

**UNSTARRED LAQ No. 085 Tabled by SHRI DIGAMBARKAMAT,MLA  
WORKS BY IT DEPARTMENT  
Annexure-I**

Sr. No	Name of the work/ Project	Amount of work (in Rs.)	Work Order No	Name of the Contractors	Contractor Address	Copy of work Order	Present Status of Work
1	Managed Service Provider (MSP) to provide services/support on NIC Cloud (Meghraj)/Mini Cloud for a period of 5 years.	1,80,10,045/-	No.11(11)/DOIT/2020/ Migration of Current SDC to NIC DATA Centre/920 date 21/09/20	M/s Goa Electronics Limited	Ground Floor, Shramshakti Bhavan, EDC Complex, Patto Plaza, Panaji-Goa	Annexure -A	<ul style="list-style-type: none"> <li>• 77 Websites of Government Department, Corporations have been migrated to NIC Cloud.</li> <li>• 21 Government applications have been migrated to NIC Cloud.</li> <li>• The process of hardening of the server is carried out before hosting the websites.</li> <li>• Vulnerability fixing is being carried out on time to time basis.</li> </ul>

2	Digitization of Office Records of following departments is in process	NA	ANNEXURE-A	<ul style="list-style-type: none"> <li>• Department of Tourism</li> <li>• Department of State Registration &amp; Notary Services</li> <li>• Department of Information Technology, Electronics &amp; Communications</li> </ul>
3	Computer Based Examination System (CBES) for Government Departments	1) Charges per registered candidate is <b>Rs. 315/-</b> (Transaction Based model) 2) Charges preregistered candidate is <b>Rs. 195/-</b> (Transaction Based model)	ANNEXURE-A	The CBES system is live and successfully operational. Till 17/1/2024 the no. of registered users is 146440 and no. of e-transactions performed is 53258.
4	Development /Implementation of One Map Goa GIS Portal:		ANNEXURE-A	The department has requested M/s GEL to provide following details with respect to the launch of One Map Goa GIS Project:- <ul style="list-style-type: none"> <li>• Status of the functionalities covered in the web application.</li> </ul>

			<ul style="list-style-type: none"> <li>• Security Audit report and Standardization Testing and Quality Certification (STQC)</li> <li>• Load testing report</li> <li>• UATs from all individual user departments</li> <li>• User department specific Geospatial Application Matrix for the web as well as mobile application users</li> <li>• Status of designing revenue oriented Geospatial application, catering to the G2B users</li> </ul>
5.	Development and implementation of AI based Chatbot solution for Government of Goa:	ANNEXURE-A	<p>The Government has given approval to M/s. Goa Electronics Ltd (GEL) to set up as the Project Management Unit (PMU) on pilot basis for one year.</p> <p>RFP has been floated by PMU for on-boarding of vendor for development and implementation of AI based Chatbot solution for Government of Goa.</p>

6	Tender for supply, commissioning, installation and handholding, support for 3D Printer:	43,30,269/-	Annexure-A	M/s Shree Rapid Technologies	Unit C-51, 2 <sup>nd</sup> floor, Raj Industrial Premises Co-op. Soc Ltd, Military Road, Marol Maroshi, Andheri(east) Mumbai-400059	Currently, the Department has floated tender for selection of operator for providing operation, maintenance and management (O&M) support for 3D-printing facility installed at DITE&C-Goa premise.
7	AMC of Extended GBBN Connectivity for a period of 5 years	10.75 Crore	No.11(27)/DOIT/2019/Gap-I Infrastructure Project-AMC/347 dated 23/06/2020	M/s Comnet Solutions Private Limited, Mumbai	602, C-wings, Lotus Corporate Park, Western Express Highway, Goregaon East, Mumbai	Annexure -A ongoing
8	Appointment of Third Party Audit Agency (TPA) for GBBN 1.0	1.43 Crore	No.4(46)/2022/DOIT/T PA for extended GBBN/1387 dated 15/11/2023	M/s Telecommunications	Telecommunications Consultants India Ltd, TCIL, Bhavan, Creator, Kailash -I, New Delhi 110048	Annexure -A On going
9	Doorstep delivery of Citizens Services under Goaonline Portal (Gramin	NIL	No.8(9)/DOIT/2022/CS C-Gramin Mitra/819/ dated 03/07/2023	CSC e-Governance Services India	Annexure-A	CSC-SPV identified 70 Gramin mitra across the State and Services delivered at the

