

स्वाचना काक्षा - II  
दस्तावेज क्रमांक 335  
दिनांक 07/07/2015

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From

The Principal Secretary to Government of Haryana  
Industries & Commerce Department.

To

All the Heads of the Government Departments/Boards/Corporations/  
Federations/Universities/ Autonomous Bodies in Haryana State

Subject

Bringing all the Departments/Divisions/Rural Bodies/Autonomous Bodies  
under the purview of e-Procurement by 30.09.2015:

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A.M.O.  
C.T.  
MOS  
22/7/15  
R.P.S.

I have been directed to bring to your consideration earlier reference on the subject issued vide G.O. no. 5/1/2014-4IB-II dated 11.02.2014 (Annexure-A) vide which it was communicated to process all purchases of Goods and Stores, Works and Services of the Government departments and its agencies using a single web portal implemented by Nextenders. As per the tentative implementation plan, all the departments were required to on-board the e-Procurement portal by 15.04.2014, 01.07.2014 and 01.10.2014 in phased manner as mentioned in the above referred Government order.

2. Subsequently, in the meeting of High Powered Purchase Committee held on 09.12.2014 under the chairmanship of the Hon'ble Finance Minister, Haryana, a procedural decision was taken that all the Government Departments, Boards & Corporations should immediately switch over to online tendering by using either of the solutions developed by NIC or Nextenders and after 31.01.2015, no case would be accepted by the HPPC without there being online tendering. Accordingly, communication was done on 06.01.2015 to all the Government Departments, Boards & Corporations to immediately switch over to online tendering by using either of the solutions developed by NIC or Nextenders. The State Government vide their memo No. 2/347/05/2SIT/1927 dated 12.01.2015 also issued directions to all the Government Departments, Boards & Corporations to switch over to e-procurement on urgent basis by adopting the system of either Haryana single e-procurement portal or NIC procurement portal.

3. The list of the Departments/Boards/Corporations/Federations submitted by NIC, Haryana and Nextenders who are adopting the mode of online tendering through the portals developed by NIC, Haryana and Nextenders is enclosed at Annexure-'B' which show that despite the above specific instructions, all the Departments/Boards/ Corporations/Federations have not switched over to online tendering so far.

4. The Government of India vide their letter dated 17.3.2015 (Annexure-C) has desired that all the Departments/Divisions/Rural Bodies/PSUs/Autonomous Bodies may be brought under the purview of e-Procurement by 30<sup>th</sup> September, 2015.

In view of the above, the Departments/Boards/Corporations/Federations/  
Universities/ Autonomous Bodies which have not implemented the e-tendering must

ensure switching over to e-tendering by 15.07.2015 through the e-Procurement Portal developed by NIC, Haryana or Nextenders. For any clarification/guideline in this matter, may contact Sh. K.K. Parmar, Additional Director, Supplies & Disposals Department at 0172-2570124.

This be accorded top priority and action be taken as indicated above.

*Ram Singh*  
Superintendent Industries-II  
For Principal Secretary to Government of Haryana,  
Industries & Commerce Department.

Endst. No. 5/4/2015-4IB-II

Dated 17-6-2015

A copy of the above is forwarded to the Administrative Secretaries of the Government Departments/Boards/Corporations/ Federations/Universities/ Autonomous Bodies for their kind information.

*Ram Singh*  
Superintendent Industries-II  
For Principal Secretary to Government of Haryana,  
Industries & Commerce Department.

## Annexure-'B'

LIST OF THE DEPARTMENTS/BOARDS/CORPORATIONS WHICH HAVE IMPLEMENTED  
e-TENDERING THROUGH THE PORTALS OF NIC, HARYANA OR NEXTENDERS

Sr. No.	Deptts./ Boards/ Corpn. using portal of Nextenders	Deptts./ Boards/ Corpn. using portal of NIC, Haryana
1	Director, Supplies & Disposals, Haryana	HUDA
2	PW(B&R) Department	Irrigation
3	Haryana State Roads & Bridges Dev. Corpn.	Tourism
4	Transport Department	Urban Local Bodies/ MCs in Haryana
5	Haryana Roadways Engg. Corpn.	Haryana Police Housing Corporation.
6	HVPNL	CADA
7	UHBVN	Prison Department
8	HSIIDC	HPGCL
9	HSAMB	Housing Board, Haryana
10	HARTRON	
11	HPGCL	
12	DHBVN	
13	Haryana State Warehousing Corpn.	
14	M.C., Panchkula	
15	Haryana School Shiksha Pariyojna Parishad	
16	HIPA	
17	HAREDA	
18	Mining Department	
19	Fisheries Department	
20	M.D. University, Rohtak	
21	Panchayati Raj Deptt.	
22	Lala Lajpat Rai University of Veterinary & Animal Sciences	

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

Government Order  
No.5/1/2014-IB-II dated 11-02-2014

**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 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 system, it has been decided to process all purchasers 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 & 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 e-Procurement 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 e-Procurement System shall cover following transactions:-

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

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- (ii) All type of civil construction works (including roads, bridges and buildings), all types of irrigation and water supply related works, electrifications/ 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 e-processing 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 Initiative 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.

