

1951C

GeM Portal.

Page 1 of 4

139/c

The following points were discussed:

(i) The open source license policy issued by certain regulatory bodies such as UGC, AICTE, NMC etc. may be endorsed in the circular. The academic institutions, need not approach IT Department for approval whenever the acquisition/ procurement/ availing services is in accordance of the recommendation of their regulating authorities.

(ii) For the cloud service, ASIO, NIC suggested to incorporate the latest OM dated 27.11.2024 issued by MeITY on Cloud Service offerings.

(iii) The specification of centralised UPS system needs to be upgraded from 15 minute to 30 minutes in overload category at Annexure 1(S No. 14).

(iv) The implementation of One Nation One Subscription, Central Sector Scheme of GOI to provide nationwide access to scholarly research and journal should be emphasised in circular.

The draft circulars of the IT Department would accordingly be suitably modified to include the accepted suggestions.

After discussion and deliberations, the TEC concurred with proposal of the IT Department, viz issuing guidelines for procurement of IT equipments and hiring of contractual manpower on outsource basis. These circulars would supersede all previously issued circulars and orders issued by the IT Department in their context.

## 2. Office of the Chief Electoral Officer, Delhi

The proposal submitted by the Office of the Chief Electoral Officer, Delhi regarding the engagement of 10 Data Entry Operators at CEO(HQ) in view of Delhi Legislative Assembly Election-2025 for the period w.e.f. 01.04.2025 to 31.03.2026 was placed before TEC.

Attention was invited towards the Election Commission of India's letter no 154/State Structure/2013-EPS/374 dated 14.03.2014 wherein it is mentioned (at point G) that if there is an exigency of work during "non-election Period", the Chief Electoral Officer shall be competent to get the work performed by having personnel on purely on temporary basis, by outsourcing to agency(ies), subject to:

- (i) availability of budget in election heads;
- (ii) following norms prescribed by State Govt. financial rules; and
- (iii) subject to approval of Finance Department of States (if necessary, as per standing rules of the States).

The list includes hiring of services of 10 Data Entry Operator. After detailed discussion, in the meeting it was observed that the CEO office may take necessary appropriate action, as this hiring would be in accordance with the ECI's recommendation. However, such hiring shall be purely temporary and not exceed the indicated tenure of 1 year. The guidelines on outsourcing of IT manpower as issued by the IT Department shall also be kept in view.

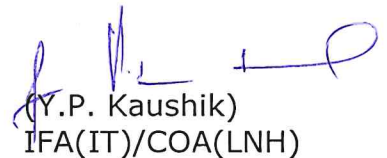
The meeting ended with the Chair thanking all the participants for their contribution.



(Amit Kumar)  
Sr. Consultant, SeMT



(Mamta Sharma)  
System Analyst,  
Department of IT



(Y.P. Kaushik)  
IFA(IT)/COA(LNH)



(Dr. M P S Bhatia)  
Professor, NSUT  
Dwarka, Delhi

(Dr. Dinesh Kumar  
Vishwakarma)  
Professor, DTU

(Dr. R.K. Singh)  
Professor, IGDTUW,  
Kashmere Gate, Delhi



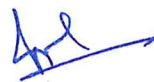
(N. Srinivas)  
ASIO, NIC Delhi



(Santulan Chaubey)  
Joint Director,  
Department of IT



(Vikas Ahlawat)  
Special Secretary,  
Department of IT



(Prashant Goyal)  
Additional Chief Secretary (IT)



**Copy for information to:**

1. Addl. Chief Secretary (IT), Department of Information Technology, GNCTD.
2. Special Secretary (IT), Department of Information Technology, GNCTD.
3. Joint Director (IT), Department of Information Technology, GNCTD.
4. Dr. M.P.S. Bhatia, Professor, NSUT, Sector 3, Dwarka, New Delhi
5. Dr. R.K. Singh, Professor, IGDTUW, Kashmere Gate, Delhi-110006.
6. Dr. Dinesh Kumar Vishwakarma, Professor, DTU, Delhi-11004
7. Sh. N Srinivas, ASIO, NIC, Delhi State Unit, Delhi Secretariat.
8. Sh. Y.P. Kaushik, IFA(IT)/Controller of Accounts, Lok Nayak Hospital, Jawaharlal Nehru Marg, near Delhi Gate, New Delhi, Delhi 110002
9. Sh. Amit Kumar, Sr. Consultant, SeMT, Delhi

