or on their behalf.

4.3. INTELLECTUAL PROPERTY RIGHTS (IPR)

- No services covered under the project-specific contract awarded to the EP shall be sold or disposed of by the EP in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The EP shall indemnify NISG from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the EP. NISG shall be defended in the defense of any proceedings which may be brought in that connection.

4.4. RIGHT TO ACCEPT THE APPLICATION

- NISG reserves the right to accept or reject any application for empanelment and to annul the empanelment process and reject all such applications at any time prior to empanelment, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.

4.5. NO OBLIGATION

- Empanelment with NISG does not guarantee that every empaneled organization and individual shall be invited to bid for or be awarded any project / assignment.

4.6. PERFORMANCE ASSESSMENT

- EP's performance will be assessed during the execution of the project and any deficiencies and shortfalls will be dealt with in accordance with the contract terms.

4.7. LIQUIDATED DAMAGES

- In certain time-critical projects, customers of NISG may require the EP to agree for liquidated damages for delay in execution.

4.8. FRAUD AND CORRUPTION

- NISG requires that the EP's empaneled through this process must observe the highest standards of ethics during the performance and execution of the awarded contract(s).

- NISG will reject the application for empanelment, if it determines that the applicant recommended for empanelment, has been determined by NISG to having been engaged in corrupt, fraudulent, unfair or coercive trade practices.

- The following terms apply in this context.

  (a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NISG or any personnel of EP's in contract executions.

  (b) "Fraudulent practice" means misrepresentation of facts before NISG, in order to influence a procurement process or the execution of a contract and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive NISG of the benefits of free and open competition.

  (c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.

  (d) " Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

- During the execution of the project, except with the prior written consent of the NISG / Government, the EP and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract

4.9. GOVERNING LANGUAGE

- All contracts and documents shall be written in English Language.

4.10. APPLICABLE LAW

- Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

4.11. LEGAL JURISDICTION

- All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in India only.

4.12. RESOLUTION OF DISPUTES

- If any dispute arises between parties, NISG and the organization / individual shall attempt to resolve them amicably and through mutual discussion. If the disputes persist, they may be referred to an arbitrator in accordance with the terms of the contract for that project.

ANNEXURE I: APPLICATION FOR EMPANELMENT & SUMMARY OF PROFILE

1. Please print the covering letter and *"Summary of Profile"* on your / Organization's letterhead

2. Provide all supporting documents listed in Table-1 below.

3. Sign on every page of the covering letter and "Summary of Profile", scan and send the scanned copy in PDF format to the email id: empanelment@nisg.org.

4. Please **DO NOT** send the paper copy.

5. Please write in Subject Line: *APPLICATION FOR EMPANELMENT: <name of the organization / individual>*

6. Please make sure that all the pages in this document have footer with the text: "Application for empanelment with NISG - <org / individual name> <date>"

7. Do not change the format of the "Summary of profile"

Table-1

Supporting Documents that are to be provided

Category A	Category B	Category C
▪ Certificate of incorporation from MCA/ Registration Certificate ▪ Audited balance sheet of the last 3 financial years ▪ A certificate (along with a list of names, qualifications and experience of such staff) from an authorized officer from the organization would be required at the time of applying for empanelment. ▪ When the EP bids for a specific project, a list of technically qualified staff earmarked for that project would be required. ▪ Engagement/Contract letters of at least 3 e-Governance projects implemented ▪ GST Registration Certificate	• Proof of educational qualifications • Proof of experience/expertise • Engagement/Contract letter of e-Governance projects implemented	▪ Certificate of incorporation from MCA/ Registration Certificate ▪ Audited balance sheet of the last 3 financial years ▪ A certificate (along with a list of names, qualifications and experience of such staff) from an authorized officer from the organization would be required at the time of applying for empanelment. ▪ When the EP bids for a specific project, a list of technically qualified staff earmarked for that project would be required. ▪ Engagement/Contract letters of at least 2 e-Governance projects implemented ▪ GST Registration Certificate

