## POLICY - I

## Purchase of Hardware/Software for Departments of U.T. Administration, Chandigarh.

The broad procedure to be followed for the purchase of hardware/software is enumerated as follows:

*i) Technical evaluation:*

- Vet, evaluate and recommend vendors for the purpose of empanelment with SPIC to the CEO, SPIC.

- To process and collate the purchase requirements received by SPIC from the various departments and seek clarifications from them regarding the same on technical grounds , if any .

- To vet, evaluate and collate quotations received from the empanelled vendors so as to ascertain whether the technical specifications listed in the purchase orders have been met.

- After approval from the CEO, SPIC, to prepare detailed purchase orders for placing with the vendors, listing out the technical specifications

- To render any technical advice or answer any query which may be placed before them.

*ii) Financial Evaluation :*

- To get the necessary sanction of the tentative amounts from the respective departments by sending them the pro forma invoices.

- On receipt of the sealed quotations from the empanelled vendors, to benchmark them against DG & SD rates as well as against other approved sources.

- To try and negotiate lower rates from the selected vendor/s.

**B) Invite expressions of interest for the purposes of empanelment of vendors.**

    i)    On receipt of the expressions of interest from various vendors, there would be due diligence conducted on them to ascertain their technical and financial competence, as well as past experience of doing similar work .The representatives would  be empowered to establish a procedure for such due diligence.

    ii)    On completion of the due diligence, a report of recommendation listing out the vendors who fulfil the criteria laid down would be sent to the CEO, SPIC, for approval.

    iii)    The approved list of vendors would be determined and the same would be subject to an annual review for purposes of weeding out the problematic vendors and adding new ones to the list , if necessary.

**C) Prepare a format/checklist for receiving purchase orders from various departments.**

    i) The team would prepare a checklist of the points to be covered by the departments while placing purchase requests and the format of the same would be available on www.spicindia.com.

    ii) The team may assist the personnel of the concerned departments with the preparation of these purchase requests to avoid delay or ambiguity.

**D) Processing the purchase requests received.**

    i) Fortnightly, on a pre-determined date and day, purchase requests received by SPIC would be vetted (any clarifications needed to remove ambiguities would be immediately sought from the concerned departments) and collated by the team.

    ii) The team would collate the purchase requests and send off e-mails/letters for the purposes of getting quotes from the empanelled vendors.

    iii) On receipt of the purchase requests, the team would then prepare a proforma invoice to get the sanction for the amount required for

the purchase from the departments who had placed the initial purchase request. The department would be informed of the day, time and venue for opening of the quotations and they would be asked to send a representative who would be present at the opening of the quotations.

iv)   On receipt of the sanction from the department, the team would send a fax/e-mail of the purchase orders/ bidding documents* to the empanelled vendors with a cut off date for submitting sealed quotations, clearly indicating the day, venue and time when the sealed quotations will be opened. Registered letters/courier of the same would also be sent to the vendors stating that the presence of the vendor is necessary else he forgoes all his rights to challenge the allotment of the order.

## E)  Procedure on receipt of  sealed quotations.

i)   On the designated day, the sealed quotations would be opened by the team , in the presence of the vendors who had submitted their quotes, and representatives of the departments who had raised the purchase requests.

ii)   The  team will collate the quotations and compare the same with the DG&SD rates and the rates from other approved sources.

iii)   On conducting the above comparison, if the rates are below the DG&SD rates and the rates of other approved sources, negotiations with the vendor would be conducted at the earliest to try to lower the rates further. In the eventuality of the quotations being above the DG&SD rates, the procurements would be made at the DG&SD rates from the DG&SD approved vendors.

iv)   The team will make the minutes of the meeting and forward the recommendations for placing the purchase orders to the CEO, SPIC for approval and sent an intimation of the same to the concerned department.

## F)  Placing of the purchase order.

i)   On receipt of the final sanction from the concerned department along with the payment of the entire amount and the approval

from the CEO, SPIC, the purchase order would be placed with the selected vendor .

ii) The purchase order would clearly mention all the technical specifications, price, taxes, delivery time, delivery location, warranty agreed upon, payment terms, etc.

*Contents of  Purchase order/Bidding Documents:

1.  Instructions to Bidders;

2.  Conditions of Contract;

3.  Schedule of  requirements;

4.  Specifications and allied technical details;

5.  Price schedule ( to be utilised by the bidders for quoting their prices );

6.  Contract form;

7.  Other standard forms , if any, to be utilised by the purchaser and the bidders;

8.  Bid security, if any;

9.  Performance security, if any;

10. Schedule of part payment/advance to suppliers, if any;

11. Maintenance contract, if any.

**Hiring of Manpower for Departments of U.T. Administration, Chandigarh .**

The hiring of information technology ( IT ) manpower for various departments of U.T. Administration is to be done in the following manner:

**A. Appoint a team.**

The CEO, SPIC would appoint a team for the following :

- *Recruitment :* The team would be responsible for vetting the manpower requests received from the various departments of U.T. Administration, assessing the requirement of the department, liasioning with them to get their approvals and conducting the process of recruitment and reporting the same to the CEO,SPIC;

- *Follow up* : The team would be responsible for the follow up on the performance of the personnel placed, the utilisation in the concerned department and the adding or removing from the existing strength of the deployed personnel. This team would also be responsible for collecting payments from various departments for the personnel deployed with them, along with monitoring and reporting on the same to the CEO, SPIC on a regular basis.

