



**PROCEEDINGS OF THE PRL SECRETARY & COMMISSIONER**

**STATE GST DEPARTMENT,**

**GOVT OF KERALA, THIRUVANANTHAPURAM**

**Present: Dr. RAJAN KHOBRADE I.A.S.**

**Dated: 6<sup>TH</sup> March 2018**

**Sub:- The desk top computer- distribution guidelines - reg:-**

**Ref: GO ( Rt) No 627/2017/Taxes Dated 27<sup>th</sup> July 2017**

1. The Government has instructed to ensure progress in revenue mobilization. To achieve the targets few strategic actions of modernizing State GST Department are being taken up.
2. The Department has received administrative sanction as per the reference cited above to replace the desk top Computers which are more than 7 years old. Accordingly the details from every district were gathered. Based on the details furnished by the Dy Commissioners total number of 1342 Desk Top Computers procurement is done. M/s.Accel Frontline has been given the purchase order to supply the new desktops computers to offices.
3. In order to streamline hardware and software management in the department it is essential to develop a system of records, registers, preventive maintenance, annual maintenance contract of outside warranty period equipment, management of contracts, study the services rendered and cost optimization etc.

Hence the following orders are issued –

**Order No CT/14700/2017 dated 6<sup>th</sup> March 2018**

The following guidelines shall be followed up in the district and field offices for the distribution of Desk Top Computers and after distribution functioning.

In order to understand guidelines with clarity the following definitions may be noted

**Agency –** Accel Frontline

**Head Quarter (HQ) –** Commissionerate

**Old Desk Top Computer (ODTc >7yrs)** – The desk top computer which is 7 years or more old and getting condemned and replaced.

**New Desk Top Computer (NDTc 2018)** – The desk top computer procured in March – April 2018 through Accel Frontline

**Desk Top Computer (ODTc <7yrs)** – The Desk top computer of age less than 7 years and functional at the seats

**Defunct Desk Top Computer (DDTc)** – The desk top computer are of less than 7 years of age but lying in corridors/ below the stair cases and not functional.

**The Accel Frontline vendor is responsible for –**

1. Supply of Desk Top Computers ( NDTc2018)
2. Technical specification are attached as **Annexure – I**
3. Agency shall supply the desk top Computers to each district Dy Commissioner office.
4. Agency shall install the desk top in each offices in the district and make them fully functional
5. Agency shall facilitate data transfer from the old system to the new system
6. Agency shall erase all the data from the old systems and reformat the hard discs in front of the concerned officers to ensure that all the data after transfer to the new system has been erased.



7. Agency shall install UBUNTU operating system version 16.04
8. Agency shall install FIREFOX web browser version 58.
9. Agency shall perform the test of accessing KVATIS, GST Information system and all the Scrutiny Modules in front of respective officers and other programs such as word/ excel etc.
10. Only after supply of all the Desk Top computers (NDT 2018) in all the districts, the Old Desk Top computers (ODT>7yrs) after completing the above actions shall be given back to the Agency. From Commissionerate after ascertaining from all the districts regarding delivery of the new Desk Top Computers, the instructions shall be issued to the Dy Commissioners copy marked to the Agency for collecting the old Computers. Only after receiving such instructions the old Desk Tops Computers ( ODTc>7yrs) to given back to the Agency.
11. The supply conditions are appended as an **Annexure II**

#### **The roles and responsibilities of the Dy Commissioner**

1. Distribution of the new Desk Top Computer (NDTc2018) shall be done as per the principles laid down.
2. The functioning of hardware and software monitoring is the responsibility of Dy Commissioner. Dy Commissioner shall be assisted by the respective System Administrators.
3. After installing new Desk Top Computer (NDTc2018) and performing all the User Acceptance Tests (UAT) the old computers (ODTc>7yrs) shall be handed back to the Agency only after receiving the instructions from Commissioner.
4. Dy Commissioner shall randomly check at least one new system in every Circle/ offices functioning – KVATIS, GST Information System, Scrutiny module and other programs such as word/ excel etc.
5. Internal distribution of the ODTc<7yrs systems shall be done by following the principle -'relatively new desk top is allotted to the seat where the work load of computer is more'.

