

# A Guide To Empanelling With NISG

March 2010



**National Institute for Smart Government**

1. INTRODUCTION .....	4
2. EMPANELMENT LANDSCAPE AT NISG .....	5
2.1 Need for EP.....	5
2.2 Role of NISG and Nature of work .....	6
2.2.1 Role of NISG .....	6
2.2.2 Consultancy.....	6
2.2.3 Implementation .....	6
2.2.4 PMU services.....	6
2.3 Areas of work.....	6
2.4 Eligibility Criteria .....	8
2.5 Term of Empanelment .....	8
2.6 Responsibilities and Obligations of the EP.....	9
2.6.1 Standards of Performance .....	9
2.6.2 EP’s Personnel: .....	9
2.6.3 Conflict of Interest .....	9
2.6.4 Others.....	9
2.7 EP pool size.....	9
2.8 Bidding for projects and consulting assignments .....	10
2.9 Building a long-term relationship with partners .....	10
3. PROCESS OF EMPANELMENT .....	11
3.1 How To Apply for Empanelment with NISG .....	11
3.2 Evaluation by NISG .....	11
3.3 Award of Empanelment .....	12
3.4 Termination or cessation of Empanelment .....	12
3.5 Disqualifications .....	12
3.6 Pre Proposal Queries.....	13
4. TERMS AND CONDITIONS .....	14
4.1 Nativity .....	14
4.2 Relationship .....	14
4.3 Intellectual Property Rights (IPR) .....	14
4.4 Right to accept Proposal .....	14
4.5 No obligation .....	14
4.6 Performance Assessment .....	14
4.7 Liquidated Damages .....	14
4.8 Fraud and Corruption.....	15
4.9 Governing Language.....	15
4.10 Applicable Law .....	15
4.11 Legal Jurisdiction.....	15
4.12 Resolution of Disputes.....	15
Annexure-I.....	16

## About this document

<b>Release</b>	This document is the first release after 2007
<b>Major changes from previous version</b>	Categories A, B, C have been introduced based on the organization type and size
	Eligibility criteria have been revised
	Application process has been simplified
	The requirement to sign a contract has been withdrawn
	Empanelment period has been increased to 5 years
	Earlier Categories A1 to A7 have been renamed as Areas of Work
	Areas of work have been rationalized and consolidated
	Domain / specialization areas have been revised
<b>Evolving document</b>	This document will continue to evolve as the engagement process at NISG matures and the activities under NeGP expand in their reach and depth
<b>Future changes envisaged</b>	Future releases envisage fortifying the general guidelines, service offerings, eligibility criteria and other components based on NISG's experience and feed back from interested parties. A comprehensive Glossary of Terms is also envisaged

## 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 a number of '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 their 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. Such external organizations and individuals have been identified and registered with NISG in the past two years on the basis of an open process of registration.

Based on their experience so far, NISG has been refining the requirements and eligibility criteria for the external organizations and individuals, 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 organizations and 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).*

---

## 2. EMPANELMENT LANDSCAPE AT NISG

### 2.1 Need for EP

NISG views the partner community in the areas of Strategic Consultancy, IT Project Consultancy, Project implementation and Capacity Building as a strategic resource and an enabler in the achievement of their objectives. Consequently, NISG looks for qualities of exceptional consulting abilities, strong technical skills, organizational strength, commitment to e-Government, and engagement flexibility in the EP pool.

NISG's portfolio of services spans a wide range of projects of national importance. There are large projects which go from conceptualization to implementation. There are consulting assignments which 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 their customer 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.

In order to fulfill these services, NISG requires EP's of varying capabilities, and skill-sets. For big projects, large consulting organizations and large turn-key implementation organizations are required. Small and medium enterprises, start-ups and niche players who can offer superior services in specific sectors, geographies or project life-cycle phases play an important role in both turn-key as well as non-turn-key projects. Individuals and small research organizations who can contribute brain-power and specialized knowledge in government domain areas and technology areas would be valuable in specific situations. With this frame-work, the EP's would therefore be categorized as follows:

**Category A:** Large organizations offering turn-key services in Strategic consultancy, IT project Consultancy, IT implementation, Staffing of PMUs, Capacity Building, Research and Technology advisory.

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

**Category C:** Small IT firms, Consulting organizations, Capacity building organizations offering non turn-key services in a niche specialization.

## 2.2 Role of NISG and Nature of work

**2.2.1 Role of NISG:** NISG intends to play the following role in relation to the empanelment of partner -

- a. NISG will select and maintain the directory of partners
- b. NISG will use the panel for selection of organizations / individuals to work on projects.

**2.2.2 Consultancy:** NISG is primarily focused on the consultancy services being offered in the e-Government sector. This covers such areas as Strategic Consultancy, Project Consultancy, Capacity Building Consultancy and any other *ad hoc* consultancy.