**B. Processing requests for man power from Departments under the U.T. Administration.**

(i) *Manpower Requisition Requests* : There would be format/checklist according to which the requests for manpower would be received. These requests would clearly specify the number of personnel, the educational qualifications required, the tasks sought to be performed by the recruits, the years of work experience sought, the approximate compensation to be paid to the recruits and the terms and conditions of work. The points to be covered while making the request would be posted on the www.spicindia.com.

(ii) *Vetting the request* : The team would vet the requests received and seek clarifications from the concerned departments in case of ambiguities. They may suggest ways and means to rationalise utilisation of IT manpower.

(iii) *Meeting for final sanction of the request along with determination of the terms and conditions of work:* The team on completion of the vetting of requests will hold a meeting with authorised

representatives of the concerned department to finalise the requisition and with the terms and conditions thereof. Minutes of the meeting would be prepared and the signatures of the concerned departmental heads would be taken along with fixing a date by which the remuneration for the concerned personnel to be recruited for the desired period will be deposited with SPIC. The proceedings of this meeting will be forwarded for approval to the CEO, SPIC and subsequent to which the process of recruitment will be initiated.

(iv)   Finalisation of the arrangement for supplying manpower to the concerned department/departments of the U.T. Administration would be by signing an agreement for supply of manpower to be signed by the CEO, SPIC and the Head of the concerned department. This agreement will list out the details of the arrangement including the legal liabilities pertaining to hiring of personnel.

## C.   Process for Recruitment.

(i)   *Advertisement:* An advertisement would be placed in one local and one national daily of repute seeking applications from interested candidates against the advertised positions . The advertisement would simultaneously be placed on the website of the U.T. Administration and SPIC. However, walk-in-interviews would be taken in emergent cases for which CEO would decide accordingly as per the nature of urgency.

(ii)   *Receipt of application*: On receipt of applications, the team would vet each application judging them against the requirement and reject the ones which do not meet the selection criteria. The applicants short listed would be sent calls for a test/an interview preferably both by e-mail and registered post.

(iii)   *Selection*: The interviews would be conducted by the team to select the candidate/(s). The team would then prepare the final list of selected candidates and the same would be sent to the CEO, SPIC for final approval.

(iv)   *Hiring/Recruitment* : The selected candidates after the approval of the CEO, SPIC would be informed of their selection by both e-mail and registered post and told to come on the appointed day with the necessary attested copies of the certificates. On the day of their joining, the candidates would be compulsorily required to sign the contractual employment agreement, which will list out in detail the terms and conditions of their appointment.

**D. Miscellaneous.**

(i) *Follow up* : The team would conduct assessment surveys of the personnel recruited and deputed to the various departments of U.T. Administration for regular performance appraisals at intervals of six months to assess performance. A follow up/appraisal report of the personnel would be prepared and placed before the CEO, SPIC for necessary action.

Similarly, SPIC would follow up with the concerned department at intervals of six months to assess the needs of the departments and the performance of the recruits. Any issues pertaining to individual employees or their work would be discussed and sorted at such follow-up meetings. A follow up report/ minutes of the meeting with the concerned department would be prepared and sent to the CEO, SPIC for necessary action.

(ii) *Payment Schedule* : A detailed payments timetable for payments to be received from the various departments of the U.T. Administration to whom IT personnel have been deputed would be prepared and monitored on a monthly basis by the team to avoid delay in payments.

(iii) *Dispute resolution:* Any dispute/disputes, differences or employee related issues requiring legal redress arising between SPIC and/or CEO,SPIC and the concerned Department of the U.T. Administration will be referred to the Secretary I.T., U.T. Administration for settlement as per the Indian Arbitration and Conciliation Act, 1996

These rules may also be applicable to the Govt Departments of other States, if need be.

## POLICY- III

### Providing Information Technology Solutions for Departments of U.T. Administration, Chandigarh.

The procedure recommended to be followed in case of providing Information Technology (IT) solutions to the various departments of U.T. Administration by SPIC would be as follows :

**Creation of a Team.**

The first step would be to create a team from within SPIC of technical personnel who are capable of selecting external agencies/consultancies (whether domestic or foreign) evaluating them and short listing those who would be hired for providing IT solutions as requisitioned by the various departments of U.T. Administration, Chandigarh, from time to time. Such a team would be chosen by the CEO, SPIC.