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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 networks 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 be counted from the date of go-live for pilot departments. Supplies & Disposals, PWD (B&R), Public Health Engineering, Transport and Power Utilities will be part of pilot implementation;
  - 3.4 If required, the Service 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;
  - 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/ organizations for a state-wide roll-out.

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- 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 System 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 soft ware 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, 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 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 agree 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 assessment, as and when required;

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- 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;
- 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 e-Procurement including on-boarding of the user departments/organizations;
- 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 he 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;



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6. **Responsibilities of the User Departments/ Organisations:**
  - 6.1 Nomination of a nodal officer for the department/organization for on-boarding to e-Procurement 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 e-Procurement champions would be able to train and extend necessary operational assistance to their respective field offices. However, in case of any problem in this behalf during the initial operations period, the user department/organization can opt for e-Procurement 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/orgnisations 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 processers in approving and implementing these changes;
  - 6.8 Facilitate the Service Provider for on-boarding of the user department/organization;
  - 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:

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Phase	Tentative Timelines for on boarding to the procurement portal	Department/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; (vi) Development & Panchayats, including Panchayati 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/organizations

7.2 It has been further planned that the procurement related Notices (DNITs, RFPs, RFOs etc.) in respect of all the Departments/organizations 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.

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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 e-Procurement Portal. They are also requested to appoints/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

Endst. No.5/1/2014-4-IB-II

Dated, the 11<sup>th</sup> Feb. 2014

A copy is forwarded to the following for information:-

1. All the Administrative Secretaries to Government of Haryana.
2. All Heads of Departments in Haryana.
3. Commissioners, Ambala, Hissar, Gurgaon and Rohtak Divisions.
4. All the 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.

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

Endst. No.5/1/2014-4-IB-II

Dated, the 11<sup>th</sup> 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

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

From

The Director, Supplies & Disposals,  
Haryana, Chandigarh.

To

1. The Engineer-in-Chief, Haryana & M.D., HSRDC,  
PW (B&R) Department, Sector-33/A, Chandigarh.
2. The Engineer-in-Chief, Haryana  
Public Health Engg. Deptt., Sector-4, Panchkula.
3. The Director General State Transport Deptt & Managing Director, HREC,  
Gurgoon, 30 Bays Building, Sector-17, Chandigarh.
4. The Managing Director,  
HVPNL, Sector-6, Panchkula.
5. The Managing Director,  
UHBVN, Vidyut, Sadan, Sector-6, Panchkula.
6. The Managing Director,  
DHBVN, Vidyut Nagar, Hisar.
7. The Managing Director,  
HPGCL, Urja Sadan, Sector-6, Panchkula.
8. The Managing Director,  
HSIIDC, Sector-6, Panchkula
9. The Chief Administrator,  
HSAMB, Sector-6, Panchkula.
10. The Chief Administrator,  
HUDA, Sector-6, Panchkula..
11. The Managing Director,  
HARTRON, Sector-17, Chandigarh.

Memo No. 30632-42  
Dated, Chandigarh the 17.02.2014.

**Subject :- Nomination of Nodal Officer/Recruitment Sign off for go-live Pilot Departments on 15<sup>th</sup> April, 2014.**

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This is in reference to the G.O. no. 5/1/2014-4IB-II, dated 11.02.2014 issued by the State Government regarding implementation of e-procurement system through single Web portal for the State Government and its agencies for procurement of Goods & Stores, Works & Services. As per these instructions, the selected Managed Services Provider (M/s. nextenders India Pvt. Ltd.) is required to onboard the Pilot departments by 15<sup>th</sup> of April 2014. Hence, all the on boarding pilot departments shall nominate their Nodal officers by 21<sup>st</sup> of February 2014 and inform about the same to DS&D Haryana; to carry out project tasks which fall under the user's department responsibility within reasonable time limits, particularly in matters related to reviews approvals, acceptance etc.

2. A copy of "To-be Process" document received from Nextenders is enclosed which may be gone through. Amendments/modifications, if any, in view of the actual process being followed by you or as required by you, may be done & thereafter, it may be sent to this office duly signed. The user departments are requested to ensure to submit the duly signed document in this office by 25<sup>th</sup> of February 2014. The Pilot user department are also requested to simultaneously provide the above information/ document to Mr. Nitin Sood, IT consultant, SeMT ([nitin.sood@semt.gov.in](mailto:nitin.sood@semt.gov.in)) & Nextenders ([manmit.sharma@nextenders.com](mailto:manmit.sharma@nextenders.com)) For any query, Mr. Manmeet Sharma from Nextenders may be contacted at number 9815034028.

Sd/-  
Additional Director,  
for Director, Supplies & Disposals, Haryana.

No. 3064344

Dated: 17.02.2014

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

1. Mr. Nitin Sood, IT Consultant, SeMT, HARTRON, Sector-2, Chandigarh.
2. M/s Nextenders (India) Pvt. Ltd., Sector-33/A, Plot No. 1. Nirman Sadan, Chandigarh.

Sd/-  
Additional Director,  
for Director, Supplies & Disposals, Haryana.