	Mitra)			Limited(CSC-PV)		Citizen's doorstep till date are 632 nos
10	Lunch of Gramin Mitra a) Event Management work for launch of Gramin Mitra was given to Department of Tourism, Government of Goa	1,47,50,000/-	No.8(9)/DOIT/2022/CS C-Gramin Mitra/857/ dated 04/08/2023	Event Management work for launch of Gramin Mitra was given to Department of Tourism, Govt of Goa.	<b>Annexure-A</b>	Gramin Mitra launch on 14 <sup>th</sup> August 2023, in the Dharbar Hall, Raj Bhavan ,Dona Paula and bills submitted by the Department of Tourism towards organ sing Gramin Mitra event .



Department of Information Technology  
Government of Goa  
2<sup>nd</sup> Floor, IT HUB, Opp. ITI, Altinho,  
Panaji, Goa - 403001 India

Annexure - A'

Handwritten: *wilad*

GEL				
Inward No. GEL/10168				
Date: 27/9/2021				
CAO	ITD	IAD	HAD	MSG

No. 11(11)/DOIT/2020/Migration of Current SDC to NIC Data Centre/ 9.25 Date: 21/09/20

**LETTER OF INTENT / WORK ORDER**

To,  
The CEO,  
Goa Electronics Limited (GEL)  
Ground floor, Shramshakti Bhavan,  
EDC Complex, Patto Plaza, Panjim, Goa

**Subject: Selection of Managed Service Provider (MSP) to provide services/support on NIC Cloud (Meghraj)/Mini Cloud for a period of 5 years**  
**Ref:11(11)/DOIT/2020/MigrationofCurrentSDCtoNICDataCentre/743,Dated:18/18/2021**  
**GEL Letter No.: GEL/ITD/1508/2021-22, Dated:23/08/2021**

This Department is pleased to inform you that, M/s Goa Electronics Limited has been selected as the Managed Service Provider (MSP) to provide services/support on NIC Cloud (Meghraj)/Mini Cloud for a period of 5 years with effect from 01/09/2021.

The total cost payable to M/s GEL towards the role of Managed Service Provider shall be Rs. 1,80,10,045/- (inclusive of taxes) for a period of 5 years. The payment shall be made to M/s GEL on quarterly basis on completion of each quarter and on raising of the invoice by M/s GEL. The details of the services to be provided are indicated at Annexure-A (copy enclosed).

This is issued with the Administrative approval vide U.O No. 680/F dated 13/08/2021 and Finance Department concurrence vide U.O No. 2873/F dated: 02/09/2021.

Yours faithfully,

*(Signature)*  
20/9/2021

(Ankita Anand, IAS)  
Director (IT)

## ANNEXURE A

The details of the services/support to be provided as the Managed Service Provider (MSP) on NIC Cloud (Meghraj)/Mini Cloud for a period of 5 years are as follows:

- ✓ a. Server hardening on NIC Cloud (Meghraj)/Mini Cloud in coordination with NIC.
- b. To set up a helpdesk to coordinate/ assist all user Department/DOIT
- ✓ c. Assisting the concerned Department and their respective website/application vendor in hosting and managing new/existing websites/application on NIC Cloud (Meghraj)/Mini Cloud.
- ✓ d. Assisting the concerned Department in Migration activity from SDC to NIC Cloud (Meghraj)/Mini Cloud.
- ✓ e. To enable User Government Departments to leverage the Cloud Service with respect to migration.
- f. Any other role related to the Management on NIC Cloud (Meghraj)/Mini Cloud from time to time as assigned by Department of IT.

