



GOVERNMENT OF KERALA

Abstract

Electronics & Information Technology Department – Authorizing Departments for direct purchase of Mobile Apps from Startups – Guidelines Approved – Orders issued.

ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

G.O.(Ms) No. 19/2017/ITD

Dated, Thiruvananthapuram, 04.08.2017.

Read :- GO (Rt) No. 102/2017/SPD dated 16.01.2017.

ORDER

As per the order read above, Government have accorded sanction for the direct purchase of Mobile Apps from the list cleared by Kerala State Start-Up Mission up to a cost of Rs. 5 Lakhs subject to the condition that one purchasing officer can purchase not more than two mobile applications in a given financial year from one Start-Up. Government Departments / Agencies, as such can purchase a product (Mobile App) or get a Mobile App developed or a mobile interface added to an existing web application for inter / intra Departmental use or for service delivery from Startups. As the purchase is in relaxation of Stores purchase norms, Government are pleased to approve the guidelines attached as annexure to this, for compliance by Governments Departments / Agencies in this respect.

(By Order of the Governor)

M. SIVASANKAR IAS
Secretary to Government

To

All Departments in Secretariat
All Heads of Departments / Agencies / Boards / Commissions
The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.
The Accountant General (A & E) Kerala, Thiruvananthapuram.
The Web and new Media, I&PRD, Thiruvananthapuram
Stock file /Office copy

Forwarded / By Order


Section Officer

et

Guidelines for purchase of Mobile apps by Government departments / agencies as per G.O.(Rt). No.2/2017/SPD dated 16.1.2017

Background

The Start-Up Ecosystem in the State has been booming and young Entrepreneurs are creating innovative products and services that Government Departments / Agencies can adopt for inter / intra departmental use or for online service delivery. With higher mobile penetration in the State, mobile interface of application would benefit both the public and the Departments. As per the Government order:

- 1) Departments can procure / develop mobile apps from the list cleared by Kerala Startup Mission
- 2) Cost of a single order for mobile application shall not exceed a Rs 5 lakh (including all applicable taxes)
- 3) A purchasing officer can purchase up to two applications in one year from one Startup.

Procurement by Departments will be in adherence to the above conditions.

Identification of the requirement by Departments and procedure for procurement

1. Department / agency initially identify the requirement of a product (Mobile Apps) or need to develop an App for them. If the App (product) is readily available with a Startup, the department can go for direct purchase (with or without customization) if the product has already been evaluated by the Technical committee and listed by Kerala Startup Mission (KSUM) with features, price, service level, support cost etc.
2. If the product is not evaluated by KSUM, the Department may approach KSUM with its intention for purchase and subsequent support.
3. KSUM evaluate proposals, financials etc. and recommend appropriate Startup to the department.
4. Department place the supply order to the Startup, execute an agreement and make payment directly to KSUM. KSUM shall have the back to back agreement with the Startup.
5. In case of any lapses during development or support period, Department may approach KSUM for resolution of the issue.

Roles and Responsibilities of Government Departments / Agencies

1. Provide details of innovative ideas, challenges or requirements for mobile application to KSUM to explore possible solution options.
2. Participate in the Technical Committee for solution, evaluation and selection.
3. Finalise the agreement with KSUM.
4. Review and approve project scope, delivery plan.
5. Monitor the application development progress, testing and user acceptance on time.
6. Provide necessary support to arrange support for application deployment such as infrastructure and credential for deployment etc.
7. Payment to KSUM against successful delivery against milestones.
8. Provide feedback on the application to KSUM.

Roles and responsibilities of KSUM

1. When a Department approach KSUM directly, with its mobile interface requirements, it may provide necessary technical advice and help in identifying a solution through Startups.
2. Help the Department to review and recommend appropriate Startup and solution to the Department after assessing the solution and the financials with the help from Technical committee.
3. in the case of innovative or novel ideas, KSUM may call for a presentation by Startup(s) on its implementation. A Technical Committee formed by KSUM (composition mentioned below) may evaluate the proposals and recommend a Startup, based on that evaluation, to the department.
4. If a product / App owned by a Startup is procured by multiple Departments, KSUM may relook into the cost of the product, to ensure the interest of Government and the Startup.
5. If a product / App require customization, KSUM shall work out the customisation cost component over the product cost.
6. KSUM would rate Startups, which provide excellent service, quality products and support. This would help Departments to identify best-performing Startups.
7. KSUM shall arrange the agreement with the Department and back to back agreement arrangement with the Startup.
8. KSUM shall adhere to the general criteria below for the selection of a Startup for development of a Mobile App / purchase of a product from a Startup.

Roles and responsibilities of KSITM

1. Maintain the project deliverables and information about various Apps and the source code repository with appropriate access control.
2. Share new ideas and challenges faced by Departments, that can be addressed with the help of mobile solutions from Startups, with KSUM.