6. While doing distribution, it may be ensured that from old system the data is copied to the newly provided system to the respective officers.
7. The Old Desk Top Computer ( ODTc <7 yrs) which are in use, thus are cleaned and reformatted to be provided to the respective officers.
8. Dy Commissioner may keep a record to know whose system in cascading way has gone to whom.
9. The Deputy Commissioners shall receive the desktops allotted to the district at the DC office. The DC shall issue a distribution list based on the principles and monitor the delivery of desktops in all offices in the district.
10. Dy Commissioner shall also identify defunct Desk Top Computers (DDTc) which are of less than 7 years of age, but not in use and lying here and there.
  - a. How many total such DDTc are there
  - b. How many are within warranty period
  - c. How many are outside warranty period
11. After completing distribution, if there are excess or deficiency of New Desk Top (NDT2018) in the district, it may be reported to the HQ. Dy Commissioner also may report excess or deficiency of Old Desk Top Computer ( ODTc<7 yrs).
12. After completing the distribution of NDTc2018 and re arranging ODTc<7yrs, the DDTc details may be reported urgently.
13. The details of all New Desk Top computer (NDTc2018) may be uploaded in HaMOS.



### The PRINCIPLES for the distribution

1. The total number of new Desk tops ( NDTc 2018) shall be allotted to the district based on total number of old Desk Tops (ODTc>7yrs) have been reported and identified for condemnation.
2. The first priority is to give the new Desk Tops ( NDTc2018) to Assessing Officers.
3. After completing the above, the second lot of ( NDTc2018) is to be given to Dy Commissioners (They may decide whether they can continue with their present system, if they are not extensively using Computers then it is better to give the new system to heavily using officers. Those who use Computers for their work and are hands on, they may decide to take the new system to increase their efficiency and output)
4. After completing the above, the third lot of (NDTc2018) is to be given to Dy Commissioners Intelligence. (They may decide whether they can continue with their present system , if they are not extensively using Computers then it is better to give the new system to heavily using officers. Those who use Computers for their work and hands on, they may decide to take the new system to increase their efficiency of output)
5. After completing the above, the next lot of (NDTc2018) is to be distributed to all Appellate authorities. Respective Appellate authority shall decide whether to keep the new Desk Top (NDT2018) with them or with their bench clerk/ superintendant to ensure increase in efficiency in disposal of orders.
6. After completing all the above; the remaining new Desk Top Computers (NDTc2018) shall be given to the important seats as per the decisions of the Dy Commissioners. They shall identify the importance of the seats based on the works to be done.
7. After arranging the new Desk tops ( NDTc2018) in this way, the Desk Top which are less than age of 7 years (ODTc<7yrs) will be there. These Desk top computers (ODTc<7yrs) shall be distributed in such a way that relatively new Desk Tops (ODTc<1yr , ODTc <2 yr, ODTc<3 yr etc ) shall be given according to importance of works done at respective desks. Dy

Commissioner shall ensure internal distribution of these desk top computers to achieve 'relatively new desk top computer i.e. ODTc<1yr, ODTc<2 yr is allotted to the seats where the work load of computer is more'.

Eg. 2 of the Assessing authorities A and B are having 1 year old, 2 year old desk top computers say 'a' and 'b' respectively. These 'a' and 'b' Desk Top computers will be kept aside and they will be given new Desk Top Computers (NDTc2018). But their two Desk Tops 'a' and 'b' will be given to some other important officers in a cascading way. The relatively new desk top ODTc<1 yr and ODTc<2 yrs is allotted to the seats where work of computer is more'. Rest to be given in a cascading way to others on the order of priority.

8. The Desk Top distribution shall be done strictly as per the principles stated above.

#### **Structures at State and district level:**

1. The State Hard Ware Management Committee and District Hard ware Management Committee shall be constituted immediately.
2. The State Committee shall meet at least once in two months and as per the need.
3. The SHwMC shall draw up schedule as per the supply order and inform to all for guidance.
4. The District hard ware management committee shall meet once in a month and as per the need.
5. At Circle/ office level one officer shall be a nodal officer for the hardware management designated by the Dy Commissioner.

The details of the officer shall be provided in a format



**FORMAT 1****District:**

Sl No	Name of the office	Name of the Officer	Land line number	Mobile	Email address

## 6. The State Hardware management Committee –( SHwMC)

Commissioner- Chairman

JC1 – Co Chairman

AC ITMC – Convener

Member- 2 members from ITMC, any 1 member as per availability from IT Technical Committee

## 7. The District Hardware management Committee ( DHwMC)

Dy Commissioner – Chairman,

Convener – System Administrator

Members – Manager Dy Commissioner Office, District HaMoS Administrator.

The DHwMC shall

- facilitate proper distribution of desktop computers in the district as per the above policy.
- shall review the process of distribution on a daily basis and ensure that the activities are carried out as per the schedule.
- shall ensure that the vendor has supplied the computer as per the Purchase Order.
- shall ensure that data backup from the machines are taken and are kept under safe custody before taking the machine from the office. The Official using the system should be responsible for backup and restoration of data to new computer. If the official is not available in office, the officer in charge of office shall be responsible for backup and restoration of data to new computer.

