

EXPRESSION OF INTEREST (EOI)

for

Selection of Strategic / Channel partners for

Category	Projects
1	Software development & implementation.
2	Readymade (off-the-shelf) software supply, customization & implementation.
3	Website development & implementation.
4	Preparation of IT Plan /RFP/DPR
5	Preparation of BPR/SRS
6	Enterprise Resource Planning (ERP) Solutions
7	IT Application Testing and Security Audit





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1 Introduction

Last decade has witnessed the advent of a new 'Super Power'- Information. Direct & undiluted access to right information, at the right time & in the right perspective is the real power. The tools & methodology that sustain the flow of this data are under the realm of IT. HARTRON is committed to provide right tools, right techniques & right methodologies to ensure that even the common people can contribute & participate in optimizing & enhancing Haryana. The Corporation has been a pioneer in Information Technology and has a number of prestigious projects to its credit.

Hartron is taking up various e-Governance related projects/work for Govt. Departments/Boards/Corporations and now is interested in building channel partnership in various categories. The details of various categories and scope of this EOI are explained in detail in this document.

2 Scope of Expression of Interest (EOI)

The scope of this Expression of Interest (EOI) is for the following seven categories of projects/activities.

Category	Projects
1	Software development & implementation.
2	Readymade (off-the-shelf) software supply, customization & implementation.
3	Website development & implementation.
4	Preparation of IT Plan /RFP/DPR
5	Preparation of BPR/SRS
6	Enterprise Resource Planning (ERP) Solutions
7	IT Application Audit and Security Audit

Note: EOI along with Caution Money to be submitted separately for each category

Category I: Software development & implementation

2.1.1 Scope of Work - Fresh software development & implementation

- Study of processes of department to be computerized
- Preparation & signing of SRS
- Report on hardware and network capacity planning & sizing
- Preparation of System study and Design (SDD)
- Development & Deployment of various software modules
- User Acceptance Test of modules
- Data Migration
- Final User Acceptance Test of integrated software
- Handing over of user manual, technical manual & source code with documentation for the software developed
- Comprehensive Training of Employees for developed software
- Final sign off
- Change Management/Change Request.
- Annual Maintenance and Operational support Contract, if required
- etc.

2.1.2 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up projects of software development from various Govt. Departments/Boards/Corporations.
- Hartron will market the software developed with the channel partner to other Govt. Departments/Boards/Corporations
- If any setup is required for software development and implementation at client's location then the same will be created by the Channel Partner through Hartron.
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.
- The Software Developed by channel partner for Hartron/Department shall be the property of Hartron/Department.
- The Corporation shall be free to use the developed software anywhere for any Department/Organization/State.

2.1.3 Role of Channel Partner

- The channel partner will be backend support for software development and will be responsible for successful implementation of the projects.
- The channel partner will also help Hartron in marketing the software developed to other Govt. Departments/Boards/Corporations.
- The channel partner will provide committed support wherever Hartron requires in providing services to the clients.

- The channel partner will also help Hartron for increasing business by utilizing the available infrastructure with Hartron.
- The channel partner shall supply the source code along with all manual/technical manuals to the Hartron.
- The channel partner shall be responsible for the scope defined in section 2.1.1

2.1.4 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have experience in software development and should have in-house software development cell. The company should have minimum three years experience in IT related services pertaining to the category with an experience of 2 projects of minimum Rs.5.00 lacs each as per scope defined for category.

- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 30 IT professionals must be on roll of the company as on date.

#	Level	Minimum Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant	Any Engineering degree with domain expertise as per category	8	1
2	Project Manager	Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	6	2
3	Software Design Engineer	-do-	4	2
4	Software Development Engineer	-do-	2	15
5	Software Testing Engineer	-do-	2	4
6	Software Implementation Engineer	-do-	2	6
Minimum Technical Manpower Required				30

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameters. The short listed companies have to give presentation about their company, software development experience, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.

- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.5 Documents required with EOI

- Certificate of incorporation.
- Certificate from CA indicating turnover and profitability. Audited balance sheet of last three years to be submitted.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of software developed with description of front-end and backend tool used along with client details
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.

2.1.6 Procedure for selection of Channel Partner

- The Channel Partner will be selected on the basis of financial strength, in-house software development strength, technical as well

as managerial strength of the company, experience and his competency to generate business etc.

- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.

- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.7 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.

- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.

Category II: Readymade (Off-the-shelf) Software supply, customization & implementation

2.1.8 Scope of Work - Readymade (Off-the-shelf) Software

- Study of processes of department to be computerized
- Preparation & signing of SRS
- Report on hardware and network capacity planning & sizing
- Customization & Deployment of various software modules
- User Acceptance Test of modules
- Data Migration
- Final User Acceptance Test of integrated software
- Handing over of user manual, technical manual & customized source code with documentation for the software customized.
- Comprehensive Training of Employees for deployed software
- Final sign off
- Change Management/Change Request.
- Annual Maintenance and Operational support Contract, if required
- etc.

