

3176

13/2/17



## GOVERNMENT OF KERALA

### Abstract

STORES PURCHASE DEPARTMENT—AUTHORISING GOVERNMENT  
DEPARTMENTS/AGENCIES TO DIRECTLY PLACE WORK ORDERS  
OF MOBILE APPS WITH THE STARTUPS UNDER KERALA  
STARTUP MISSION FOR DEVELOPING APPLICATIONS  
NOT EXCEEDING ₹ 5 LAKHS—SANCTIONED—  
ORDERS ISSUED

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### STORES PURCHASE (A) DEPARTMENT

G. O. (Rt.) No. 2/2017/SPD.

*Dated, Thiruvananthapuram, 16th January, 2017.*

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- Read:—*1. G. O. (P) No. 3/2013/SPD, dated 21-6-2013.  
2. G. O. (Ms.) No.14/2015/ITD, dated 12-5-2015.  
3. Letter No. KSUM/GOV/407/2016 dated 26-10-2016  
from the Chief Executive Officer, Kerala Startup  
Mission addressed to the Principal Secretary to  
Government, Information Technology Department,  
Government of Kerala.

### ORDER

As per Government Order read as 1st paper above, the Stores Purchase Manual was revised and published in the Official website [www.kerala.gov.in](http://www.kerala.gov.in).

2. As per the Government order read as 2nd paper above, Government approved Kerala Technology startup policy, 2014 for the promotion of startups in Kerala.

3. The Chief Executive Officer, Kerala Startup Mission, as per the letter read as 3rd paper above has requested to authorize Government Departments/Agencies to directly place work orders with the startups under KSUM for developing applications not exceeding ₹ 5 lakhs per works.

4. Government have examined the matter in detail and are pleased to accord sanction to direct purchase of mobile app startup projects from among the list cleared by the Kerala State Startup Mission up to a cost of ₹ 5 lakh and subject to the condition that one purchasing officer cannot purchase more than two applications in one year from one entrepreneur. Relaxation of the Stores Purchase Manual is accorded to this extend.

By order of the Governor,

PRADEEP KUMAR, C. G.,  
*Additional Secretary to Government.*

To

The Secretary, Kerala Legislature Secretariat, Thiruvananthapuram  
(with C.L.).

The Additional Chief Secretaries/Principal Secretaries/Secretaries/  
Special Secretaries.

All Heads of Departments/Offices/Public Sector Undertakings/  
Autonomous Bodies/Local Self Government Institutions/Universities.

All Departments in the Secretariat including Law and Finance.

The Principal Accountant General (Audit), Kerala,  
Thiruvananthapuram.

The Accountant General (A & E) Kerala, Thiruvananthapuram.

The C-DIT, Gorky Bhavan, Vanross Junction, Thiruvananthapuram (for hosting the Government Order in the website [www.spd.kerala.gov.in](http://www.spd.kerala.gov.in))

The I&PRD (Web & New Media) (for uploading in the website i.e., [www.kerala.gov.in](http://www.kerala.gov.in)).

The Registrar General, Ernakulam (with C/L).

Advocate General, Ernakulam (with C/L).

The Registrar, Kerala Administrative Tribunal (with C/L).

Stores Purchase (A1, A3, A4 , B, IW-I, IW-II) Departments.

PA to Additional Chief Secretary.

CA to Additional Secretary.

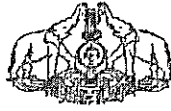
IT Department (vide file No. ITCCell-2/314/2016-ITD)

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17963

16/8/17



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  
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Forwarded / By Order

  
Section Officer

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**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

1308  
18/11/18

## GOVERNMENT OF KERALA

Abstract

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

**ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT**  
**G.O.(Ms)No. 1/2018/ITD** Dated, Thiruvananthapuram, 11/01/2018

Read: 1. GO (Ms) No. 19/2017/ITD dated 04.08.2017.  
 2. Letter No KSUM/2017-18/ITD/12/01 dated 29.12.2017 from CEO, KSUM

ORDER

In the circumstance reported by CEO, KSUM, Government are pleased to modify clause 4 under 'Identification of the requirement by departments', of the guidelines issued as per Government order read above as below:

“Department shall place the supply order to the Startup and execute an agreement with the Startup concerned. Department shall make payment to the Startup directly as per milestones specified at Annexure 4, on recommendation from Kerala Startup Mission”.

The Government order read above stands modified to the above extend.