- e. Ensure for timely completion of installation work, all officials are requested to coordinate with district team to know the schedule date of installation and distribution plan in order to take backup of data well in advance before the date of installation.
- f. Ensure that the data back up from old machines are properly installed in the new machines or the machines brought in from other offices.
- g. Ensure that only the old machines (ODTc>7yrs) and the accessories supplied with them as reported from DC should be taken back by the vendor.
- h. Ensure that the details of new desktops and accessories installed in an office is entered in HaMoS.
- i. Do trouble shooting and give guidance to the nodal officers at the office level.
- j. Ensure that the machines taken under buy back scheme should be marked as obsolete in hamos by the office team.
- k. shall ensure that the inter office transfer details of equipment having hamos ID should be properly updated in hamos ( Refer earlier direction from this office regarding inter office equipment transfer in hamos)
- l. shall give directions to the team to be present and receive the new desktop when it arrives in the office and also to be present at the time of installation. The team shall also be provided with vehicles for coordination activities. The name, mobile number, vehicle allotted etc. Should be intimated to this office by 7.3.2018.
- m. The Deputy Commissioner shall issue Supply, Installation and Buy back report of the entire district, required for payment process.

The **FORMAT 4**

- n. Similarly, the officials shall be instructed to provide necessary help to the installation persons so that installation work is completed in time.
- o. SHwMC may seek clarification on any issue by contacting the contact nodal person at HQ Smt Liji Chacko and by sending an email on

[SHwMC.ctd@kerala.gov.in](mailto:SHwMC.ctd@kerala.gov.in)



- The Deputy Commissioner on the basis of report from the team shall intimate the details of distribution in the following format.

**FORMAT- 2**

District	Team members	Mobile No.	Vehicle allotted

FORMAT -3 – Daily status report to be sent on [SHwMC.ctd@kerala.gov.in](mailto:SHwMC.ctd@kerala.gov.in)

District						
Reporting Date						
Sl.No	Office Name	Whether supply completed	Whether installation completed	Whether assets entered in HaMOS	Reason for pending if any	Completion Date

**FORMAT-4**

District	Total No. of Desktops received	Total No. of desktops installed	Date of Installation	Total No. of desktops taken by Agency on buy back

All officers shall follow the instructions properly.

**Prl Secretary & Commissioner**

**Copy to –**

All Jt Commissioners

All Dy Commissioners of the district

Dy Commissioner Internal Audit

C Section

Stock file.



## ANNEXURE-I

### 7. TECHNICAL SPECIFICATIONS

#### 7.1 EQUIPMENT SPECIFICATION

Sl#	DESCRIPTION	MINIMUM SPECIFICATIONS
1	MAKE	ACER
2	MODEL	VERITON M200-B350
3	Processor	AMD A10 9700 AMD A10 7th Generation or Higher with Minimum Base frequency of 3.5 GHz. TDP: 65W or lower
4	Chipset	Compatible Chipset
5	Motherboard	OEM Compatible
6	Memory	4 GB DDR4 RAM (or Higher) Expandable up to 8GB
7	Monitor	47 cm (18.5 inch) or larger TFT/LED Digital Colour Monitor. same make as PC
8	Hard Drive	1TB 7200RPM, SATA or Higher
9	Ports	4 USB Ports or more (at least 1 USB with 3.0 and two ports in front panel), VGA/HDMI port, Audio ports.
10	Certification	a. ROHS Compliance for Product b. ISO 14001 for OEM c. EPEAT Silver for model quoted d. Linux Certified
11	Keyboard	USB interface. Keyboard. Same make as PC.
12	Operating System	Ubuntu Linux latest stable release
13	Optical Drive	8X or better DVD RW Drive.
14	Networking facility	10/100/1000 on board integrated Network Port
15	Mouse	Optical with USB interface. Same make as PC.
16	Chassis	SFF
17	Warranty	5 Years Comprehensive onsite warranty from OEM

