

F.No.F1(38)/2004/IT/2833

Date:13/10/2004

CIRCULAR

**Procurement of Goods and Services relating to Information
Technology Sector and Other Related Matters**

Procurement of goods and services pertaining to field of IT has generally been a challenging task for the departments on account of technical evaluation involved in the same for which required capabilities are missing in many departments. This led to undue delay in finalization of tenders and at times disputes with vendors later as the requirements were not clearly specified in the tender document.

To take care of these difficulties as well as to streamline the process of procurement of IT goods and services, various steps have been taken by the I.T. department in the form of empanelment of agencies as well as for declaration of sources from which the IT equipments could be purchased and websites developed. This work was done by IT Department by following due process.

Recently some queries have been raised by some departments which indicate that process followed for issuance of circulars/ guidelines by I.T. Department is not clear to departments and the same needs to be clarified again. This Circular is an attempt in that direction.

1. Hardware, Packaged software and Networking Equipments:

- As per the Cabinet decision No. 550 dated 29.05.2000, all departments/agencies under Government of Delhi shall procure these items from NICSI only.
- All departments of Government of Delhi **can place order directly on the agency identified for procurement of respective items without inviting any tenders.**
- All formalities regarding getting clearances from Finance/ Planning/I.T. and instructions on drawal of advance etc. as per existing instructions will continue.
- In case of any change in rate by NICSI during currency of order, **benefit of the same is passed on the department concerned.**
- To monitor placement of orders and supply of IT equipments by NICSI, an online system has been developed on which training has been imparted to representative of department/agencies.
- Placement of data on orders placed with NICSI and supplies made by them on this system (<http://delhigovt.nic.in/procurement>) has been made compulsory from 01.09.2004.
- **NICSI will accept orders only when the same has been generated through this system.**
- Latest order on rate of various items is also available at www.it.delhigovt.nic.in.

2. Web Site Design and Development:

- DOEACC has been empanelled as the nodal agency for design and development of websites of departments/agencies of Government of Delhi vide order No. F.1 (14)/99-IT/992 dated 01.07.2002 extended further by order No. F.1 (14)/99-IT/Pt. File/1653-54 dated 27th July 2004.
- The rates for undertaking various kinds of jobs are contained in these orders which are available at the department's website <http://it.delhigovt.nic.in>.
- Departments can get the websites developed from DOEACC, Delhi Branch at rates prescribed in this Order.

3. Annual Maintenance Contract of Hardware

- IT Department has empanelled 11 companies for AMC of hardware (except Servers/Line Printers/Laptops) after inviting applications from experienced and financially sound companies through a public notice published in newspapers.
- The Technical Evaluation of the technical bids was done based on pre-notified criteria by Committee.
- The latest circular issued in this regard bearing No. F.3 (3)/2004-IT/2456, dated 14.09.2004 contains list of companies with their office address, telephone numbers, draft agreement duly approved by the Law Department which will be entered by the department with the vendor selected etc. The circular is also available on IT department's website.
- All government departments and agencies of Government of Delhi desirous of outsourcing the AMC services for desktop and printers can invite limited tenders from the empanelled companies after providing complete details of the desktops and printers (make and complete technical configuration) month and year of purchase etc. **Since the technical evaluation has already done by IT Department only commercial bids need to be invited from them.**
- Recently, one department had advertised in newspapers asking these companies to quote. Such an act leads to unnecessary wastage of resources on advertisement specially when it was mentioned that only agencies empanelled with IT Departments can quote.
- AMC for Servers, Line Printers, Laptops and networking equipments will be awarded only to the Original Equipment Manufacturers as per Order No. F.3 (3)/2004-IT/2456, dated 14.09.2004

4. Data Entry Services

- IT Department has empanelled companies for providing data entry services after inviting applications from large, experienced and financially sound companies through a public notice.
- The technical evaluation of bids was done based on pre-notified criteria.
- List of the empanelled companies alongwith their office address, phone numbers and copy of draft agreement that shall be entered with them by the departments/institutions, is contained in circular No. F.3 (2)/2002-IT/2694 dated 11.11.2003, which is also available at I.T. Department's website (www.it.delhigovt.nic.in).

- Government departments and institutions under Government of Delhi needing data entry services can invite commercial bids directly from these empanelled companies in proforma prescribed in the Circular..
- Work of scanning, wherever involved, can also be got done through the data entry agencies.

Note: Any action against the selected vendor for AMC or Data Entry Services for non-performance of duty will have to be taken by the department concerned as per agreement signed. Instances of poor performance or non-performance should also be communicated to I.T. Department to enable it to blacklist such companies.

5. Policy on Condemnation of IT Equipments

- The first ever policy on condemnation of unserviceable/obsolete IT equipments including software and instruction manuals has been framed and circulated vide order No. 1(29)/2004/IT/2740 dated 08.10.2004. The Circular is also available on IT Department's website.
- All IT equipments which are unserviceable, obsolete and not in working condition may be condemned as per guidelines contained in the said order.

6. Inhouse Training

- Department of I.T. has setup a computer lab in department at 9th Level, B-Wing, Delhi Secretariat to provide training to employee of Delhi Government on different courses. Since its inception in April 2003, till September 2004, 1111 employees have been trained here.
- Departments can nominate their employee for training programmes. The details of training programmes are circulated vide order No. F. (13)/2002-IT/2498 dated 21.09.2004, which is also available on IT Department's website.
- If a department wants specialized training for its employees, that can also be arranged.

7. Circulars on Website

All important circulars issued by I.T. Department from time to time are available on department's website (<http://it.delhigovt.nic.in>). All departments/agencies are advised to keep visiting IT Department's website for latest circulars.

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- Chairman/MDs of PSUs
- All head of local bodies/autonomous bodies
- All Secretaries to the Ministers
- Secretary to L.G.
- OSD to Chief Secretary