(By order of the Governor)  
**M. SIVASANKAR**  
 SECRETARY

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

Signature valid

Digitally signed by PR MOD V  
 R  
 Date: 2018.01.11 14:14:04 IST  
 Reason: Approved



## GOVERNMENT OF KERALA

### Abstract

Stores Purchase Department – The limit of direct purchase from Startups enhanced from Rs.5 Lakhs to Rs.20 Lakhs exclusive of Goods and Services Tax sanctioned - Orders issued.

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### STORES PURCHASE (A) DEPARTMENT

G.O.(Rt)No.36/2018/SPD

Dated, Thiruvananthapuram, 17/09/2018.

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Read :- 1).G.O.(P)No.6/2014/SPD dated 17/05/2014  
 2) G.O.(Rt) No. 2/2017/SPD dated 16/01/2017.  
 3).Letter from CEO, KSUM, Dated 27/01/2018 to Secretary to Government, Information Technology Department, Government of Kerala.

### ORDER

As per the Government Order read as 2<sup>nd</sup> paper above, Government accorded sanction to direct purchase of mobile app startup projects from among the list cleared by the Kerala State Startup Mission upto a cost of Rs.5 lakhs and subject to a condition that one purchasing officer cannot purchase more than two application in one year from one entrepreneur.

2. The Chief Executive Officer, Kerala Startup Mission, as per the letter read as 3<sup>rd</sup> paper above has requested to allow purchases from Startups up to Rs.5 lakh exclusive of taxes, since the introduction of Goods Service Tax has put Startups in a difficult position and is not reflect the true essence of the Government Order.

3. Government have examined the matter in detail and are pleased to enhance the financial limit from Rs. 5 lakhs to Rs. 20 lakhs exclusive of Goods and Services Tax (GST) for the direct purchase of mobile app, all software products and services of startup projects from among the list cleared by the Kerala State Startup Mission and those who registered with Department of Industrial Policy and Promotion (DIPP), Government of India and to extend the benefits and exemption of Earnest Money Deposit (EMD), Bid Security, Cost of



Tender forms and Security Deposit etc... to all Startups who are registered with Stores Purchase Department as in the case of Micro Small and Medium Entreprises (MSMEs) and also to extend the benefit of exemption from previous experience and turnover requirements. Relaxation of the Stores Purchase Manual is accorded to this extend.

By Order of the Governor

**C. JYOTHIKUMAR**  
**Joint Secretary to Government**

To

The Secretary, Kerala Legislative Secretariat, Thiruvananthapuram  
(with C/L)

The Additional Chief Secretaries/Principal Secretaries/Secretaries/  
Special Secretaries.

The All Heads of Departments/Offices/Public Sector Undertakings/  
Autonomous bodies/ Local Self Govt. Institutions /Universities etc.

The Registrar, High Court, Ernakulam (with C/L)

The Advocate General, Ernakulam (with C/L)

The Registrar, Kerala Administrative Tribunal (with C/L)

The Director of Printing, Thiruvananthapuram (with C/L)

The Principal Accountant General (Audit), Kerala, Thiruvananthapuram.

The Accountant General (A& E) Kerala, Thiruvananthapuram.

Information & Public Relations Department (for publishing in the  
Government Website)

All Departments in the Secretariat including Law and Finance.

The Stores Purchase (A1,A3,A4,B, IW -I & IW-II) Departments.

Secretariat Library

The C-DIT, Gorky Bhavan, Vanross Junction, Thiruvananthapuram

(for hosting the Government Order in the website of Stores  
Purchase Department)

The Stock file/Office Copy.

Forwarded/By Order



Section Officer

13/6



**GOVERNMENT OF KERALA**

**Abstract**

Electronics & Information Technology Department – Direct purchase of Mobile Apps, Software products and Services from Startups – Additional guidelines – Approved – Orders issued

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**ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT**

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**G.O.(Ms)No.24/2018/ITD**

**Dated, Thiruvananthapuram, 29/09/2018**

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Read 1. GO(Rt) No. 2/2017/SPD dated 16.01.2017.

2. GO (Ms) No. 19/2017/ITD dated 04.08.2017.

3. GO(Ms) No. 1/2018/ITD dated 11.01.2018.

4. GO(Rt) No. 36/2018/SPD dated 17.09.2018.

**ORDER**

As per Government order read as 1<sup>st</sup> paper above, sanction was accorded for direct purchase of Mobile Apps from the list cleared by Kerala Startup Mission up to a cost of Rs. 5 lakhs. Guidelines for implementing the scheme was issued as per Government order read as 2<sup>nd</sup> and 3<sup>rd</sup> paper above. As per Government order read as 4<sup>th</sup> paper above the limit of direct purchase from Startups enhanced from 5 lakh to 20 lakh exclusive of Goods and Service Tax.