**2.2.3 Implementation:** In the area of implementation of projects, NISG's role typically 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.

**2.2.4 PMU services:** In addition, depending on the requirements, NISG also designs and staffs PMUs for project management and operation at strategic ministries and agencies.

## 2.3 Areas of work

Within the broad areas of work outlined above, the following is the list of specific activities:

Strategic Consultancy	Project Consultancy
<ol style="list-style-type: none"> <li>1. Develop road map for e-Government programs or its components at the national and state and their agencies</li> <li>2. Develop Vision, Mission Statements</li> <li>3. Scoping of the program</li> <li>4. Design Governance Structures</li> <li>5. Design Monitoring &amp; Evaluation frameworks</li> <li>6. Design the scope of legal frame works / changes required to support e-Governance</li> <li>7. Assessment and evaluation of stakeholders needs</li> <li>8. Conduct Government Process Re-engineering (GPR) studies</li> <li>9. Design of Change management</li> </ol>	<ol style="list-style-type: none"> <li>1. Project Conceptualization</li> <li>2. Design the Architecture including Functional, Technology, Process, People and Resource architecture</li> <li>3. Designing solutions around COTS Enterprise applications</li> <li>4. Preparation of Business Models including PPP, and Service Level Agreements (SLAs)</li> <li>5. Preparation of Request For proposals(RFP) and tender documents</li> <li>6. Preparation of Business case</li> <li>7. Preparation of Detailed Project Report(DPR)</li> <li>8. Bid process management</li> </ol>

strategies and organizational restructuring accompanying GPR	
<b>Specialized Advisory Services</b>	<b>Capacity Building</b>
<p>Provide project-specific and need-based advisory services in the following specializations:</p> <ol style="list-style-type: none"> <li>1. Enterprise Architecture</li> <li>2. Service Oriented Architecture</li> <li>3. IT implementation standards</li> <li>4. Information Security Architecture</li> <li>5. ERP</li> <li>6. GIS</li> <li>7. Mobile Technologies</li> <li>8. Identity Management (Smart Card, Bio metric, RFID, Barcode etc., )</li> <li>9. State Wide Area Network (SWAN)</li> <li>10. Data Centre and IT Infrastructure</li> <li>11. SaaS (Software as a Service)</li> <li>12. Use of Point of Sale(POS) devices in providing endues services</li> <li>13. Advise on legal aspects of the Information Technology Act 2000, and its components (e-Forms, Digital signatures etc)</li> </ol>	<ol style="list-style-type: none"> <li>1. Capacity assessment</li> <li>2. Capacity gap analysis</li> <li>3. Institutional Capacity Building plan</li> <li>4. Training Need Analysis and identification</li> <li>5. Training plan preparation</li> <li>6. Content development for 'e-Governance' training</li> <li>7. Training Management</li> <li>8. Assessment, planning &amp; design of Knowledge Management initiatives</li> <li>9. Planning and management of Change Management programs</li> </ol>
<b>Program / Project Implementation Services</b>	<b>Research and Analysis</b>
<ol style="list-style-type: none"> <li>1. Program / Project Management</li> <li>2. Program/ Project monitoring and evaluation</li> <li>3. SLA monitoring</li> <li>4. Issue Management</li> <li>5. Program / Project appraisals (mid-term)</li> <li>6. Conducting Security Audit</li> <li>7. Conducting Application Audit</li> <li>8. Quality Assurance of consulting reports &amp; designs</li> <li>9. IT Infrastructure planning</li> <li>10. Design and staffing of Program Management Units</li> <li>11. Evaluation of products for specific use in e-Government projects (upon specific customer request)</li> </ol>	<ol style="list-style-type: none"> <li>1. Assessment of Socio-economic impact of ICT initiatives</li> <li>2. Identification of leading technologies for use in solution design</li> <li>3. Study and assessment of large e-Government implementations</li> <li>4. Adoption of Open standards</li> <li>5. Preparation of case studies on ICT for development</li> </ol>