2.1.9 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up projects of software development from various Govt. Departments/Boards/Corporations.
- Hartron will market the readymade software developed by channel partner to other Govt. Departments/Boards/Corporations
- If any setup is required for software customization and implementation at client's location then the same will be created by the Channel Partner through Hartron.
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel

Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.

- The Software Customized by channel partner for Hartron/Department shall be the property of Hartron/Department.

2.1.10 Role of Channel Partner

- The channel partner will be backend support for software customization and will be responsible for successful implementation of the projects.
- The channel partner will also help Hartron in marketing the readymade software to other Govt. Departments/Boards/Corporations.
- The channel partner will provide committed support wherever Hartron requires in providing services to the clients.
- The channel partner will also help Hartron for increasing business by utilizing the available infrastructure with Hartron.
- The channel partner shall be responsible for the scope defined in section 2.2.1
- The routines developed for Customization of software by channel partner for Hartron/Department shall be the property of Hartron/Department and the channel partner shall supply the customized source code along with all manual/technical manuals to the Hartron/department.

2.1.11 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have ready off-the-shelf marketable software products and successfully implemented the same. The company should have minimum three years experience in selling the readymade software each of minimum Rs.5.00 lacs as per scope defined for category.
- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 30 IT professionals must be on roll of the company as on date.

#	Level	Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant	Any Engineering degree with domain expertise as per category	8	1
2	Project Manager	Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	6	2
3	Software Development/ Customization Engineer	-do-	2	8
4	Software Testing Engineer	-do-	2	4
5	Software Implementation Engineer	-do-	2	15
Minimum Technical Manpower Required				30

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameter. The short listed companies have to give presentation about their company, readymade marketable software products, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.
- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.12 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of readymade software developed (off-the-shelf) and marketable clearly explaining frontend and backend detail along with features.
- List of companies with reference and phone numbers where these software are implemented & running successfully.

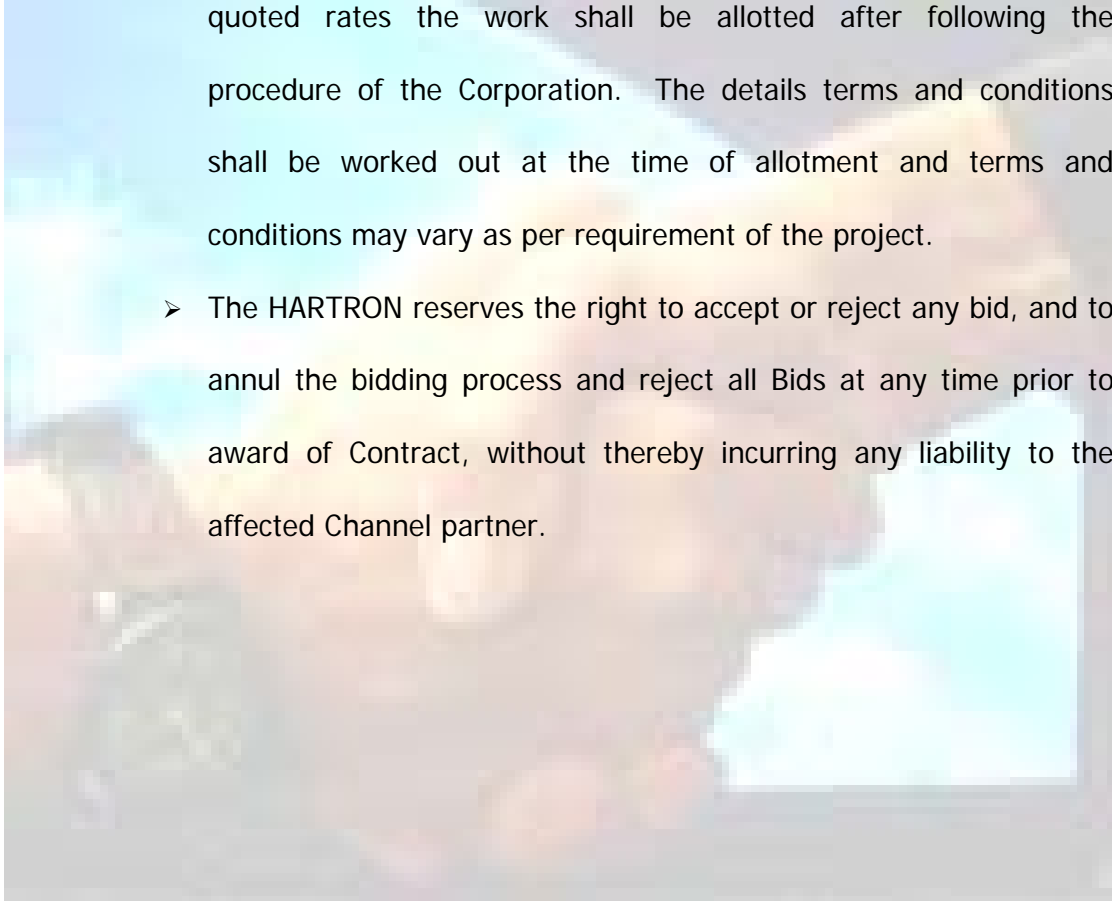
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.

