

GOVERNMENT OF TRIPURA
DIRECTORATE OF INFORMATION TECHNOLOGY

ITI Road, Indranagar, Agartala – 799 006

F.No.17(24)/DIT/IT/2018(L)/2008-94

Dated, the 23rd February, 2022

MEMORANDUM

Sub: Standard Operating Procedure (SoP) to empanel and engage Startups registered under the Tripura IT Startup Scheme, 2019 for development of application software, website development, mobile apps development etc.

1. Introduction:

Tripura has several advantages for growth of IT Industries in the State. It has good numbers of students passing out B. Tech/ M. Tech courses in Computer Science/IT every year and around 1,000 candidates are undergoing various IT courses. These IT resources could be utilized effectively for growth of IT Industries/hub within the State. Start-up companies have the potential to create employment opportunities in the IT sector in the State. Hence, there is a need to create conducive framework for Start-ups in IT sector. Considering this, State Government has introduced IT/ITeS Start-up Scheme vide Tripura Gazette No.F.17(24)/DIT/IT/2018/3932-50 dated 25-10-2019 in Tripura for an initial period of 5 (five) years.

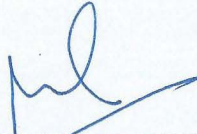
In the clause no. 8.1.6 of the Scheme, there is a provision for preferential market to be extended to the IT/ITeS Startups. Under the clause, State Government will provide access to e-Governance Space, No entry barrier in Govt tenders for pre-cleared products developed by Startups, Direct purchase by Govt for innovative products cleared by Council.

This **Standard Operating Procedure** (SOP) intends to frame standard guidelines to empanel and engage IT/ITeS Startups for development of application software, website development and mobile apps development etc. within a limited financial involvement and in conformity with the DFPRT.

2. Software Development Service of DIT:

Directorate of Information Technology (DIT), Government of Tripura, has been playing a key role in the activities relating to strategic planning and implementation of various e-governance based applications and electronic services, by providing appropriate advice and inputs to the various departments and institutions of Tripura Government. As a part of digital services, DIT has developed more than 100 Departmental /Organizational websites of State Government and more than 20 Web application of different Department of State Government.

DIT is receiving frequent requirement for application software and mobile app development from different departments. DIT does not have adequate manpower and expertise in certain domains. Hence, there is a necessity for engagement of outsource agency.



3. Objective for framing this SOP:

- A. To encourage and inspire youth of the State to consider entrepreneurship as a career choice and Strengthen startup culture in the State
- B. To creating an atmosphere for the growth of Startups in Tripura and promised to give priority to Startups.
- C. To extend support to the IT/ITeS startups for sustaining during their initial period by awarding software & mobile apps development required by different government departments.
- D. To outsource some application and mobile apps development works to Startups for which DIT does not have adequate manpower and expertise.

4. Process for Empanelment of Registered Start-ups:

A. Eligibility for Criteria

- I. The Start-up must be the registered startup under Tripura IT/ITeS Startup Scheme.
- II. The Start-up must have proven record of at least 1 numbers successful work of Application Development/ Mobile application development/ electronic services /Implementation of Web-Portal/ Website for Government department / organizations/ Private Organization (work order and completion certificate to be submitted).
- III. The Start-up must have at least 2 technically qualified Software professionals having the knowledge of Mobile App and Web application development experience on their payroll. Declaration by appropriate authority must be submitted.

B. Empanelment Process

- I. The interested startups will apply for empanelment in a prescribed format (**Annexure-1**) with the details mentioned in the section 4.1 (eligibility for empanelment).
- II. Startup Council will review the application and approve for empanelment.

5. Allocation of Software Development work to empanelled Startups

- A. As the DIT has been providing software development and maintenance support to State Government Departments/ Organizations depending on their requirements, departments are approaching frequently to DIT.
- B. Once the request is received from the department, a committee (Feasibility Study and Cost Estimation Committee) under the chairmanship of Joint Director, IT concerned will do the detailed discussions with concerned stake holders to understand the overall objectives of the project/ software to be developed.
- C. Committee will finalize the detailed list of activities, scope and duration of each of the activity with detailed project plan and work flow.
- D. After finalization of Project Objectives/Requirements, the committee will assess the possibility of the development of the application within the stipulated time

with available in-house resources.

- E. Once it is found that it is not feasible to develop the requested application software/ mobile application within the stipulated time or does not have in-house expertise, the committee will prepare cost estimation on the basis of approved estimation template of DIT.
- F. All the empanelled startups will be requested to send a technical proposal as well as financial proposal to DIT for development and maintenance of the software within 15 days in a confidential manner.

6. Evaluation of financial proposal

- A. An evaluation committee will be formed with one member from the respective Department/ Organization to evaluate the proposals received.
- B. Evaluation committee will open the financial proposal received from the startups in respect to the approved cost estimation.
- C. As a part of review of the technical review, startups will demonstrate or give presentation on their understandings and implementation plan of the development work.
- D. The committee will evaluate technical marking of the Startup on the basis of following parameters:
 - i. Prior experience (25)
 - ii. In house manpower (25)
 - iii. Domain Expertise (25)
 - iv. Presentation(25)
- E. Formula for Final Proposal Evaluation is

$$B_m = 0.7(TM) + 0.3(F_n)$$

$$F_n = (F_{min}/F_b) * 100$$

Where,

B_m is the total marks of the Startup in consideration

TM is Technical Marks of the Startup in consideration

F_n is Normalized financial score of the Startup in consideration

F_b is Evaluated Cost of the Startup under consideration

F_{min} is minimum evaluated cost of any Startup.