(Mamta Sharma)  
System Analyst



Government of NCT of Delhi  
**Department of Information Technology**  
9<sup>th</sup> Level, B wing Delhi Secretariat IP Estate, New Delhi  
<https://it.delhi.gov.in>

F.No. E-11/4/2020-Dev-Secy(IT)/Vol-3 /1408-77

Dated: 11/3/2025

All Addl. CS/ Pr. Secretaries/Secretaries/  
Head of Local /Autonomous Bodies  
Govt of NCT of Delhi.

**Subject: Purchase, AMC of Computers/other IT Equipments through GeM Portal and Hiring of Manpower on Outsource basis**

Madam/Sir

The Technical Evaluation Committee (**TEC**) of the IT Department has, after taking inputs from all Departments, including comments of the Finance Department, GAD,AR ,Services and NIC, comprehensively updated the IT Department's previously issued circulars/orders and Standard Technical Specification, including those concerning cloud/email services etc. This circular supersedes all pre-existing circulars on the subject.


This issues with the approval of Hon'ble Minister (IT), Delhi

Encl: A/a

Copy for information to:

1. SO to Chief Secretary, GNCTD
2. Additional Chief Secretary(IT),GNCTD
3. Special Secretary(IT),GNCTD
4. Website In-charge to upload on website of IT Department.

  
**(K.Murugan)**  
Joint Director (IT), Delhi

  
**(K.Murugan)**  
Joint Director (IT), Delhi

**Government of NCT of Delhi**  
**Information Technology Department**  
**9<sup>th</sup> Level, B-Wing, Delhi Secretariat, New Delhi-110002**

F.No. E-11/4/2020-Dev-Secy(IT)/Vol-3 /1478-1547 Dated: 11/3/2025

**CIRCULAR**

**Subject: Purchase and AMC of Computers and other IT equipments through the Government e-Marketplace (GeM) portal**

In keeping with Rule 149 of GFR 2017, all Departments / Offices / Autonomous Institutions / Boards / Corporations / Societies need to procure all IT equipments, including Computers and associated accessories, mandatorily through the **GeM** (<https://gem.gov.in> ).

2. Due to rapid advancements in technology, the technical specifications of IT equipment(s) change frequently. Accordingly, in suppression of all previous circulars issued in this context, revised norms and guidelines for purchasing IT equipment and annual maintenance shall be as outlined herein. A procurement conforming with the guidelines prescribed herein need not be referred to the Department of Information Technology, GNCTD, for Technical Clearance (**TC**) / Rate Reasonability Certificate (**RRC**). The officials of this Department would also not be required to be included as a member of the purchase committee for any procurement undertaken through GeM, including for the Annual Maintenance Contract (**AMC**), while following the procedure laid out herein.

3. The **Revised Standard Technical Specifications** for procurement of IT equipments in common use today would be as prescribed in **Annexure I**. However, the procurement shall be subject to GFR 2017, Manual of Procurement, Delegation of Financial Powers, and other procurement guidelines issued by the Finance Department, GNCTD from time to time. The Departments/Autonomous entities could go for higher configurations after recording reasons on the necessity for the same, subject to administrative approval of the Administrative Secretary and Financial concurrence from the competent authority. **Procurement of other IT hardware**, other than those covered under **Annexure-I**, shall be mandatorily referred to the Department of Information Technology, GNCT Delhi, along with requisite justification, for technical clearance and only subsequently procured subject to further financial concurrence by the competent authority.

4. The **AMC is an essential part and parcel of procurement of IT hardware since it adds to the life of IT equipment(s)** beyond the normal warranty period. While inviting bids for any IT equipment, through the GeM portal, either extended onsite warranty shall be purchased along with IT equipment, or the additional cost for an extended period of warranty shall also be obtained as a separate component of the bids, to enable price comparison on **Lowest Life Cycle Costing (LCC)** basis. If AMC price is payable periodically, an appropriate discount rate is to be used for estimating the Net Present Value (**NPV**). The discount rate for NPV calculation shall be the 10-year G-Sec rate two days before the last date of receipt of bids. The guidelines for AMC are given in **Annexure II**.