## 2.4 Eligibility Criteria

Category	No of years in existence	Turnover	Other
<b>A</b>	<p>1.At least 5 years as of 31.03.2010 in India</p> <p>2.Should be registered in India</p>	Average turnover of Indian Rs.200 crores during the last three FY through Indian operations	<ul style="list-style-type: none"> <li>▪ Should employ more than 500 professionals in the relevant areas of expertise</li> <li>▪ Should have consulted for / implemented at least three e-Government projects</li> <li>▪ Aggregate order value of minimum Indian Rs.50 crores during the last three financial years in the relevant areas of expertise</li> </ul>
<b>B</b>	<p>1.Minimum experience of 15 years and at least 8 years of experience in the specialized domain / subject</p> <p>2.Should be a resident of India</p>	Not applicable	<p>Consultant or Subject Matter Expert (SME) is required to have a high order of expertise in one or more areas of work activities listed in Sec 2.3 or in domain subjects tightly related to e-government; such domains include, but are not limited to the following:</p> <ol style="list-style-type: none"> <li>1. e-Procurement</li> <li>2. Finance &amp; Taxation</li> <li>3. Agriculture (use of technology)</li> <li>4. Transportation</li> <li>5. Urban and Local Governance / bodies</li> <li>6. Health Care</li> <li>7. Education</li> </ol>
<b>C</b>	<p>1.At least 1 year as on 31.03.2010</p> <p>2.Should be registered in India</p>	Turnover of Indian Rs. 1 crore during the last 12 months through Indian operations	<ul style="list-style-type: none"> <li>▪ Should employ at least 20 people in the relevant areas of expertise</li> <li>▪ Should have executed at least 2 projects in the relevant areas of expertise</li> </ul>

## 2.5 Term of Empanelment

Term of empanelment is usually for 5 years. However NISG has the right to periodically review the performance of the EP. NISG could also de-list an organization or individual at any time from its directory of EP's, if they are found to be breaching the terms and conditions or for not performing according to highest professional standards.



---

EP's will be required to periodically give 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.

## **2.6 Responsibilities and Obligations of the EP**

**2.6.1 Standards of Performance:** When engaged on a project or assignment, 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 in respect of any matter relating to this empanelment as a faithful advisor to NISG. 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 Acts prevalent in the country.

**2.6.2 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 hire the services of Domain Specialists, on a case to case basis, to work on the project effectively.

**2.6.3 Conflict of Interest:** NISG requires that the EP should provide professional, objective, and impartial advice and at all times hold NISG's interests 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 with NISG projects, where a conflict of interest exists.

### **2.6.4 Others:**

EP should ensure that they have an adequate pool of 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 work.

## **2.7 EP pool size**

NISG would ideally like to have a compact and focused pool of EP's to choose from, in order to ensure adequate competition as well as engagement flexibility. With this in view, NISG could, from time to time, limit the number of EP's in specific categories, or refrain from

empanelling for specific time period. However, before taking such a step, NISG will publish such information on their web site for the benefit of the interested parties.

## **2.8 Bidding for projects and consulting assignments**

NISG will follow a structured and transparent process for awarding contracts and assignments. 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, whenever an opportunity for outsourcing the project work arises. Such opportunities could range from small consulting assignments to large implementations.

Empanelment with NISG does not guarantee that every empanelled 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.

## **2.9 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 empanelled partners by holding regular events for this purpose.

---

### 3. PROCESS OF EMPANELMENT

#### 3.1 How To Apply for Empanelment with NISG

NISG will publish this document on their website <http://www.nisg.org> for the benefit of interested parties to empanel with NISG. The following is a description of the procedure to follow for applying.

- a) Interested parties are required to read the document completely to satisfy themselves that they fulfill the eligibility criteria.
- b) Fill the summary profile of their organization *completely* in the specified format as given in **Annexure-I**; *profiles with incomplete or ambiguous information will be rejected and no correspondence will be entertained in this regard.*
- c) Sign the profile sheet, scan and send the scanned copy in PDF format to the email id: [empanelment@nisg.org](mailto:empanelment@nisg.org).
- d) Please write APPLICATION FOR EMPANELMENT: <name of the organization / individual> in the subject line.
- e) *There is no need to send the paper copy.*
- f) If required, NISG may ask for supporting information like financial statements, customer appreciations, profiles of employees, completion certificates for projects executed in the past etc. *There is no need to send these with the profile summary.*

#### 3.2 Evaluation by NISG

NISG evaluates the proposals thoroughly before deciding to accept any proposal; for this, NISG may ask for evidence of past work experience, credentials from customers, annual reports, balance sheets etc. If necessary, the applicant may be asked to make a presentation or a demo to the evaluation committee.

### 3.3 Award of Empanelment

After scrutinizing the complete details, NISG will determine if the applicant can be empanelled, and if so, for what categories. The applicants will be informed about the decision 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.

### 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 performance such as below par performance, non adherence 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 or is non-responsive.
4. Failed to provide clarifications related thereto, when sought.
5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.

Information relating to the examination, clarification and comparison of the applications shall not be disclosed to any applicant or any other persons not officially concerned with such process until the empanelment process is over. The undue use by any applicant of confidential information related to the process may result in rejection of their proposal.

