

**Regarding- Empanelment of
Consultants for e-Governance in
GoM.**

**Government of Maharashtra
Directorate of Information Technology**

Government Resolution No:

GAD- मातंस 080/4/2014-O/O DIRECTORATE OF IT-DIT (MH)

Mantralaya, Mumbai-400032

Date: 01/07/2014

Background

Government of Maharashtra has envisaged comprehensive e-Governance programs across all departments to bring in greater efficiency and transparency in service delivery. In order to manage the above projects and initiatives, the State Government had proposed to seek the services of reputed consultancy organization having relevant experience to work with the state.

Accordingly, a tender was floated and bid was invited from reputed consultancy firms for empanelment for a period of three (3) years to work with the state government in providing consultancy services for e-Governance activities.

Government Resolution

As per the evaluation of the tender and subsequent decision in Project Implementation Committee (PIC) of DIT, following companies have been qualified and are empanelled with Govt. of Maharashtra for a period of three years i.e. from 1st July 2014 to 30th June 2017 to provide consultancy services for e-Governance activities in Maharashtra. Any department of Govt. of Maharashtra or the allied offices under it/corporations/boards (Independent bodies) etc. can avail the consultancy services from these firms.

1. M/s Accenture
2. M/s Deloitte
3. M/s Ernst & Young
4. M/s KPMG
5. M/s PwC

2. The rates for different categories of consultants as fixed by Govt. of Maharashtra for the above firms are given below

Category	Experience	Rates in INR – Per Month Per Person (Excluding Taxes)
Principal Consultant	>8 Years	2,75,000/-
Senior Consultant	>5 to <=8 Years	2,20,000/-
Consultant	>3 to <=5 Years	1,60,000/-

Note:

- I. The above rates are excluding of Govt. taxes and OPE (Out of Pocket Expenses).
- II. The out of pocket expenses (OPE) like Travel, boarding, lodging incurred by the deployed consultant for the purpose of official work pre-authorized by the department/purchaser shall be reimbursed by the Purchaser as per Policy provided in *Annexure 1*, which is based on NISG Policy. However, Expenses incurred on stationary, printouts etc. will be reimbursed on actuals by the department on producing necessary bills/supporting documents and on prior approval by the department with a cap of 5% on the total monthly bill payment to the selected agency.

- III. The rates mentioned above are valid for the 1st year and thereafter upto 10% increase in price every year will be allowed after review by PIC
- IV. Each consultant deployed on the project shall be entitled for 2 days of leave in a month subject to upper limit of 12 in a year. Also, apart from leave each deployed consultant would be eligible for Compensatory off on approval from the department. Compensatory off is off taken on a working day for work done on government holiday/public holiday.
- V. The consultants must compulsorily work from the office of the department. Department must ensure proper working environment for the consultants and ensure seating near the officials with whom they have to frequently interact with.
3. It is mandatory that all the consultants deployed through this GR have minimum 6 months of work experience on an active project with the company and must have cleared eGov. Certification of DIT, Govt. of Maharashtra **with distinction**.
4. For Finance and Accounts type of profile a candidate will only be hired as a team member in large eGovernance project, where there is a need of financial expertise. This GR is not applicable for departments where financial consultants are required for a non eGovernance project.
5. Types of Consultant and their required educational qualification is as given in the table below

Type of Consultant	Educational Qualification
Project/Program Management	MBA with relevant experience in IT and eGovernance
Financial Management (For Finance & Accounts type of work)	(CA/M.Com) + MBA, with relevant experience
Solution Architect (For Project Design)	[BE/BTech/MCA/MSc (Computer Science, Information Technology, Electronics)] with MBA and relevant experience in IT
Change Management	Graduate in any discipline + MBA with relevant experience

6. Selection of the consultancy firm: Any department of Govt. of Maharashtra may appoint any of the empanelled consultants for eGovernance related work in the state at the rates mentioned in this GR.
- For selection of consultant on *Man-Month basis through this empanelment GR, following should be followed.
1. Departments need to finalize the scope of work for consultancy with concurrence of DIT.
 2. Thereafter departments should circulate the scope of work among empanelled firms and call for presentation with the CVs (Format of CV provided in *Annexure 3*) of the proposed resources before their Project Implementation Committee (PIC). The notice for the same should be sent at least 1 week in advance.
 3. The consulting empanelled firms need to clearly define the milestones in their proposal for the project
 4. Based on the presentation, the firm's understanding of the project output and quality of resources proposed, the PIC may select consultants based on their requirement.