5. The **life span of IT hardware**, except servers shall normally be taken 5 years for identifying the L1 supplier. Hence, the Departments may procure equipment(s) with 5-year warranty – original warranty + extended warranty (paid upfront)/ AMC (paid periodically). If the bidder does not provide the five years warranty support, the AMC charges for the remaining years of support may be given by the bidder. For cost comparison LCC shall be calculated using the NPV formula, using the discount rate as per para 4 above. If the systems still meet the user requirements beyond their normal prescribed life span of 5 years and the AMC Vendor agrees to continue the AMC on the same terms and conditions, the equipment may be continued with AMC after obtaining the approval of the Administrative Secretary.

6. The **rate of AMC** (obtained as upfront extended warranty cost or as separate pricing, where the extended warranty is unavailable) shall on an NPV basis *not exceed* 6% of the actual purchase cost of hardware means the cost *excluding* the additional warranty, anti-virus software, freight charges, handling costs, GST, etc. In the case of CCTV, EPABX, FAX, LAN, active components-switch, modem, etc. and Servers, the AMC amount shall not exceed 8% of the actual purchase cost. Passive components in LAN, such as CAT cable, I/O outlet, etc., shall not be included under AMC. The AMC amount, where payable periodically, shall normally be payable in 4 equal installments, 25% each on completion of every quarter of AMC, after deducting the downtime penalty, if any, in the contract period.

7. Specifications for the **UPS system** are given in **Annexure -I**. While receiving bid costs for an online UPS system, Split-up rates for the battery bank and UPS system should be invited, and the UPS system alone (minus the battery bank) would be considered for AMC purposes.

8. It shall be ensured that generally the **printer/scanner** for the entire office on a floor/hall is shared, as opposed to individual/independent printers. Multifunctional printers may be procured for this purpose. Such printers may be placed in a common area even if the physical rooms of officers/staff are separated. A **Smart Television of appropriate dimensions based on room size** may be procured instead of a **Multimedia Projector**. This Smart Television may be installed in the conference hall/ meeting room of the Department.

9. Further, for the officers of the rank of Head of the Department and above, **higher specifications IT equipment(s)**, including for individual printers, other than the specifications prescribed in **Annexure I**, may be procured, for justification to be recorded in writing by the Administrative Secretary, and after obtaining financial concurrence from the competent authority.


10. While inviting bids for procurement of any IT equipment, bid-specific terms and conditions could be added by the procuring entity based on its specific needs. In this regard, the Departments could refer to **<http://gem.gov.in/additional-terms-and-conditions>** for guidance. Some important terms and conditions that could be included in the bid are reproduced below:

- (i) **Scope of Supply:** Bid price includes all cost components, including Supply, Installation, Commissioning, Testing of Goods, Licenses of software installed, and Training of operators and providing required Statutory Clearances (if any).
- (ii) **Commencement of Warranty** shall be the date on which installation is completed.