- F. Selection of the Startup will be on QCBS process with 70% on Technical Score and 30% on Financial Score.
- G. Evaluation committee will prepare a comparative statement depending on the financial proposal, estimated cost and demonstration given by the startups.
- H. Financial proposals will be placed before the LPC for recommendation.

7. Financial Ceiling:

Work Order value for each work should not be more than Rs. 2 Lakhs.

8. Awarding of Work to selected Startup:

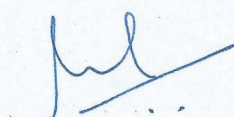
Directorate of IT will award the work to the successful startup whose proposal has been determined to be substantially responsive and financially quoted amount is lowest and within the estimated cost.

9. List of activities of Software Development work:

- A. Selected startup will study, document and finalize all the requirements, functionalities and workflow in consultation with client Department and DIT.
- B. Presentation of Design Interface and Content Structure/ Information Architecture for the Websites/Web Portals/Applications (Web based & Mobile).
- C. Application Development and Provide front-end user interface for Content Population & Content Management that allows a user, even with limited expertise, to add, modify and remove content from a Websites/Web Portals/Applications (Web based & Mobile)
- D. Unit Testing, Integration Testing, System Testing, Functional Testing and Data Migration (wherever applicable)
- E. Conduct User Acceptance Testing (UAT) and further, relevant modifications based upon User Feedback, for UAT sign-off of the completed Websites/Web Portals/ Applications (Web based & Mobile)
- F. Support for resolving all security issues during STQC/security audit of the Websites/Web Portals/Applications (Web based & Mobile)
- G. Support for training requirements for successful execution of project. Creations of necessary documents and User Manuals and Technical Manual for training.
- H. Maintenance of applications, Websites/Web Portals/Applications (Web based & Mobile)
- I. Support for Integration with other application through API, Web Service, Payment Gateway, SMS Gateway etc.
- J. Handover of Websites/Web Portals/Applications (Web based & Mobile) to user department along with technology transfer, Source code to user department/ DIT.

10. Payment Schedule:

Sl.	Deliverables	Payment Schedule
1.	Design and Development of Websites/Web Portals/Applications (Web based & Mobile)	50% payment of the work value
2.	Unit Testing, Integration Testing, System Testing, Functional Testing and Data Migration (wherever applicable)	30 % payment of the work value
3.	User Acceptance Testing (UAT) and further, relevant modifications based upon User Feedback	
4.	Support for resolving all security issues during STQC/security audit of the Websites/Web Portals/Applications (Web based & Mobile)	
5.	Training, Maintenance and Support	20% payment of the work value

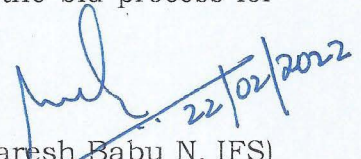


11. Penalty Provision:

Following penalties will be imposed in case of the delay in delivery of the product provided the delay is not due to the dependency of the client or some other genuine reason.

Sl	Delay in timeline	Penalty
1	Delay of up to 1 weeks	2% of initial contract value
2	Delay of up to 2 weeks	4% of initial contract value
3	Delay of up to 3 weeks	6% of initial contract value
4	Delay of up to 4 weeks	10% of initial contract value

Work Order will be summarily rejected in case of delay for more than 1 month and the Startup agency will be debarred from taking part in the bid process for next 6 months.


(Dr. Naresh Babu N, IFS)
Director, IT
Govt. of Tripura

Copy to:

1. The PPS to Chief Secretary
2. The PS to DGP
3. The PS to PCCF
4. The PS to Chief Electoral Officer, Election Department, Tripura
5. The PS to Principal Secretary/Secretary/Special Secretary..... Govt. of Tripura
6. The Commissioner, Taxes & Excise/ Labour/ AMC
7. The Director.....
8. The Chief Engineer, PWD (R&B/ WR/ DWS)
9. The MD, TSECL/TIDC/Tourism/TIDC
10. The Chief Inspector of Factories & Boilers
11. The Registrar, Co-operation Department
12. The Joint Transport Commissioner

**Application Form for Empanelment of Startups for Software Development
under IT/ITes Start-up scheme 2019**

1. Brief Particulars of the Start-up	
1.1	Name of the Start-up
1.2	Registered Address
1.3	Nature of Start-up (Company/ Sole Proprietorship/ Partnership etc.)
1.4	Name of the Contact person with designation
1.5	Prior Working Experience in Application Software/Mobile Apps Development
1.6	Specify Emerging technology background of the proposed product/ service
2.	<p>List of Documents/Certificates to be submitted:</p> <p>a) Registration certificate of Startup Tripura</p> <p>b) Supporting documents for at least 2 Number of Application Development/ Mobile application development/ electronic services /Implementation of Web-Portal/ Website for Government department / organizations/ Private Organization</p> <p>c) Employee Profile (at least 2 having experience of Mobile App and Web Application Development)</p>

Enclosed/Not Enclosed
Enclosed/Not Enclosed
Enclosed/Not Enclosed

Certified that the above information is true to the best of my knowledge and belief.

Signature of the Applicant