[*Man-Month means 1 resource working for 1 month (Calendar working days as per GoM)]

6. The type of work that could be performed by the consultants is given in *Annexure 2*.
7. The Selected Agency is expected to meet the SLA applicable as given in *Annexure 4*.
8. Responsibility of the selected Agency:
 1. The Selected Agency will be required to provide Monthly Status Reports to the department on the performance of work.
 2. The Selected Agency shall be responsible for economizing the cost of the project by encouraging use of common infrastructure, State Data Center (SDC), database & code sharing etc. as per the eGovernance Policy of Government of Maharashtra (GoM). The Agency also needs to ensure the deliverables follow eGov policy of GoM covering eGov standards, WCAG, Localization, standards and policies etc. issued from time to time by GoM and Gol.
 3. The Selected Agency should come up with major milestones of the project and need to clearly devise the measurable outcomes from the project duly approved by the department/purchaser, based on which periodic review (Quarterly/Mid-term review depending upon the duration of the project) will happen with the department availing the consultancy service. The selected agency needs to submit Fortnightly and regular status report to the department and DIT.
 4. The Project Manager of the Selected Agency should regularly (Monthly) and timely brief DIT about the progress and status of the project so that best use of existing infrastructure and inputs could be made in the interest of the project.

This Government resolution of Maharashtra Government is available at the Website www.maharashtra.gov.in under reference no. 201407011531292011. This order has been signed digitally.

By order and in the name of the Governor of Maharashtra.

**RAJESH
MADANLAL
AGGARWAL**

(Rajesh Aggarwal)

Principal Secretary –IT

Digitally signed by RAJESH
MADANLAL AGGARWAL
DN: c=IN, o=ALL INDIA SERVICES,
ou=IAS, postalCode=110001,
st=NEW DELHI, cn=RAJESH
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To,

1. Secretary to Governor,
2. Secretary to Chief Minister,
3. Secretary to Dy. Chief Minister,
4. Personal Secretary to ALL Ministers/All Ministers of State,
5. Personal Assistant to Chief Secretary,
6. Additional Chief Secretary/Principal Secretary/Secretary of All Departments,
7. Registrar, High Court (Original Side) Mumbai,
8. Registrar, High Court (Appeal Side) Mumbai,
9. Registrar, Lok Ayukta, Up Lok Ayukta, Maharashtra State Mumbai,
10. Secretary, Maharashtra Public Service Commission Mumbai,

11. Secretary, Maharashtra Vidhan Mandal Sachivalaya Mumbai,
12. Auditor, Accountant General (A&E), Maharashtra Mumbai,
13. Auditor, Accountant General (A&E), Maharashtra Nagpur,
14. Auditor, Accountant General (Audit), Maharashtra Mumbai,
15. Auditor, Accountant General (Audit), Maharashtra Nagpur,
16. Pay and Accounts Officer, Mumbai
17. Residential Audit Officer, Mumbai
18. Director General of Police, Maharashtra State Mumbai
19. All Commissioners of Police,
20. All Divisional Commissioners,
21. Commissioners of All Municipal Corporations,
22. All Collectors,
23. All CEOs of Zilla Parishad/Municipalities,
24. All Departments of Mantralaya,
25. All Head of the Departments and Head of the Offices of Govt. of Maharashtra,
26. Select file

ANNEXURE 1**Policy for Travel, Boarding & Lodging based on NISG Policy as on 1st July 2014****Objective**

The objective of this policy is to facilitate a uniform and consistent practice with regard to official travel. The official travel includes travel from place of deployment to field offices and other offices of the department/purchaser as the project may require.

Applicability

All consultants deployed through the Empanelment tender.

General Principles

1. All official tour should be approved by the department/purchaser
2. All expenditure incurred while on tour should be within the entitlement limits as defined in this policy and in case of any deviation, consultants shall obtain a special approval in writing from the purchaser.