## Annexure A

Sr. No.	Name of the works/ projects tendered	Name & Address of the Agency	Amount of work order	Copies of work order from 2020
1	Digitization of Office Records of Department of Tourism	<b>M/s. Modular Infotech Pvt. Ltd with consortium partner M/s. Apex Computer and Engineering Services</b> Address: <u>M/s. MODULAR INFOTECH PVT. LTD.</u> 3rd floor, Yashashree, 27, Shivaprasad CHS, Sinhgad Rd, Panmala, Pune, Maharashtra 411030 <i>Consortium Partner</i> <u>M/S. APEX COMPUTER AND ENGINEERING SERVICES (ACES)</u> 13/840, CHANSON APT, D.B MARG, MIRAMAR, North Goa, Goa, 403001	-NA-	Copies of the work orders are annexed alongwith (softcopy)
2	Digitization of Office Records of Department of State Registration & Notary Services	<b>M/s RV Solutions Private Limited with consortium partner M/s. Crats Infotech Private Limited</b> <u>M/s. RV SOLUTIONS PRIVATE LIMITED</u> D-72, Sector-2, Noida, Gautam Buddha Nagar, Uttar Pradesh, 201301 <i>Consortium Partner</i> <u>M/s. Crats Infotech Private Limited</u> SF-2, Noronha Apartments, Fatorda, Margao-Goa	Rs. 5,49,98,697/-	
3	Digitization of Office Records of Department of Information Technology, Electronics & Communications	<b>M/s. Modular Infotech Pvt. Ltd with consortium partner M/s. Apex Computer and Engineering Services</b> Address: <u>M/s. MODULAR INFOTECH PVT. LTD.</u> 3rd floor, Yashashree, 27, Shivaprasad CHS, Sinhgad Rd, Panmala, Pune, Maharashtra 411030 <i>Consortium Partner</i> <u>M/S. APEX COMPUTER AND ENGINEERING SERVICES (ACES)</u> 13/840, CHANSON APT, D.B MARG, MIRAMAR, N	Rs.10,26,042/-	
4	Computer Based Examination System for Government Departments/	1) M/s. Eduquity Career Technologies Pvt. Ltd. #433, 1 <sup>st</sup> C Main, 7 <sup>th</sup> Block Extension, Koramangala, Bangalore - 560 095  2) M/s. WeShine Tech. Pvt. Ltd.	1) Charges per registered candidate is Rs. 315/- (Transaction based)	



Department of Information Technology  
Government of Goa  
2<sup>nd</sup> Floor, IT HUB,  
ALTINHO, PANAJI, GOA - 403 001, INDIA

11(27)/DOIT/2019/Gap-I Infrastructure Project-AMC/ 347 Dated: 23/06/2020

WORK ORDER

To,  
Shri Sanjay N. Divekar,  
Director,  
M/s Comnet Solutions Pvt Ltd,  
602, C Wing, Lotus Corporate Park,  
Western Express Highway, Goregaon East, Mumbai,  
PIN: 400 063

Subject: Work Order for the Tender for AMC of GBBN Extended Connectivity in the State of Goa.

Reference No: Tender Notice no 11(27)/DOIT/2019/Gap-I Infrastructure Project-AMC/ 1775 dated 13/02/2020.

This is to inform you that Government has approved your bid submitted for the tender mentioned at the reference number vide office of the IT minister inward number 371/F dated 27/05/2020 and vide office of the Chief Minister/FM inward number 1801/F dated 19/06/2020 and we are glad to place work order to carry out AMC of the entire GBBN Extended Connectivity project at the price of Rs 10,75,04,413.3/- (*Ten Crores seventy five lakhs four thousand four hundred thirteen rupees only*) including GST for a period of 1 year. The contract shall be valid for a period of 5 years. The works need to be executed as per the terms and conditions of the tender document/RFP. It is requested to submit the bank guarantee as mentioned in the tender document/RFP.

Further, it is requested to carry out survey /joint inspection along with DOIT officials immediately in order to ascertain the actual bill of material towards the repair/rectification of the entire Extended GBBN project. It may be noted that the agreement needs to be signed between Department of Information Technology, Government of Goa and M/s Comnet Solutions Pvt Ltd as per the terms and conditions of the tender document /RFP.

Yours Faithfully

  
(Ankita Anand, IAS)  
Director(IT)

oll  
Copy to:

1. OSD to IT Minister, Ministers Block, Secretariat Complex, Porvorim-Bardez, Goa.
2. PA to Secretary (IT), Secretariat Complex, Porvorim-Bardez, Goa
3. Office copy



Department of Information Technology,  
Electronics and Communications  
Government of Goa  
2<sup>nd</sup> Floor, IT HUB, OPP. ITI Althino,  
Panjim, Goa – 403 001 India

4(46)/2022/DOIT/TPA for extended GBBN/1387

dated:15/11/2023

To,  
Shri Himanish Ghosh,  
Joint General Manager,  
Telecommunications Consultants India Ltd.,  
TCIL Bhavan,  
Greater Kailash-I,  
New Delhi-110048.

**WORK ORDER**

Subject :- Tender requesting for appointment of Third Party Audit Agency (TPA) for GBBN 1.0, AMC of Extended GBBN and to Audit NMS and HDS Applications.