### **3.6 Pre Application Queries**

The prospective applicant, requiring any clarification on empanelment may write the same in the form of a query to NISG by email sent to [empanelment@nisg.org](mailto:empanelment@nisg.org). Please write QUERY ON EMPANELMENT in subject line. 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 and assignment shall be awarded subject to the specific terms and conditions applicable to that project which will be imposed through specific contracts and agreements to be signed for that project.

**4.1 Nativity:** The organization must be registered in India. The individual consultant or SME 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 'the partner'. 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 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 request for empanelment and to annul the empanelment process and reject all such requests 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 empanelled 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 short-falls will be dealt with in accordance with the contract terms.

**4.7 Liquidated Damages:** In certain time-critical projects, customers may require the EP to agree for liquidated damages for delay in execution.

**4.8 Fraud and Corruption:** NISG requires that the EP's empanelled through this process must observe the highest standards of ethics during the performance and execution of the awarded contract(s). The following terms apply in this context.

**4.8.1** 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.

These terms are defined as follows:

- (a) "Corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of NISG or any personnel of EP's in contract executions.
- (b) "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to NISG, 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.

**4.8.2** 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

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](mailto:empanelment@nisg.org).
  3. Please write in Subject Line: APPLICATION FOR EMPANELMENT: <name of the organization / individual>
  4. There is no need to send the paper copy.
  5. Please make sure that all the pages in this document have a footer with the text: “Application for empanelment with NISG - <org / individual name> <date>”
  6. Do not change the format of the “Summary of profile”
- 

To,  
The Chief Executive Officer,  
National Institute for Smart Government  
1<sup>st</sup> Floor, Astra Towers, Opp: CII (Green Business Centre)  
HITEC City, Kondapur, Hyderabad – 500 084 INDIA

**Dated:** < >

Dear Sir / Madam,

Sub: Application for empanelment with NISG

We have read and understood the document “A Guide to empanelling with NISG March 2010” and are desirous of seeking empanelment with your esteemed organization. We are pleased to submit the attached summary profile as required by your process.

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 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
<b>Category you are applying for: (A / B / C)</b>	<b>Ever blacklisted by Government of India or any other government agency? (if yes, please give details at the end of this sheet)</b>		<b>How many projects have you executed / are executing for NISG? (Fill Table-1)</b>	

Areas of work	State the names of a few major customers and / or projects (being) executed in this area / domain and the areas of work (write NOT APPLICABLE if you are not applying for this area)	
<b>Strategic Consultancy</b>	1. Develop road map for e-Government programs or its components at the national and state and their agencies.	
	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	
	1. Project Conceptualization	
	2. Design the Architecture including Functional, Technology, Process, People and Resource architecture	
	3. Designing solutions around COTS Enterprise applications	
	4. Preparation of Business Models including PPP, and Service Level	

<b>Project Consultancy</b>	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	
<b>Specialized advisory services</b>	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.State Wide Area Network (SWAN)	
	10.Data Centre and IT Infrastructure	
	11.SaaS (Software as a Service)	
	12.Use of Point of Sale(POS) devices in providing endues services	
	13.Advise on legal aspects of the Information Technology Act 2000, and its components (e-Forms, Digital signatures etc)	
<b>Capacity Building</b>	1.Capacity assessment	
	2.Capacity gap analysis	
	3.Institutional Capacity Building plan	
	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	
<b>Program / Project Implementation services</b>	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)	

<b>Research &amp; Analysis</b>	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	
<b>Domain of expertise</b> (state all applicable domains)		

**PROFESSIONAL INFORMATION:**

<b>Date of incorporation(for organizations only) / Date of Birth (for consultants)</b>	<b>Years in operation (for corporate) / experience (for individual)</b>	<b>Domain / industry sector</b>	<b>Years of experience in the domain area</b>
<b>No. of projects executed in last three years</b>	<b>Aggregate Order value in crores of Indian rupees (for organizations only)</b>	<b>No. of e-Government projects executed</b>	<b>Aggregate Order value in crores of Indian rupees (for organizations only)</b>
<b>Number of people employed in India (Full time regular employees only) (for organizations only)</b>	<b>Number of people with relevant experience in India (specialists, domain experts, technical staff) (for organizations only)</b>	<b>*Average Turnover of last three financial years in crores of Indian rupees (for organizations only)</b>	
<b>*FINANCIAL INFO (in crores of Indian rupees)</b>	<b>2007-2008</b>	<b>2008-2009</b>	<b>2009-2010</b>
<b>Turnover</b>			
<b>Profit</b>			

\* Multi National companies should give numbers of their Indian business only

-----END OF PROFILE-----

**Table-1.**

**History of the Projects executed with NISG**

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



**National Institute For Smart Government**

1st Floor, Astra Towers  
Opp. CII (Green Business Centre)  
HITEC City, Kondapur  
Hyderabad - 500 084  
website: [www.nisg.org](http://www.nisg.org)