2.1.13 Procedure for selection of Channel Partner

- The Channel Partner will be selected on the basis of financial strength, marketability of readymade software product, technical and as well as managerial strength of the company, experience and competency to generate business etc.
- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.
- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon the value of product.

2.1.14 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.
- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.



Category III: Website Development & Implementation

2.1.15 Scope of Work - Website Development & Implementation

- The companies are required to carry out study of department
- Preparation of front page design & its acceptance
- Preparation of Child page design & its acceptance
- Preparation of complete website
- Helping in hosting of website
- Comprehensive Training of Employees for updation
- Final sign off
- Change Management/Change Request.
- Annual Maintenance and Operational support Contract, if required
- Operational support for updation etc., if required.
- etc.

2.1.16 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up website development from various Govt. Departments/Boards/Corporations.
- If any setup is required for website uploading and implementation at client location then the same will be created by the Channel Partner through Hartron.
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.

- The Website Developed by channel partner for Hartron/Department shall be the property of Hartron/Department.
- The Corporation shall be free to use the developed website anywhere for any Department/Organization/State

2.1.17 Role of Channel Partner

- The channel partner will be backend support for static and dynamic website development and will be responsible for successful implementation of the website.
- The channel partner will also help Hartron in marketing the website development for other Govt. Departments/Boards/Corporations.
- The channel partner will provide committed support wherever Hartron requires in providing related services to the clients.
- The channel partner will also help Hartron for increasing business by utilizing the available infrastructure with Hartron.
- The channel partner shall supply the source code along with all manual/technical manuals to the Hartron.
- The channel partner shall be responsible for the scope defined in section 2.3.1
- The website designed & developed for Hartron/Department shall be the property of Hartron/ Department. The channel partner shall supply the source code along with all manual/ technical manuals. The Corporation shall be free to use any where for any Department/Organization/State.

2.1.18 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have experience in website development and should have in-house website development cell. The company should have minimum three years experience in website development services pertaining to the category with a experience of 2 projects of minimum Rs.1,00,000/- each as per scope defined for category.
- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 20 IT professionals must be on roll of the company as on date.

#	Level	Minimum Qualification	Years of Exp.	Minimum Manpower Required
1	Project Manager	Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	5	1
2	Website/Portal Design Engineer	-do-	3	2
3	Website/Portal Development Engineer	-do-	2	10
4	Website/Portal Testing Engineer	-do-	2	2
5	Website/Portal Implementation Engineer	-do-	2	5
Minimum Technical Manpower Required				20

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameter. The short listed companies have to give presentation about their company, website development experience, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.
- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.19 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local office in Chandigarh, Panchkula & Mohali.
- List of website developed with description
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.1,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted

by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.

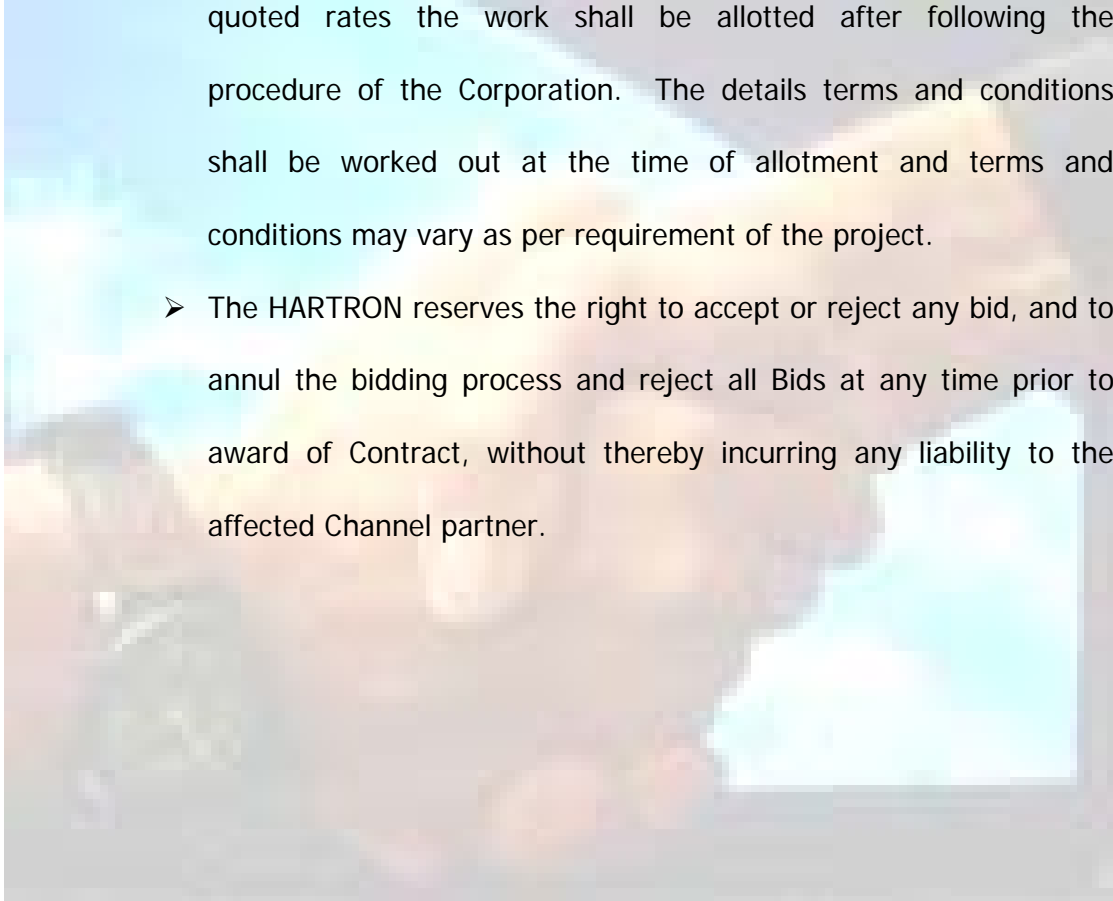
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.
- List of websites developed and list of companies with reference & phone numbers where these websites are implemented and running.