Roles and responsibilities of Startups

1. Understand the requirements and present the solution / Mobile App before the Technical Committee of KSUM for evaluation.
2. Startup which was awarded the work shall execute an agreement with KSUM and to complete the work as per the timelines agreed with KSUM and Department and provide warranty support.
3. Provide AMC support, if agreed with the Department and KSUM.
4. The Startup shall ensure that the product developed shall have an option for adding / maintaining master data by the staff of Department concerned, without the help of developers.
5. Develop the mobile app complying to the required Security and other standards and guidelines.
6. Startup shall prepare and deliver the project artefacts (SRS, Design and architecture document, source code, deployment package, user manual etc.) to KSUM
7. The product shall be made configurable and scalable to the extent possible.

General terms for the award and execution of projects to Startups

1. The Startup shall be defined as per the Startup India criteria or a Startup in growth stage not exceeding 7 years from the date of registration. This list of Startups that are eligible for participation for bidding shall be prepared and maintained by KSUM.
2. A Technical Committee will be formed with secretary (IT) as the Chairman for evaluating the applications. Constitution of the Technical Committee is given in Annexure 1.
3. Project evaluation and Effort estimation approaches are as per the Annexure 2 and Annexure 3.
4. All the solutions / Mobile Applications delivered shall have 6 months of warranty support from the respective Startup with no additional cost.
5. Department can avail AMC, if they wish so, with an additional payment as per the payment milestone. AMC amount shall not exceed 10% of the total project cost.

6. Source code: Startup shall deliver the source code and the other project artefacts related the application, if it is custom developed for the Department, to KSUM.
7. If the Startup is deploying their product for a department then the Startup shall transfer the source code and associated project artefacts to the Department, in case if the Startup is not available to provide maintenance support.
8. If the product is deployed on a SAAS (Software As A Service) model, the payment will be made on a monthly basis and the maximum amount per month cannot exceed Rs 10,000.00 (Rupees Ten Thousand only). In such cases, the hosting and management of the software will be the sole responsibility of the Startup and the monthly payment will be based on the satisfactory functioning of the App during the month. In case of poor performance, Department will have the option to withdraw from the SAAS contract at any point of time.

Annexure 1 : Technical Committee

Technical Committee shall be formed with following composition:

1. Secretary (IT) or Nominee – Chairman
2. Representative from KSITM
3. Representative from SeMT
4. Representative from KSUM (convener)
5. Two representatives from the user department (these members will change depend upon the user department whose application is being reviewed)

The Committee will meet once in a month and will clear all the review, all pending applications and recommend for purchase

Annexure 2: Evaluation parameters for Mobile Application

1. Problem / challenge / Idea
2. Purpose and objective of the application
3. Usability and benefits of the proposed application
4. Expected outputs and outcomes
5. Target user groups
6. Technology and Architecture
7. Compliance to Security and other standards and guidelines
8. Platform (Apple OS, Android, Windows phone, Multiplatform iOS + Android, Web) and interfaces (if there any)
9. Deployment infrastructure requirements

10. Operations Support requirements (Post implementation)
11. Project size : Approximate number of screens / interfaces
12. Project Plan

Annexure 3: Template for effort estimation (Component details)

KSUM will come up with the template for the project estimation and the process for its usage

Annexure 4 : Draft structure for Agreement

The draft template of the Agreement shall comprise of the following :

1. General Overview
2. Scope & Description of Mobile Application
3. Features
4. Mobile application framework
5. Technology & Infrastructure Architecture
6. Optional services if any
7. Startup Responsibilities
 - a. Reliable Framework
 - b. Documentation & Technical Support.
 - c. Training
 - d. Testing/ QA
 - e. Integration of Mobile application
8. Deliverables and mode of delivery
9. Response Time & Escalation
10. Enhancements
11. Upgrades
12. Pricing – Milestone amount are to be given in the template given below (Indicative)

SI No	Milestone description	Milestone amount INR (Incl all taxes applicable)
1	Prototype Completion	10 %
2	Product delivery and acceptance by department	50 %
3	Successful deployment and go-live	30 %
4	Completion of Warranty Support	10 %

Manpower per day cost to cater any additional requirements beyond the scope of Work within Warranty / AMC period (Incl all taxes in INR) :

13. Reporting, Communication, Reviewing and auditing

14. SLA and penalty

SLA and Penalty applicable during Warranty support and Maintenance phase

Severity	High	Medium	Low
Response Time	30 Min	2 Hrs	1 Day
Resolution Time	1 Day	2 Days	5 Days

Severity Definitions:

High – Issue affecting entire users and unable to use the application

Medium – Issue affecting part of the users or functionality

Low – Minimal impact on the issue and can work with some work around

Penalty for not meeting SLAs :

	Penalty for breach of SLA	SLA Calculation
Warranty Support	4 % of the project value if SLA <=90%	Calculated at the end of Warranty support based on monthly SLA compliance report shared by Startup.
AMC Support	5 % of the AMC amount if SLA <= 90%	Calculated at the end of AMC support based on monthly SLA compliance report shared by Startup.


Section Officer