Local Travel

1. For official travel within headquarters, consultants would be entitled to claim taxi/auto /any other transport fare based on rates given below. The same rates would apply even if the consultant uses his/her own vehicle. No claim would be allowed if the consultant is provided with Official transport for local travel.
 - a. For Journeys performed in own car/taxi: Rs. 16/- per KM
 - b. For Journeys performed by auto rickshaw, own scooter etc.: Rs 8/- per KM
2. Principal Consultants are entitled to engage an AC car (Indigo or equivalent) on a continuous basis as required during tour outside Head Quarters. All others are entitled to engage AC car (Indica or equivalent) on a point-to-point basis.
3. Consultants shall record the mileage traveled on the trip sheet.
4. To claim reimbursement for local travel a consultant is required to submit bills and vouchers (wherever applicable) along with an excel sheet in a meaningful format with the details to the purchaser within two weeks.
5. Consultants are requested to be judicious while using official transport.

Mode of Travel

The entitlements of mode of travel shall be as given below:

Band	Entitlement
Principal Consultant	Economy class by Air For short distances*, journey should, as far as possible, be performed by Train/ Taxi, whichever is economical
Sr. Consultant	2 tier AC Train/ Economy class by Air For short distances*, journey should, as far as possible, be performed by Train/ Taxi, whichever is economical
Consultant	2 tier AC Train

Note:

1. *Short Distances -For any travel between locations that can be covered in 6 hours or less by train the default mode of travel for all consultants is AC Chair Car or II Tier

AC as the case may be. Travel by air will be based on administrative exigency and with an approval from the department.

2. Under special circumstances, consultants at consultant level may also be permitted to travel economy class by air with the approval of the department.
3. Consultants are encouraged to avail Super Saver, Apex or any other schemes offered by various airlines, so as to incur the lowest expenditure.

Rules:

1. To claim reimbursement, a consultant needs to submit the Travel Expense to department along with the relevant bills/vouchers, boarding passes, tickets and hotel bills within two weeks from the date of return from the trip.
2. Submission of hotel bills is mandatory with the Travel Expense claim
3. With a view to factor in the relative cost differentials in traveling to various locations across the country, corresponding boarding and lodging expense entitlement limits have been set by classifying them into 3 broad categories. The classification is as follows:
 - a. Category 'A' - Mumbai, Delhi, Chennai Kolkata, Bangalore, Hyderabad, Ahmedabad and Pune
 - b. Category 'B' - Other State Capitals and major cities - Nagpur, Baroda, Kanpur, Cochin, Ludhiana, Ajmer, Agra, Allahabad.
 - c. Category 'C' - All other locations
4. The reimbursable expense limits on lodging and Daily Allowance, applicable during the business trip and corresponding to each location category, are set out in a level wise entitlement matrix provided below.

Level	Lodging			Daily Allowance		
	A	B	C	A	B	C
Principal Consultant	4000/-	3000/-	2500/-	700/-	600/-	500/-
Sr. Consultant	3500/-	2500/-	2000/-	600/-	500/-	400/-
Consultant	3000/-	2000/-	1500/-	500/-	400/-	300/-

Daily Allowance (DA)

1. Daily Allowance is paid to consultants only for outstation official travel.
2. DA will be paid over and above the other entitlements
3. The consultant is not entitled to D.A. in case of seminars/workshops/Training, where the organizers bear all expenses towards stay and food.
4. Entitlement is calculated from the scheduled time of departure of the plane/train/bus, up to the return of the plane/train/bus at the headquarters.
5. A full day will be calculated as 24 hours and for any fraction of a day, the following scale will apply.

Period	DA Entitlement
- Upto 12 hours	- 50% of DA
- More than 12 hours	- 100% of DA

- All expenses are inclusive of applicable taxes.
- Expenses on telephone calls from the hotel and alcohol shall not be reimbursed.
- For cities and towns where the department has tie-up with Guest Houses/ Hotels, the consultants are encouraged to use the same as a first preference.