2.1.20 Procedure for selection of Channel Partner

- The Channel Partner will be selected on the basis of financial strength, in-house website development strength, technical as well as managerial strength of the company, experience and his competency to generate business etc.
- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.
- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.21 Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.
- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.



Category IV: Preparation of IT Plan/RFP/DPR

2.1.22 Scope of Work - Preparation of IT Plan/RFP/DPR

The tentative scope of work for preparation of IT Plan/RFP/DPR is given as under. The final scope of work shall be worked out at the placement of order.

➤ IT Plan

- Preamble – about department.
- Vision.
- Objectives.
- Existing structure.
- Functions of the department.
- AS IS Process
- TO BE Process.
- Identification of G2C, G2G, G2E and G2B Services.
- Functional Information System.
- Existing Hardware & Infrastructure.
- Proposed Architecture.
- Proposed Hardware & Infrastructure.
- Proposed System Software and Licenses.
- Phasing of Modules.
- Costing for complete IT Solutions including Hardware, System Software and Application Software.
- Cost Benefit Analysis.
- Tangible and non-tangible benefits.
- etc.

➤ RFP

- Key Events of the RFP
- Scope of RFP.
- Timelines for the Project.
- Eligibility Criteria.

- Technical Criteria.
- Financial Criteria.
- General terms and conditions.
- SLAs of RFP.
- Vendor Selection Criteria.
- Payment terms and conditions.
- List of Annexure required to be filled up by Vendor.
- etc.

➤ **DPR**

- Preamble – about department .
- Vision.
- Objectives.
- Existing structure.
- Functions of the department.
- AS IS Process
- TO BE Process.
- Identification of G2C, G2G, G2E and G2B Services.
- Functional Information System.
- Existing Hardware & Infrastructure.
- Proposed Architecture.
- Proposed Hardware & Infrastructure.
- Proposed System Software and Licenses.
- Phasing of Modules.
- Costing for complete IT Solutions including Hardware, System Software and Application Software.
- Cost Benefit Analysis.
- Tangible and non-tangible benefits.
- etc.

2.1.23 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up projects of IT Plan/RFP/DPR from various Govt. Departments/Boards/Corporations.
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.
- The IT Plan/RFP/DPR developed for Hartron/Department shall be the property of Hartron/ Department.
- The Corporation shall be free to use the document anywhere for any Department/Organization/State.

2.1.24 Role of Channel Partner

- The channel partner shall prepare the IT Plan/RFP/BPR for different Departments/Boards/Corporations after detail discussion with them.
- The channel partner will be backend support for if any query is raised regarding clarification of IT Plan/RFP/DPR.
- The channel partner will provide committed support wherever Hartron requires in providing services to the clients.
- The channel partner shall be responsible for the scope defined in section 2.4.1

2.1.25 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have experience in preparation of IT Plan, RFP or DPR for any Board/Corporation/Departments of States in India. The company should have minimum three years experience in IT Plan, RFP or DPR pertaining to the category with a experience of 2 projects of minimum Rs.5.00 lacs each as per scope defined for category.
- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 20 IT professionals must be on roll of the company as on date.

#	Level	Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant	Any Engineering degree with domain expertise as per category	10	5
2	Project Manager	MBA/Post Graduate in Computer Science/ Engineering Graduate	6	5
3	Consultant	MBA/ Post Graduate in Computer Science / Engineering Graduate	4	10
Minimum Technical Manpower Required				20

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameters. The short listed companies have to give presentation about their company, IT Plan/RFP/DPR experience, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.
- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.26 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of IT Plan, RFP or DPR for any Board/Corporation/Departments of States in India along with client details
- CD containing presentation of the company and required scanned documents for EOI.

- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.

2.1.27 Procedure for selection of Channel Partner

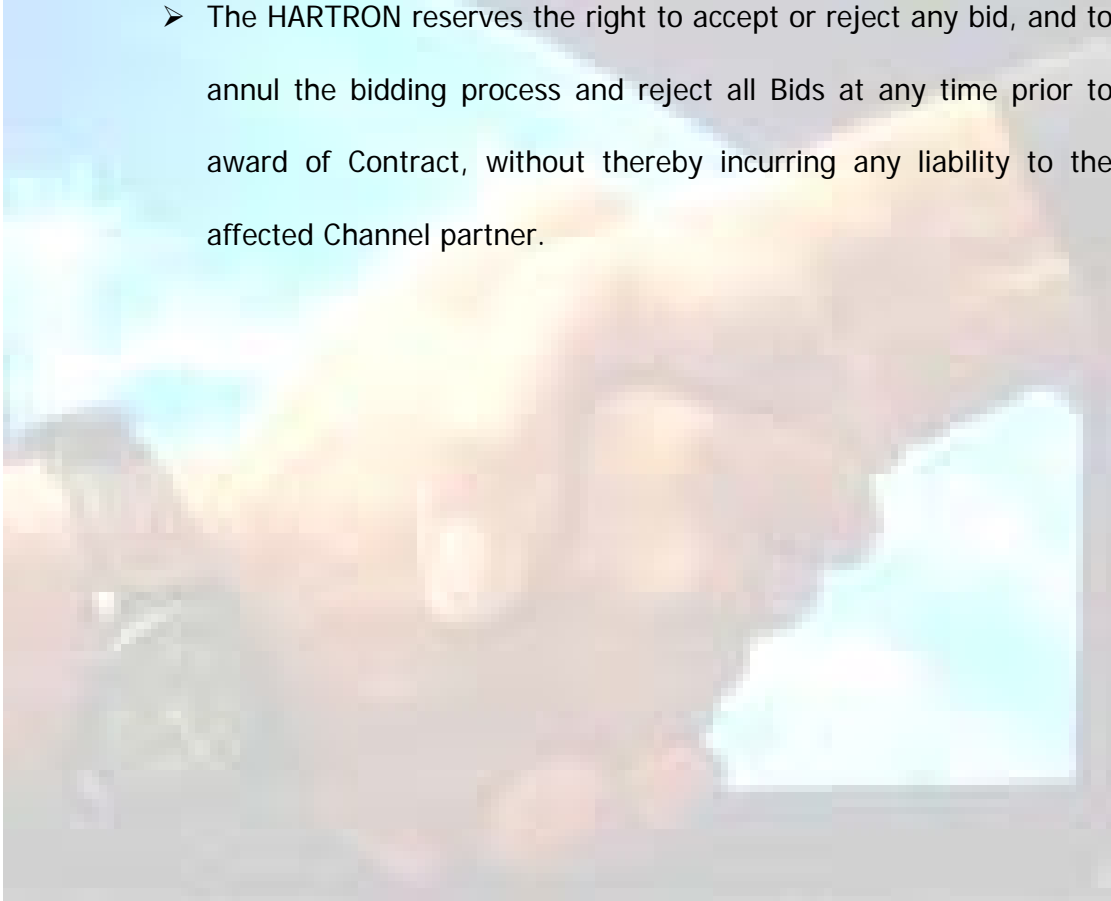
- The Channel Partner will be selected on the basis of financial strength, in-house consultants strength in the company, experience and his competency to generate business etc.
- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.
- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.28 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various Departments/Boards/Corporations shall take the bids in sealed envelope from the selected channel partners depending

upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.

- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.



Category V: Preparation of BPR/SRS

2.1.29 Scope of Work - Preparation of BPR/SRS

The tentative scope of work for preparation of BPR/SRS is given as under. The final scope of work shall be worked out at the time of placement of order.

➤ **BPR**

- Objective of service.
- AS IS Process of service
- TO BE Process of service.
- Identification of G2C, G2G, G2E and G2B Services.
- Functional Information System.
- Proposed reforms, change of Rules & Regulations
- Existing Hardware & Infrastructure.
- Proposed Architecture.
- Proposed Hardware & Infrastructure.
- Proposed System Software and Licenses.
- Phasing of Modules.
- Costing for complete IT Solutions including Hardware, System Software and Application Software.
- Cost Benefit Analysis.
- Tangible and non-tangible benefits.
- etc.

➤ **SRS**

- Scope
- Overview of the process.
- Definitions, Acronyms and Abbreviations.
- Define the functions of the system
- Define the Hardware/Software Functional Partitioning
- Define the Performance Specification

- Define the Hardware/Software Performance Partitioning
- Define Safety Requirements
- Define the User Interface (A good user's manual is often an overlooked part of the System specification. Many of our customers haven't even considered that this is the right time to write the user's manual)
- Provide Installation Drawings/Instructions
- Provide Interface Control Drawings (ICD's, External I/O)
- Inputs.
- Outputs.
- Interface with other modules.
- UAT Samples.
- etc.