Reference:- 1) Your bid submission for Tender No: 4/46/22/DOIT/TPA for extended GBBN/107.  
2) 4/46/22/DOIT/TPA for extended GBBN/838 dated 08/07/2023  
3) Performance Bank Guarantee amounting to Rs. 6,08,685/- (Rupees Six Lakhs Eight Thousand Six Hundred Eighty Five only) issued by Bank Of Baroda.

Sir,

It is to inform you that your proposal (Technical and Financial bid) for the above mentioned tender in the subject for availing the audit services to carry out the auditing work of GBBN, Audit of extended GBBN, Audit of NMS and HDS system is approved by the Government at an amount of Rs 1,43,64,964/- (**one crores forty three lakhs sixty four thousand nine hundred and sixty four rupees only**) for a period of 1 year from the date of issue of work order.

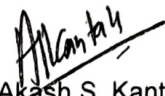
2661c

--2--

It is requested to deploy your team immediately and carry out the work of auditing as per the tender. The brief details are as per Annexure-I.

The file has been administratively approved by the office of the Hon'ble IT Minister vide inward number 189/F dated 27/07/2023 and office of the Hon'ble Chief Minister/Finance Minister vide inward number 7005/F dated 27/10/2023.

Yours Faithfully,

  
(Akash S. Kantak)  
Deputy Director (IT Infrastructure)

**Copy to:**

1. Director (IT), Department of IT, Electronics and communications, 2<sup>nd</sup> floor, IT Hub, Altinho, Panaji-Goa.
2. OSD to Hon'ble IT Minister, 2<sup>nd</sup> floor, IT Hub, Altinho, Panaji-Goa.
3. Office copy

4651c

453

**ANNEXURE-A**

Sr. No.	Expected performance by TPA	Reporting Pattern
1	Audit report with respect to SLA, inventory of Active and Passive components of GBBN 1.0, AMC of the extended GBBN pop locations .	Monthly/Quarterly (inventory of audit is one time activity)
2	Internal availability report (IAR)	Weekly
3	Audit of UG cabling of 101 villages Panchayat Implemented under GBBN 1.0	Once
4	Audit report on NMS and HDS applications used in GBBN 1.0 and AMC for the extended GBBN locations	TPA will monitor the working of NMS and will report the performance once, followed by monthly and quarterly periodic MIS reports
5	Report on Network availability and other SLA conditions mentioned in the Principal and Supplementary Agreement of GBBN 1.0 with a final recommendations for the release of QGR after penalty computations	Monthly/quarterly
6	Report on Network availability and other SLA conditions mentioned in the tender for AMC of the extended GBBN locations with final recommendations for the release of QGR after penalty computations	Monthly/Quarterly
7	For the purpose of Verification of the inventory and certification of the bills pertaining to new GBBN connectivity/network connectivity provided and rectifications carried out for the non working locations by DITEC to various govt offices/ , public/ schools/colleges/educational institutes etc under the AMC of the extended GBBN connectivity project.	Monthly/Quarterly
8	ROW issues on forest/NHAI/NH/Railways	Weekly
9	Lit -up status of Pops in the extended network, if any	Daily
10	Submission of specific tests as per RFP on specific areas of the GBBN 1.0, extended GBBN locations including NOC, OFC, Active and Passive components etc	Weekly/Monthly

464/c  
454/i

11	Submission of guidelines for the fundamental designing, developing, installing, testing and commissioning of various components of the GBBN 1.0 and AMC for extended GBBN IA to deliver the services in conformity with RFP, SLA and the Agreement.	Weekly/Fortnightly
12	Providing certification of network availability and perform the calculations of QGR to be paid to the IA as per the SLA and payment conditions mentioned in Principal agreement and supplementary agreement	Quarterly
13	Site inspections for the verification of those parameters which cannot be monitored by the NMS	Weekly
14	Monitoring of the Internet Bandwidth provided by GBBN partners to NIC data centres	Weekly/Fortnightly
15	Verification of UG cabling of 101 village Panchayats and submission of reports to DITEC	Within 3 months from the date of work order
16	Submission of hard copies along with soft copy format with respect to the complete plan regarding the submission of periodic audit reports and SLA measurements reports(QGR reports) to GoG.	Within 10 days from the date of issue work order
17	Security Audit report	Quarterly

Note : All the terms and conditions remains as per the tender



Department of Information Technology  
Government of Goa  
2nd Floor, IT Hub,  
Altinho, Panaji, Goa - 403 001 India

13889/DOIT/2022/CSC-Gramin Mitra/857

Dated 04/08/2023

To  
The Director  
Department of Tourism  
Government of Goa  
Paryatan Bhavan, Patto, Panaji

Sub: Event Management work for launch of Gramin Mitra.