In continuation to the guidelines issued as per Government order read as 2<sup>nd</sup> paper above, for regulating the purchase of Mobile Apps, Software products and Services from Startups, following additional guidelines are issued:

- Electronics & IT Department is designated to evaluate and give permission to Departments for purchase of Mobile Apps, Software products and Services from Startups.
- Kerala State IT Mission will develop a platform to facilitate the development of FRS (Functional Requirement Specification) of Departments.
- Kerala Startup Mission will complete the process of grading the Startups to assess their eligibility in participating in the direct procurement.

- The Startup firms should register with Stores Purchase Department to avail the benefits and exemption of Earnest Money Deposit (EMD), Bid Security, Cost of Tender forms, Security Deposit, previous experience and turnover requirements. Kerala Startup Mission will facilitate the same and ensure completion of registration of existing eligible startups in two months

(By order of the Governor)  
**M. SIVASANKAR**  
**SECRETARY**

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 Director, Kerala State IT Mission, Vellayambalam

The Chief Executive Officer, Kerala Startup Mission

The Web and new Media, I&PRD, Thiruvananthapuram

Stock file /Office copy

Signature Not Verified

Digitally signed by SAJEEV K  
Date: 2018.10.01 10:30:55 IST  
Reason: Approved



8499  
22/12/18



GOVERNMENT OF KERALA

Abstract

Electronics & Information Technology Department – Permission to Government Departments, Public Sector Undertakings, Autonomous Bodies, Boards, Corporations, Local Self Government Institutions, Universities etc. to select Startups registered under Kerala Startup Mission through limited tender for design, development and implementation of their IT projects costing above Rs. 20 lakh and below Rs. 100 lakh. – Granted – Orders issued.

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ELECTRONICS & INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

G.O.(Ms)No.35/2018/ITD

Dated, Thiruvananthapuram, 18/12/2018

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Read 1. GO(Rt) No. 2/2017/SPD dated 16.01.2017.

2. GO (Ms) No. 19/2017/ITD dated 04.08.2017.

3. GO(Ms) No. 1/2018/ITD dated 11.01.2018.

4. GO(Rt) No. 36/2018/SPD dated 17.09.2018.

5. Letter No. KSUM/420/2018 dated 20.06.2018 from the Chief Executive Officer, Kerala Startup Mission.

ORDER

As per Government order read as 1<sup>st</sup> paper above, sanction was accorded for direct purchase of Mobile Apps from the list cleared by Kerala Startup Mission up to a cost of Rs. 5 laks. Guidelines for implementing the scheme was issued as per as per Government order read as 2<sup>nd</sup> and 3<sup>rd</sup> paper above. As per Government order read as 4<sup>th</sup> paper above the limit of direct purchase from Startups was enhanced from 5 lakh to 20 lakhs exclusive of Goods and Service Tax.

2. The Chief Executive Officer, Kerala Startup Mission as per letter read as 5<sup>th</sup> paper above has requested to issue orders for selecting startups for procurement of all type of products / services beyond 20 lakh through limited tender from among the startups registered under Kerala Startup Mission.

3. Government have examined the matter in detail and are pleased to permit Government Departments, Public Sector Undertakings, Autonomous Bodies, Boards, Corporations, Local Self Government Institutions etc. to select Startups registered under Kerala Startup Mission through limited tender for design, development and implementation of their IT projects costing above Rs. 20 lakh and below Rs. 100 lakh.

(By order of the Governor)

VINOD. G

JOINT SECRETARY

To:



All Departments in Government Secretariat.

All Heads of Government Departments.

All Public Sector Undertakings, Autonomous Bodies, Boards, Corporations, Local Self Government Institutions.

The Registrar of all Universities.

The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.

The Accountant General (A & E) Kerala, Thiruvananthapuram.

The Director, Kerala State IT Mission, Vellayambalam

The Chief Executive Officer, Kerala Startup Mission

The Web and new Media, I&PRD, Thiruvananthapuram

Stock file /Office copy

Forwarded /By order

Signature valid

Digitally signed by SAJEEV K  
Date: 2018.12.19 10:00:14 IST  
Reason: Approved

Section Officer

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