**The Role of the Team.**

The tasks to be performed by the team, will be as follows:

- Vetting the requisitions received from the various departments of U.T. Administration and determining the requirements of the department with the solutions and solution providers available. The team would specially invite the head of the concerned department for such a meeting so as to understand the exact requirement of the concerned department.

- In consultation with the department which is seeking an IT solution, to comprehensively vet and benchmark the various solutions and solution providers and to make a selection of one or a combination of the above which would meet the requirement of the department;

- To make out a comprehensive report in consultation with the personnel of the concerned department and place the same for approval before the CEO, SPIC.

- To get the sanction of the head of the concerned department for the necessary funding as mutually agreed upon between SPIC and the concerned department

- To coordinate with the personnel of the concerned department and monitor the implementation of the solution along with sending regular progress reports to the CEO, SPIC.

**The procedure.**

1. *Requisition for IT Solution:* On receiving a requisition for getting an IT solution a department of the U.T. Administration, Chandigarh, the team at SPIC will do the following

   a. The team will conduct a study of the solution sought to be implemented and formulate a road map for implementing the solution.

   b. The team will then keeping the CEO, SPIC informed about the progress and on his/her instructions, approach the head of the department from which the request for the solution has emanated, to designate and authorise their personnel who would be involved in its conceptualisation and implementation of the solution to be created and employed.

   c. The team from SPIC and authorised persons from the concerned department will hold meetings for mutually selecting a list of probable solution(s) and  solution provider(s).

2. *Seek Expressions of Interest:*  From the list of probable solution providers, expressions of interest would be procured and they would be asked to provide detailed technical bids including  making presentations for the purposes of determining the best solution.   The designated personnel of the concerned department would be involved comprehensively in the entire process , as they would serve as a crucial link between the solution provider(s) and the department and would be vital in determining the efficacy of the solution sought to be implemented and make appropriate recommendations. The solution provider may also be requested, where ever possible , to name organisations where a similar solution has been provided and to independently ascertain from them the capabilities of the vendor/consultant and the efficacy of the solution provided.

3. *Technical Evaluation of the proposals :*  On getting the above inputs, the team would evaluate and prepare a comprehensive report, alongwith the department  personnel and shortlist the probable choice of vendors who would meet the requirement .The report would be placed before the CEO, SPIC, who will then instruct them to get comprehensive financial bids from the short listed vendors.

4. *Financial Evaluation :* Detailed discussions would be conducted with the vendors to ascertain the break up of the costs/estimates and the same would be effectively negotiated. On receiving the financial bids, they would be compared , where ever  possible, with the estimates of other similar entities, such as those of HARTRON, etc. On completion of the negotiations, a detailed report of the same with a recommendation of the most suitable vendor(s), would be submitted to the CEO, SPIC. The report will along with the total financial outlay lay the blue print for implementation. The implementation plan would clearly define the milestones set to be achieved in the course of the implementation of the solution , their verification (including procedure) and approval and the amount of payment to be released on the successful completion of each such pre determined milestone.  The verification and approval of the successful completion of each milestone would preferably be done along with the deputed personnel of the concerned department.

5. *Approvals:* The detailed report after the financial negotiation would be submitted to the CEO, SPIC. The CEO, SPIC will give the necessary approval to the team to procure a final clearance of the solution and solution provider(s) from the head of the concerned department along with the sanction for the financial outlay. From the head of the concerned department, the team will get the initial down payment and the approval for the payments to be released on the successful completion of each milestone.

6.  *Implementation:* On getting all the approvals as outlined above, the team will submit a final report to the CEO, SPIC stating, that all the necessary preliminaries have been completed. Then, the CEO, SPIC will place an order on the vendor(s), in complete detail, with respect to the timetable to be adhered, payment schedule, the tasks to be achieved, and any other detail which is deemed essential.  The order would preferably specify, that the final instalment of the payment will only be released after six months lapse of the solution working to the satisfaction of the department as verified by their authorised personnel.

The team designated from SPIC, would follow up with the solution provider(s)/vendor(s) and the deputed personnel from the concerned department to ascertain the progress of the solution implementation and make periodic reports to the CEO, SPIC regarding the same to avoid any bottle necks in the smooth functioning of the solution so provided.

7. *Payments:* On the successful completion of each pre approved milestone and its verification, the team from SPIC will get the necessary payments from the department for release to the vendor(s).

8. C*ompletion*:  On the completion of the implementation of the solution to the satisfaction of the concerned department as verified by their authorised personnel, the team from SPIC will make a final report to the CEO, SPIC The final instalment of the payment would be released as per the terms of the order placed on the vendor(s).