2.1.30 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up projects of Preparation of BPR/SRS from various Govt. Departments/Boards/Corporations.
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.
- The BPR/SRS prepared by channel partner for Hartron/Department shall be the property of Hartron/Department.
- The Corporation shall be free to use the document anywhere for any Department/Organization/State.

2.1.31 Role of Channel Partner

- The channel partner will be backend support for preparation of BPR/SRS.
- The channel partner will also help Hartron in clarifying any doubts regarding BPR/SRS document.
- The channel partner will provide committed support wherever Hartron requires in providing services to the clients.
- The channel partner shall be responsible for the scope defined in section 2.5.1

2.1.32 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have experience in preparation of BPR (Business Process Re-engineering)/ SRS (software Requirement Specifications) for projects. The company should have minimum three years experience in preparation of BPR/SRS pertaining to the category with a experience of 2 projects of minimum Rs.5.00 lacs each as per scope defined for category.

- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 30 IT professionals must be on roll of the company as on date.

#	Level	Minimum Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant	Any Engineering degree with domain expertise as per category	8	1
2	Project Manager	Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	6	2
3	Software Design Engineer	-do-	4	10
4	Software Development Engineer	-do-	2	10
5	Consultant	-do-	2	7
Minimum Technical Manpower Required				30

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameters. The short listed companies have to give presentation about their company, BPR/SRS experience, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.
- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.33 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of BPR/SRS for software development with clients name.
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.

2.1.34 Procedure for selection of Channel Partner

- The Channel Partner will be selected on the basis of financial strength, in-house manpower for preparation of BPR/SRS, technical as well as managerial strength of the company, experience and his competency to generate business etc.
- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD

Hartron shall be final and binding to all the companies applying for the Channel Partner.

- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.35 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.
- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.

Category VI: ERP Solutions

2.1.36 Scope of Work – Customization and implementation of ERP

➤ BPR

- Objective of service.
- AS IS Process of service
- TO BE Process of service.
- Identification of G2C, G2G, G2E and G2B Services.
- Functional Information System.
- Proposed reforms, change of Rules & Regulations
- Existing Hardware & Infrastructure.
- Proposed Architecture.
- Proposed Hardware & Infrastructure.
- Proposed System Software and Licenses.
- Phasing of Modules.
- Costing for complete IT Solutions including Hardware, System Software and Application Software.
- Cost Benefit Analysis.
- Tangible and non-tangible benefits.
- etc.

➤ SRS

- Scope
- Overview of the process.
- Definitions, Acronyms and Abbreviations.
- Define the functions of the system
- Define the Hardware/Software Functional Partitioning
- Define the Performance Specification
- Define the Hardware/Software Performance Partitioning
- Define Safety Requirements

- Define the User Interface (A good user's manual is often an overlooked part of the System specification. Many of our customers haven't even considered that this is the right time to write the user's manual)
- Provide Installation Drawings/Instructions
- Provide Interface Control Drawings (ICD's, External I/O)
- Inputs.
- Outputs.
- Interface with other modules.
- UAT Samples.
- etc.

➤ **Customization and Implementation**

- Customization as per SRS
- User Testing/Acceptance.
- Pilot Implementation
- Pilot Acceptance
- Change Request
- Final Rollout in phases as per plan.
- etc.

2.1.37 Role of Hartron

- Hartron will play as front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up project of ERP implementation for various Govt. Departments/Boards/Corporations..
- Hartron shall raise the bill to the concerned department and department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.

- The BPR/SRS document prepared by channel partner for Hartron/Department shall be the property of Hartron/Department.
- The Corporation shall be free to use the document anywhere for any Department/Organization/State.

2.1.38 Role of Channel Partner

- The channel partner will be backend support for any query raised during implementation of ERP solution by the department.
- The Channel Partner will do the customization and Implementation of ERP Solution.
- The channel partner will also help Hartron for increasing business by utilizing the available infrastructure with Hartron.
- The channel partner shall supply the soft copy of the document to the Hartron.
- The channel partner shall be responsible for the scope defined in section 2.6.1

2.1.39 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.

- **Experience** - The Company should have experience in open source ERP packages or proprietary ERP packages and their implementation.
- The company should have minimum three years experience in ERP implementation pertaining to the category with a experience of 2 projects of minimum Rs.5.00 lacs each as per scope defined for category.

- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 30 IT professionals must be on roll of the company as on date.

#	Level	Minimum Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant	Any Engineering degree with domain expertise as per category	8	1
2	ERP Consultant	MBA/Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	6	4
3	Project Manager	-do-	4	2
4	Software Design Engineer	-do-	4	2
5	Software Development Engineer	-do-	2	8
6	Software Testing Engineer	-do-	2	3
7	ERP Implementation Engineer	-do-	2	10
Minimum Technical Manpower Required				30

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.

