

National Institute for Smart Government

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**Empanelment Process for External Partners
for NISG**



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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: <http://www.mit.gov.in>

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 empanelled 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 **Empanelled 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 empanelled 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. CATEGORIES AND ELIGIBILITY OF EMPANELMENT

2.1. CATEGORIES OF EP'S

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. ELIGIBILITY CRITERIA FOR EACH OF THE CATEGORIES IS AS BELOW (AS AT APRIL 1, 2021)

Category	Registration and existence	Turnover and profitability	Experience and capacity
A	<ul style="list-style-type: none"> • 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 the GSTN, and should be registered with the appropriate 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • The responding firm must have on its rolls consulting staff of at least 500 technically qualified personnel¹ 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

¹ 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.

	<p>authorities for all applicable statutory taxes/duties</p> <ul style="list-style-type: none"> • Should be an individual organization. A consortium not permitted. 		<p>three e-Government projects.</p> <ul style="list-style-type: none"> • Aggregate order value of minimum Indian Rs.50 crores during the previous three financial years in the relevant areas of expertise.
B	<ul style="list-style-type: none"> • An individual. • Should be a graduate with first class degree or a post-graduate². • Minimum experience of 15 years and at least 8 years of experience in the specialized domain / subject. • Should be a resident of India. 	<ul style="list-style-type: none"> • Not applicable. 	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ e-Procurement ○ Finance & Taxation ○ Agriculture ○ Transportation ○ Urban and Local Governance / bodies ○ Health Care ○ Education ○ Smart City ○ Land Records ○ Legal

² Includes Chartered Accountant, Cost Accountant, Company Secretary

<p>C</p>	<ul style="list-style-type: none"> • At least 1 year as on the date of application. • 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 GSTN and should be registered with the appropriate authorities for all applicable statutory taxes/duties. • Should be an individual organization. A consortium not permitted. 	<ul style="list-style-type: none"> • Turnover of Rs. 1 crore or more during the previous 12 months through IT consulting services in Indian operations 	<ul style="list-style-type: none"> • The responding firm must have on its rolls consulting staff of at least 10 technically qualified personnel³ 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 have executed at least 2 projects in the relevant areas of expertise
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³ 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.

2.3. TECHNICAL EVALUATION CRITERIA

The weightages for the parameters that will be used for evaluation for each of the categories is defined as under

Category A	Category B	Category C
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	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	I. Existence: 10 II. Turnover: 10 III. Extent of operations and experience: 50 IV. Staff Strength: 30 Total: 100

3. PROCESS OF EMPANELMENT

3.1. HOW TO APPLY FOR EMPANELMENT WITH NISG AS EMPANELLED 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 “RFP for empanelment of Partners for Providing Consultancy Services to NISG” 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**. *Profiles with incomplete or ambiguous information will be rejected and no correspondence will be entertained in this regard.*
 - c) Should NOT send supporting information such as financial statements, customer appreciations, profiles of employees, completion certificates for projects executed in the past, etc. with the summary profile.
 - 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.
- 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.
- Applicants who receive 60 marks and above would be eligible for empanelment.
- 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 empanelled, in which category) by email.
- Selected applicants will be required to sign a simple letter of affirmation before they will be formally empanelled.
- However, NISG has the right to change the empanelled partner's category at any time with prior notice and consent of the applicant / EP.

ANNEXURE I: APPLICATION FOR EMPANELMENT & SUMMARY OF PROFILE

1. Please print the covering letter and “*Summary of Profile*” on your / Organization’s letterhead
 2. 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.
 3. Please **DO NOT** send the paper copy.
 4. Please write in Subject Line: *APPLICATION FOR EMPANELMENT: <name of the organization / individual>*
 5. Please make sure that all the pages in this document have footer with the text: “Application for empanelment with NISG - <org / individual name> <date>”
 6. Do not change the format of the “*Summary of profile*”
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To,

XXXX

National Institute for Smart Government

XXXXXX

XXXXXX

XXX

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

BASIC INFORMATION

Name of the organization / individual	Email id	Address for correspondence	Name of the contact person (for organizations only)	Telephone, Mobile, Fax number, email
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-1 given at the end of this document	
(A / B / C) (Select applicable category)				

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)	
	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.	

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	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)	
	Preparation of Request For proposals(RFP) and tender documents	
	Preparation of Business case	
	Preparation of Detailed Project Report(DPR)	
	Bid process management	
	Enterprise Architecture	
	Service Oriented Architecture	
	IT implementation standards	
	Information Security Architecture	
	ERP	
	GIS	
	Mobile Technologies	
	Identity Management (Smart Card, Bio metric, RFID, Barcode etc.,)	

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)	
Specialized advisory services	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	

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)	
	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

Reference date for years in operation, experience, number of projects, and financial information is August 1, 2021

Date of incorporation(for organizations only) / Date of Birth (for consultants)	Years in operation (for corporate) / experience (for individual)	Domain / industry sector	Years of experience in the domain area
No. of projects executed in last three financial years	Aggregate Order value in crores of Indian rupees (for organizations only) for the projects executed in last three years	Number. of e-Government projects executed	Aggregate Order value in crores of Indian rupees (for organizations only)
Number of people employed in India (Full time regular employees only) (for organizations only)	Number of people with relevant experience in India (specialists, domain experts, technical staff) (for organizations only)	*Average Turnover of last three financial years in crores of Indian rupees (for organizations only)	
*FINANCIAL INFO (in crores of Indian rupees)	2018-2019	2019-2020	2020-2021
Turnover			
Profit			

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

Table-1

Supporting Documents that are to be provided

Category A	Category B	Category C
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Proof of educational qualifications • Proof of experience/expertise • Engagement/Contract letter of e-Governance projects implemented 	<ul style="list-style-type: none"> • 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

Table-2

History of the Projects executed with NISG

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



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