## ANNEXURE-II

### 5. SCOPE OF WORK

- 5.1 The successful bidder shall supply the items confirming with the specifications prescribed in Annexure-VII of the tender document and should be delivered to the specified Offices with pre-loaded operating system and other software prescribed within the timeline prescribed under section 4.2.
- 5.2 The successful bidder or OEM shall ensure authorized service providers in all districts. The department will register service request through its Centralized Inventory System – HAMOS and shall provide access to the supplier. The Supplier shall check the service requests registered at HAMOS on a daily basis and attend all open service requests to rectify the equipment defects.
- 5.3 As part of warranty if the service provider requires to replace hard disk, the matter shall be intimated in writing or by e-mail and the defective hard disk shall be surrendered to the State GST Department headquarters.
- 5.4 Apart from hardware components, services under warranty includes configuration of driver software, installation/ reinstallation of Operating System, commonly used Office Software and backing up of data as per requirement during the tenure of the contract.
- 5.5 Preventive maintenance schedule: All equipments under the contract shall have preventive maintenance once in every four months. The preventive maintenance will include dust cleaning (both inside and outside), health check, Resolving operational technical problems, updation of operating system and firmware. The Supplier shall provide the required tools and software for this purpose.
- 5.6 **On-site comprehensive warranty and maintenance support.**

The warranty and maintenance Support would be on-site and comprehensive in nature with back to back support from the OEM. The successful bidder shall provide warranty for all the hardware and software supplied against defects during the tenure of the contract. In case repair / replacement of equipment / parts are delayed, the supplier shall provide standby equipment of similar configuration for uninterrupted service till the defects are rectified.
- 5.7 The bidder shall be responsible for installation / reinstallation of software supplied with the equipment and OS formatting of systems if any required as per requirement of the department during the contract tenure.
- 5.8 The hardware items quoted shall be in the current manufacturing range of the OEM at the time of supply



**5.9** None of the items shall be declared as End of Support by the OEM during the validity of the contract. OEM should provide undertaking that the quoted product(s) will be supported for the period of contract at least 3 years after the expiry of the contract.

**5.10** In the event of frequent equipment failure (more than 4 times within a period of 12 months) the equipment shall be treated as having manufacturing defect and the contractor shall replace the equipment with a fresh piece of the same or better equipment specification within 30 days of occurrence of the event.

**5.11 Buyback of existing, old desktop systems:**

Through this procurement, the Department intends to replace the existing old desktop computers under buyback. Therefore, the bidder shall quote the buyback price and collect equal number of old desktop systems owned by the department from its offices across the State after safely migrating data in these old systems to the newly supplied systems. The bidder shall destroy the data in the old systems before these old desktop systems are taken away from the respective department offices. The bidder shall inform in advance the schedule of collection of old desktops from various offices in Annexure XI so that the replacement can be planned properly in advance. Collection of old desktops shall be completed within 30 days of schedule for completion of delivery of new equipments.

The make / model and specification of the old desktops are given in Annexure XIII.

## **6. SERVICE LEVEL AND PENALTY.**

**6.1** During the tenure of the contract, the vendors should attend the service request within 24 hours of registering the complaint in HaMoS. If any replacement / repair of the defective parts are required, it should be done within 3 department working days of registering of complaint in HaMoS.

**6.2** Defective hardware components shall be repaired / replaced by the vendor at his own cost. If the defect is not resolved within the stipulated time frame, penalty will be attracted unless standby device is provided. The rate of penalty will be Rs.500/- per day.

**6.3** If standby is provided and the defect is not rectified within 7 department working days from the date of registering complaint, a penalty of Rs.750/- per day will be attracted for each day or part thereof beyond 7 days of registering of complaint. If Standby is not provided and the defect is not rectified within 7 working days from the date of registering complaint, a penalty of Rs.1000/- per day shall be attracted for each day or part thereof beyond 7 days of registering complaint. The penalty will be deducted from the performance security furnished or from the dues payable to the contractor.

**6.4** When the amount under performance security is exhausted through penalty, the bidder shall replenish the same immediately failing which the department would be at liberty to take steps for blacklisting the bidder.

- 6.5** If there are more than 4 hardware failures within a period of 12 months during the contract, the equipment shall be treated as having manufacturing defect and the contractor shall replace the equipment with a fresh piece of the same or better equipment specification. Failure to replace equipment with a fresh piece within 30 days of occurrence of event, would attract a penalty of two times the cost of the equipment. The penalty shall be deducted from the performance security furnished by the supplier.
- 6.6** Delay in supply of all the items beyond the timeline prescribed under section 4.2 would attract a penalty of 0.5% of the contract value per day and if the delay exceeds 15 days beyond the timeline prescribed or if the bidder did not respond to the supply order issued after finalisation of the tenders, the supply order will be cancelled and the Department would take steps for forfeiting of EMD and blacklisting of the bidder.
- 6.7** If violations are found with respect to the terms prescribed under section 5.8 and 5.9, the Department shall have the liberty to take steps for blacklisting the bidder
- 6.8** Delay or non-performance of items in the scope of work excluding 5.11 and not specified under sections 6.1 to 6.7 shall attract a penalty of Rs.5000/- per quarter.
- 6.9** If standby equipment fails in between, then it will be treated as if standby is not provided.