- **Presentation** - Companies shall be short listed on the basis of above parameters. The short listed companies have to give presentation about their company, ERP Implementation experience, manpower available etc. They will also explain how the partnership between Hartron and themselves will be helpful for increasing the business.

- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.40 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of ERP solutions prepared/implemented for any Board/ Corporation/Departments of States in India along with client details
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.

- Service Tax will be extra as per prevailing norms over caution money.

2.1.41 Procedure for selection of Channel Partner

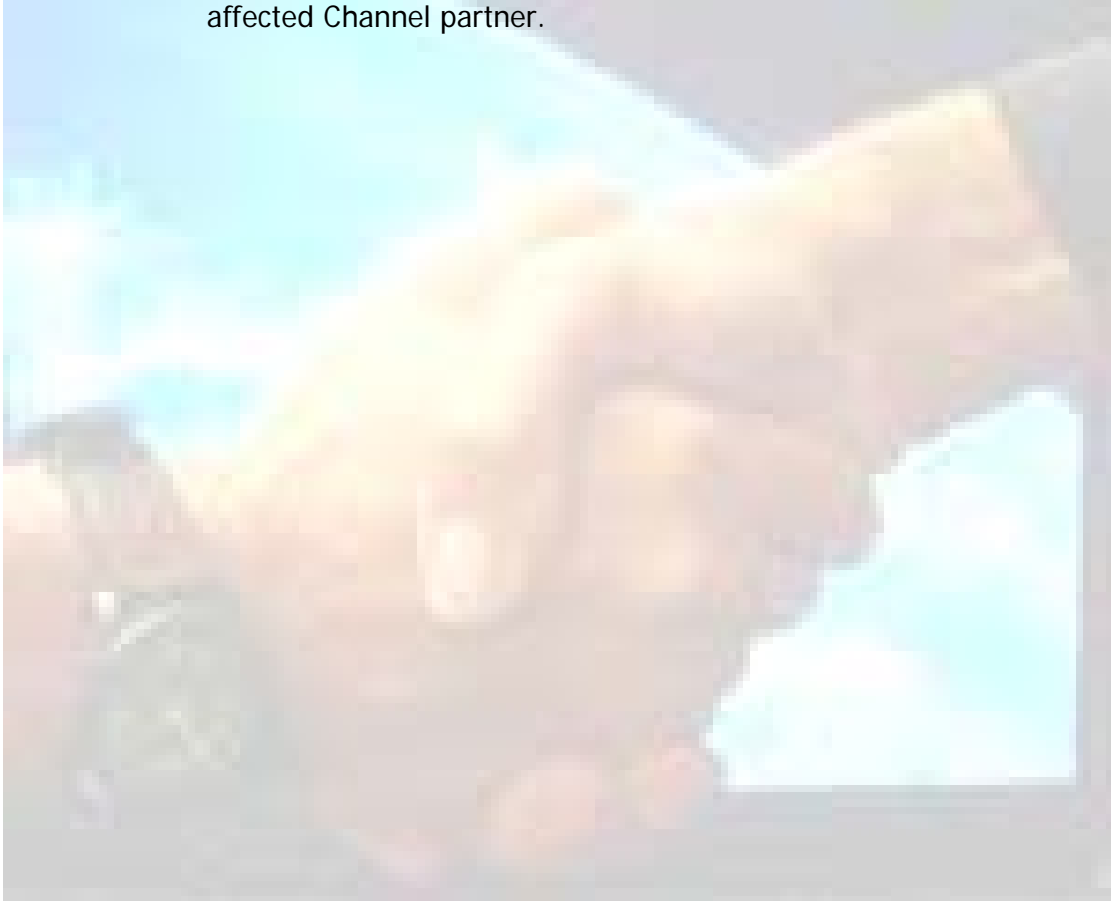
- The Channel Partner will be selected on the basis of financial strength, in-house software development strength, preparation/implementation of ERP Solutions etc. and technical as well as managerial strength of the company, experience and his competency to generate business etc.
- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.
- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.42 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions

shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.

- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.



Category VII: IT Application Testing and Security Audit

2.1.43 Scope of Work - IT Application Testing and Security Audit

The channel partner should be able to perform the following type of testing while carrying out IT Application Audit and Security Audit:

- Black Box Testing.
- White Box Testing
- Unit Testing.
- Functional Testing.
- Integration Testing.
- Load Testing.
- Compatibility Testing.
- Performance Testing.
- Security Testing.
- Stress Testing and others.
- etc.

2.1.44 Role of Hartron

- Hartron will play a front end role for all the projects of Government Departments/Boards/Corporations etc.
- Hartron will take-up projects of software application testing and audit from various Govt. Departments/Boards/Corporations.
- Hartron shall raise the bill to the concerned department and the department will make the payment to Hartron. The Channel Partner shall raise the bill to Hartron for their services provided as per agreed terms and conditions.