Sir,

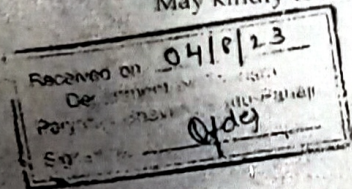
Government of Goa has approved the proposal of CSC eGovernance Service India Limited (CSC-SPV) for Doorstep delivery of Citizens services under Goa Online Portal through Gramin Mitra.

The Government has decided to inaugurate the Gramin Mitra project on 14/08/2023 at 11.00 am on a large scale platform at Darbar Hall, Raja Bhavan, Goa. The program will be inaugurated at the hands of the Hon'ble Chief Minister, Government of Goa.

Government has approved to execute the event through the empanelled agencies of Department of Tourism. In this regard, you are requested to carry out same after following necessary codal/tender procedure.

The expenditure incurred shall be deposited with Department of Tourism on submission of bills to this Department.

May kindly to the needful.



Yours faithfully

*(Signature)*  
(Siddarth Borker)  
Deputy Director (IT Infrastructure)

Department of Information Technology  
Government of Goa  
2<sup>nd</sup> Floor, IT Hub,  
Altinho, Panaji, Goa - 403 001 India

No.819/DOIT/2022/CSC-Gramin Mitra/519

Dated: 3/07/2023

✓ To,  
State Head  
CSC-SPV, Goa  
Department of Information Technology, Electronics & Communications  
2<sup>nd</sup> Floor, IT HUB,  
Altinho Panaji Goa

Subject: Work Order to Doorstep Delivery of Citizen Services under Goaonline Portal

Dear Sir,

This has reference to your proposal, supporting documents, for Doorstep Delivery of Citizen Services under Goaonline Portal submitted by you and subsequent discussions in the matter.

The competent authority has granted an 'in principle' limited approval to the proposal for conducting a PoC (Proof of concept), accordingly approval is being granted to CSC-SPV, subject to the following terms and conditions:

1. This is a No Obligation - No Commitment PoC for Citizen Services under Goaonline Portal only.
2. The area of operation shall be restricted to Goa only.
3. The approval is only for a period of 1 year from date of start, which shall be no later than 15 working days of the date of signing of this letter.
4. The service charge payable to the VLE providing Doorstep Delivery shall be as notify by Department of Information Technology, Electronics & Communication (DITE&C) time to time for per Citizen Service in addition to official fee prescribed for that Citizen Service. This charge is inclusive of GST as applicable, conveyance charges and delivery of print output of the respective certificate/ document as per the desired Citizen Service.
5. CSC-SPV shall ensure that the acknowledgement issued to Citizen shall clearly indicate the fee charged.

A

- CSC-SPV shall earmark a minimum of one VLE, operating within the respective Village Panchayat, Municipal Council etc. for this initiative.
- All VLEs himself/herself or their appointed operators while visiting the Citizen residences shall carry their Photo Identity Cards issued by CSC-SPV.
- CSC-SPV shall ensure that all VLEs included in this initiative have valid Police Verification. CSC -SPV shall be solely responsible for all acts of their VLEs such as misrepresentation, frauds, torts, cyber fraud, behavioral, criminal etc. and shall keep DITE&C and Government of Goa indemnified of such acts.
- The doorstep service shall be provided normally during day time only i.e. from 8:00 a.m. to 8:00 p.m.
- CSC-SPV shall run toll-free number and backend services for request dispatch and counseling citizen for readiness of supporting documents/ information required for the particular service requested. Feedback on the quality of service for 100% requests shall be taken by the backend team.
- CSC-SPV shall share weekly progress with DITE&C and also give access to DITE&C on the service portal so developed for the initiative.
- DITE&C reserves the right to add, modify, delete any of the requirements/ conditions or withdraw this approval at any time without giving any notice whatsoever.

This is issues with the approval of State Government vide U.O No. 3843/F dated 28/07/2023

  
 Suneel Anchipaka, I.A.S  
 Director (DITE&C)