- Any exceptions to the above entitlements shall be processed subject to the approval of the department
- All consultants are entitled to claim a Travel Advance for meeting the cost of stay and local travel.
- All Travel Advance requests require approvals from the department

General Notes:

1. DIT, GoM may, notwithstanding the eligibility and terms mentioned above, at its discretion amend, modify or withdraw this policy.
2. Any deviation from the provisions made in the clauses mentioned in the policy, will require the prior approval.
3. The consultants/department should contact DIT in case of any clarifications

ANNEXURE 2

The details regarding Type of work are given below:

1. Preparation of Detailed Project Report (DPR), Project Design
 - a. Preparation of DPR, Dept./IT Roadmap/Strategy etc
 - b. Project Design, Conceptualization, Viability etc.
 - c. Requirement Gathering, Analysis
 - d. BPR and Recommendations regarding TO-BE Process
2. Bid Management for a single project (till completion of the process as per Govt. norms, which may include re-tender incase sufficient no. of bids are not received)
 - a. Preparation of Expression of Interest (Eoi)/Request For Proposal (RFP)/ Request For Quote (RFQ)
 - b. Assistance in response to pre-bid queries
 - c. Assistance in issuance of corrigendum etc.
 - d. Technical evaluation of bids
 - e. Commercial evaluation of bids
 - f. Recommendations regarding selection of agency
 - g. Assistance regarding preparation/signing of contract, SLAs
3. Project Management (per month basis)
 - a. Status reporting and monitoring
 - b. Issue tracking and resolution
 - c. Service Level Agreement (SLA) monitoring
 - d. Hand-holding all e-Governance related activities of the department
4. Third Party Audit
 - a. Project Specific Audit
 - b. Onsite Audit, Field Audit and etc.
5. System review, audit
 - a. To review and audit various controls like (but not limited to) Organizational Controls (segregation of duties etc), Data Center and Network Operations Controls, Hardware & Software Acquisition and Maintenance Controls, Access Controls, Application System Acquisition, Development, and Maintenance Controls, Application Controls, Data related Controls, Output and Error Controls etc.
 - b. Submission of Audit report and recommendations
 - c. One Follow-up review after 3/6 months
6. IT Security/Cyber Audit
 - a. Shall include (but not limited to) review of existing security policy and guidelines including review of its implementation, review of compliance to Government of India (GoI)/Government of Maharashtra (GoM) norms, various other security norms, vulnerability assessments, network vulnerability assessments, operating system and application security assessments, access controls assessment etc.
7. Finance & Accounts
 - a. To Oversee and Manage the financial systems and budgets
 - b. Organize and maintain accurate accounting standards
 - c. Analyze financial data and prepare financial statements

- d. Regular monitoring of investments and finances and reporting to senior management
- e. Reviewing the systems and analyzing risk;
- f. Advising on areas of business improvement and etc.;

Annexure 3**CV Format** (To be used for providing resumes for profile review)

Details		Response
1	Proposed Position & Skill Set	(Principal Consultant, Senior Consultant, Consultant)
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) -(Excellent/Good/Fair)
10	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]:_____ To [Year]: _____ Employer: Positions held:
11	Highlights of assignments handled and significant accomplishments.	Name of assignment or project: Year: Location: Client: Main project features:

Details		Response
		Positions held: Activities performed:

Annexure 4

Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser will reserve the rights to levy Penalties on the Selected Agency.

Service	Expected Service level	Penalty level in case of default
1. Deployment of all personnel for project after signing the Contract with the Purchaser or any subsequent requirement from the Purchaser during the Contract period.	<ul style="list-style-type: none"> ▪ 2-3 weeks for Principal Consultants ▪ 1-2 weeks for Senior Consultants ▪ 1 week for Consultant 	10% of Monthly Payment Due ONLY in the succeeding month.
2. Replacement of personnel at request of Purchaser	Maximum 3 weeks from date of intimation by the Purchaser, including Minimum 2 weeks of handover time. The handover process needs to be documented and duly certified by the department and the selected Agency. (The 2 weeks of handover time will be without any additional cost to the department).	10% of Monthly Payment Due ONLY in the succeeding month.
3. Replacement of personnel at the request of the Selected Agency	No replacement within 6 months Maximum 1 replacement within a year, with minimum 2 weeks of handover time. The handover process needs to be documented and duly certified by the department and the selected Agency. (The 2 weeks of handover time will be without any additional cost to the department).	Rs 1,00,000 per breach (for Consultants, Senior Consultants and Principal Consultants)
4. Submission of all monthly status reports to the Purchaser as per format of the purchaser	100%	10% of Monthly Payment Due ONLY in the succeeding month.