2.1.45 Role of Channel Partner

- The channel partner will be backend support for auditing of software.
- All tools required for testing and audit shall be brought by channel partner.
- Any hardware required for testing will be also responsibility of channel partner.
- Other requirements like connectivity for web applications etc will be taken care by channel partner.
- The channel partner will provide committed support wherever Hartron requires in providing services to the clients.
- The channel partner shall be responsible for the scope defined in section 2.7.1

2.1.46 Essential Eligibility Criteria required for Channel Partner

- **Registration** – The Company should be registered under Company Act 1956 and should be in existence from last three years as on date.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted.
- **Experience** - The Company should have experience in software testing & audit and should have in-house testing cell. The company should have minimum three years experience in software testing and audit pertaining to the category with a experience of 2 projects of minimum Rs.1,00,000/- each as per scope defined for category.

- **Certification** - The Company should have valid security audit certification from approved agency.
- **Manpower** - The Company should have qualified and experienced computer professionals. Minimum 20 IT professionals must be on roll of the company as on date.

#	Level	Qualification	Years of Exp.	Minimum Manpower Required
1	Domain Consultant in IT Application Testing and Security Audit	Any Engineering degree with domain expertise as per category with valid security audit certification	8	2
2	Project Manager	Post Graduate in Computer Science/Equivalent Qualification/ Engineering Graduate	6	4
3	Software Testing Engineer	-do-	2	10
4	Software Audit and Analysis Engineer	-do-	2	4
Minimum Technical Manpower Required				20

- **Govt. Sector Experience** – The Company having experience in Govt. Sector is preferred.
- **Local presence** – The Company having local offices in Chandigarh, Panchkula & Mohali is preferable.
- **Presentation** - Companies shall be short listed on the basis of above parameters. The short listed companies have to give presentation about their company, software testing and audit experience, manpower available etc. They will also explain how the

partnership between Hartron and themselves will be helpful for increasing the business.

- **Verticals** – The Company should define their projects according to verticals as listed in Section 3 of this EOI.

2.1.47 Documents required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in Chandigarh, Panchkula & Mohali.
- List of auditing and testing tools along with client details and type of testing carried out.
- CD containing presentation of the company and required scanned documents for EOI.
- Caution money of Rs.2,00,000/- in the form of DD in favour of Managing Director Hartron, payable at Chandigarh to be submitted by company along with EOI. Without Caution Money the EOI shall not be considered and no communication shall be made in this regard.
- Selected Channel Partner shall be on Hartron empanelment for one year. Hartron shall charged 10% of caution money as empanelment fee (non-refundable) on yearly basis.
- Service Tax will be extra as per prevailing norms over caution money.

2.1.48 Procedure for selection of Channel Partner

- The Channel Partner will be selected on the basis of financial strength, in-house software testing and audit strength, technical as

well as managerial strength of the company, experience and his competency to generate business etc.

- M.D. Hartron reserve the right to accept or reject the EOI submitted for Channel Partner with Hartron. The decision of MD Hartron shall be final and binding to all the companies applying for the Channel Partner.

- The Selected Channel Partner will be categorized into various classes A1, A2, A3 ... depending upon their strength.

2.1.49 Procedure for Work Allotment to Channel Partner

- The Hartron on the basis of projects undertaken/to be undertaken from various departments shall take the bids in sealed envelope from the selected channel partners depending upon the value of the projects and the classes of channel partner. On the basis of the quoted rates the work shall be allotted after following the procedure of the Corporation. The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.

- The HARTRON reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Channel partner.

3 Verticals

#	Verticals
1	Agriculture
2	Content Management
3	Dairy Management
4	Education
5	e-Tendering
6	Finance and Accounts
7	Financial Institutions
8	Foodgrains Procurement and Warehousing
9	Forest
9	Health
10	Human Resources
11	Inventory
12	Library
13	Media
14	Messaging Services
15	Mines
16	Personnel Information System
17	Power
18	Project Management
19	Properties Management
21	Sale/Purchase related software
22	Security & Audit
23	Taxation
24	Tourism
25	Urban Local Bodies

4 Key Events

#	Key Activities	Date
1	Issue/Download of Expression of Interest (EOI)	Date of uploading
2	Last date for Issue/Download of Expression of Interest (EOI)	Open Ended
3	Submission of Expression of Interest (EOI)	Open Ended

Important points

1. Companies already selected as channel partners with Hartron and having valid empanelment need not apply again.
2. Classes of channel partners will be based on following criteria:
 - a. Class A1: Turnover more than 100 crores
 - b. Class A2: Turnover between 50 and 100 crores
 - c. Class A3: Turnover between 5 and 50 crores
 - d. Class A4: Turnover between 1 and 5 crores
 - e. Class A5: Turnover less than 1 crore

5 Address for Communication & Proposal Submission

Managing Director,

Haryana State Electronics Development Corporation Ltd.,

SCO 111-113, Sector 17-B,

Chandigarh 160 017

Phone: 0172 -2728214, 2704922

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