To,

The Chief Executive Officer,

National Institute for Smart Government

YSR Bhavan, Financial District,

Nanakramguda, Hyderabad 500032

Telangana

Dear Sir / Madam,

Sub: Application for empanelment with NISG

Ref: Your announcement dated …………… and reference number ……………… on NISG website

We have read and understood the document "Request for Proposal for Empanelment of Partners for Providing Consultancy Services to NISG 2021" and are desirous of seeking empanelment with NISG. We are pleased to submit the attached summary of profile as required by you.

We will be happy to provide supporting documentation and any additional information, if required by you.

We / I hereby declare that all the information and statements made in the summary of profile are true and accept that any misrepresentation contained in it may lead to our / my disqualification.

Sincerely,

_____   _____   _____

Signature of authorized signatory   Name   Designation

Summary of Profile

CATEGORY A & C APPLICANTS

BASIC INFORMATION

Name of the organization	Email id	Address for correspondence	Name of the contact person	Telephone, Mobile, Fax number, email
Website	**Category you are applying for:**	**Ever blacklisted by Government of India or any other government agency? (if yes, please give details at the end of this sheet)**	**How many projects have you executed / are executing for NISG? Please state the number here. Please furnish details in Table-2 given at the end of this document**	**Industry/Domains in which you have experience in?**
	(A / B / C) (Select applicable category)	**Yes/No**		

Services Offered

Recognition Received (Awards, News mention, Certification)

Brief description about the company (100 words)

Detailed company profile- Slide Deck (please fill the below ppt template and attach in the email along with the application)
Click Here for Presentation Template

Areas of work	State the names of a few major customers and / or projects executed or being executed in the following areas / domains (Write NOT APPLICABLE if you are not applying for this area)	
Strategic Consultancy	Develop road map for e-Government programs or its components at the national and state and their agencies.	
	Develop Vision, Mission Statements.	
	Scoping of the program.	
	Design Governance Structures.	
	Design Monitoring & Evaluation frameworks.	
	Design the scope of legal frame works / changes required to support e-Governance.	
	Assessment and evaluation of stakeholders needs.	
	Conduct Government Process Re-engineering (GPR) studies.	
	Design of Change management strategies and organizational restructuring accompanying GPR	
	Any other (Please specify)	
Project Consultancy	Project Conceptualization	
	Design the Architecture including Functional, Technology, Process, People and Resource architecture	
	Designing solutions around COTS Enterprise applications	
	Preparation of Business Models including PPP, and Service Level Agreements (SLAs)	
	reparation of Request For Proposals (RFP) and tender documents	
	Preparation of Business case	
	Preparation of Detailed Project Report (DPR)	
	Bid process management	

Specialized advisory services	Enterprise Architecture	
	Service Oriented Architecture	
	IT implementation standards	
	Information Security Architecture	
	ERP	
	GIS	
	Mobile Technologies	
	Identity Management (Smart Card, Bio metric, RFID, Barcode etc.,)	
	State Wide Area Network (SWAN)	
	Data Centre and IT Infrastructure	
	SaaS (Software as a Service)	
	Use of Point of Sale (POS) devices in providing endues services	
	Advise on legal aspects of the Information Technology Act 2000, and its components (e-Forms, Digital signatures etc.)	
	Any Other (Please Specify)	
Capacity Building	Capacity assessment	
	Capacity gap analysis	
	Institutional Capacity Building plan	
	Training Need Analysis and identification	
	Training plan preparation	
	Content development for 'e-Governance' training	
	Training Management	
	Assessment, planning & design of Knowledge Management initiatives	
	Planning and management of Change Management programs	

Program / Project Implementation Support services	Program / Project Management	
	Program/ Project monitoring and evaluation	
	SLA monitoring	
	Issue Management	
	Program / Project appraisals (mid-term)	
	Conducting Security Audit	
	Conducting Application Audit	
	Quality Assurance of consulting reports & designs	
	IT Infrastructure planning	
	Design and staffing of Program Management Units	
	Evaluation of products for specific use in e-Government projects (upon specific customer request)	
Research & Analysis	Assessment of Socio-economic impact of ICT initiatives	
	Identification of leading technologies for use in solution design	
	Study and assessment of large e-Government implementations	
	Adoption of Open standards	
	Preparation of case studies on ICT for development	
Domain of expertise (state all applicable domains)		

PROFESSIONAL INFORMATION

CATEGORY A & C APPLICANTS

Reference date for years in operation, experience, number of projects, and financial information is April 1, 2022

Date of incorporation	Years in operation	Domain / industry sector	Years of experience in the domain area
No. IT of projects executed in last three years	Aggregate Order value in crores of Indian rupees for IT the projects executed in last three years	No. of e-Government projects executed in the last three years	Aggregate Order value of e-Government projects in crores of Indian rupees executed in last three years
Number of people employed in India (Full time regular employees only)	Number of people with relevant experience in India (specialists, domain experts, technical staff)	Number of Offices in India	*Average Turnover of last three financial years in crores of Indian rupees
*FINANCIAL INFO (In crores of Indian rupees)	2019-2020	2020-2021	2021-2022
Turnover			
Profit			
Educational Qualifications (for corporates)	PhD	Post-Graduation	Graduation
Number of People			

* Multi-national companies should give numbers of their Indian business only

PROFESSIONAL INFORMATION

<u>**CATEGORY B APPLICANTS**</u>

Date of Birth (for individual)	Years of experience (for individual)	No. IT of projects involved in during professional life in the relevant domain
No. of IT projects involved in during professional life in e-Governance	Number of customers for whom the IT solutions were delivered	Number of different solutions delivered

Projects worked on relevant(domain/industry/technology/solution) to the empanelment notifications				
S.No.	Project Name	Project value In Lakhs of Rs	Team Size	Role in Project

List of all organisations where professional experience was gained				
S.No.	Name of Organisation	No of Employees in the Organization	Position held	No. of years in the organisation

Experience in Domain/Industry/Technology		
S.No.	**Domain/Industry/Technology**	**No of Years**

Educational Qualification			
S.No.	**Degree/Qualification including specialization**	**Institution**	**Year of Passing**

Table-2

History of the Projects executed with NISG

Sl.No.	Name of the Project	Agreement value	Period of Execution	
			From	**To**

Table-3

Details of Staff Experience and Qualifications
(Applicable for category A & C only)

Sl.No	Name of Employee	Experience in Years	Educational Qualifications	Expertise

Sl.No	No of Undergraduates	No of Graduates	No of Post Graduates	No of Doctorates

Table-4

List of offices in India
(Applicable for Category A&C only)

S.No	Office Address

Table-5

List of Certifications

(Like ISO, CMM, PMP, Six Sigma etc) (For Category A & C only)

S.No	Name of Certification	Date of Receiving	Date of Expiry

Table-6

List of Partnerships

(Like AWS/Microsoft etc.) (For categories A & C only)

S.No	Partnerships

This is the summary of parameters involved in evaluation

Weights:

I. Existence: 4

II. Turnover: 16

III. Extent of operations and experience: 48

IV. Staff Strength: 24

V. Profitability and breadth of experience: 8

Total: 100

This is the summary of parameters involved in evaluation

Weights:

I. Education: 10

II. Number of IT projects involved in: 15

III. Breadth of relevant experience: 15

IV. Total relevant experience: 15

V. Level of experience: 15

VI. Profile of organizations where relevant experience was gained: 15

VII. Leadership in consultancy projects: 15

Total: 100

This is the summary of parameters involved in evaluation

Weights:

I. Existence: 10

II. Turnover: 10

III. Extent of operations and experience: 50

IV. Staff Strength: 30

Total: 100

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