- (iii) **Extended warranty** for the complete life cycle of 5 years may be sought. Alternatively, capital cost, including normal warranty plus AMC cost, may be taken for the balance period.
- (iv) **Certificates:** The seller shall upload a certificate certifying that the hardware and the software being offered are licensed to freely use opensource use freely and do not contain any Embedded Malicious code that would inhibit the designed functions of the equipment, cause physical damage, lead to data theft, etc.
- (v) **Manufacturing date:** The manufacturing date of the hardware shall not be more than three months from the date of supply.
- (vi) **Service & Support:**
- a. **Availability of Service Centres:** Bidder/OEM must have a Functional Service Centre in the National Capital Region (**NCR**). If the service center is not already there at the time of bidding, the successful bidder/OEM shall have to establish within NCR within 30 days of the award of the contract. Payment shall be released only after the submission of documentary evidence of having a Functional Service Centre.
  - b. **Escalation Matrix for Service Support:** Bidder/OEM must provide an Escalation Matrix along with a timeline, contact person, mobile number, address, and e-mail for Service Support.
  - c. **Deficient Service:** Service Level Benchmarks (SLBs) shall be laid down in the bid document to ensure that the complaints are handled in a pre-specified time, failing which a penalty may be imposed on the supplier. Recurrent deficiency should invite blacklisting of the supplier/ service provider.
11. To get competitive prices under bulk discount, the departments shall, unless for exigent reasons, **consolidate the IT equipment requirements** from all their offices, including from subordinate offices/societies/institutions etc. under their administrative control, on a half-yearly basis (beginning of 1<sup>st</sup> April, and beginning of 1<sup>st</sup> October) before tendering. Ad-hoc and piecemeal proposals shall not be entertained, and only for exigent reasons, to be recorded in writing, minimum required essential procurement may be done outside of half-yearly procurement.
12. In case of any **Router/Switch** for network connectivity, the department/government agencies may contact the Department of Information Technology, NCT Delhi.
13. The **inventory details of IT/ITes** hardware equipment(s) along with new procurement shall be sent to the Department of Information Technology, NCT Delhi, on a half-yearly basis (beginning of 1<sup>st</sup> April and beginning of 1<sup>st</sup> October) of every year in the format given in **Annexure -III**. This will be a useful reference for the TEC to handle Department-specific IT procurement requests.
14. The condemnation of IT equipment(s) shall be as per guidelines given in **Annexure-IV**. This shall not require any prior approval of the TEC.





15. The Administrative Departments may encourage the academic institutions under its fold to adopt the **One Nation One Subscription (ONOS) scheme** launched by the Government of India while procuring subscriptions to various research materials/journals/ magazines, etc.

16. The open-source license policy is issued by certain regulatory bodies such as UGC, AICTE, NMC etc. The Academic Institutions are encouraged to go for acquisition/ procurement/ availing services and should specifically clarify in their proposal submitted to TEC whether their regulating authorities have any such policy/recommendations.

17. The Departments shall only use licensed software. The Departments often use pirated software because the vendors provide factory-installed trial versions of MS Office. After the expiry of the trial version, the Department generally keep using the trial version by ignoring warnings or pirated versions installed through the local AMC provider. This adds to potential security threats. Hence the Department must use only licensed software, either open source under General Public License (GPL) or proprietary software with proper licenses. The concerned employee would be liable if they use unlicensed software.

18. The TEC concurred with the proposal of the IT Department, viz issuing guidelines for procurement of IT equipment and hiring of contractual manpower on outsource basis (No E.10/25/50/2014/HD-II/1325-1407 dated 11/03/2025). This circular supersedes all previously issued circulars.

This issues with the approval of Hon'ble Minister (IT), Delhi

  
(K. MURUGAN)  
JOINT DIRECTOR (IT)

## Annexure-I

**Standard Technical Specifications of IT Equipment/ Services**

#	Category	Standard Specifications	
		Criteria as per GeM Portal	Specification
1	Desktop (including all-in-one)	Processor Make	Intel/AMD
		Processor Description	Intel Core i5/AMD Ryzen 5
		Processor Generation	Minimum 12 <sup>th</sup> Generation for Intel or equivalent (generation or series) for other Processors
		Graphics Type	Integrated
		Onsite OEM Warranty	5 years
		Monitor Size	21.5 /22/23.5/23.8 inches
		Operating System	Windows 11 Professional /Linux
		RAM Size	8 GB
		Optical Drive (Optional)	DVD RW
		Keyboard	Wired/Wireless
		Mouse	Wired/Wireless
		Total SDD Capacity	512 GB to 1 TB SSD
2	Laptop	Processor Make	Intel/AMD
		Processor Description	Intel Core i7/AMD Ryzen 7
		Processor Generation	Minimum 12 <sup>th</sup> Generation <sup>1</sup> for Intel or equivalent (generation or series) for other Processors.
		Graphics Type	Integrated
		Onsite OEM Warranty	5 years
		Display Size	13.3 inch to 15.6 inch
		Operating System	Windows 11 Professional /Linux/Any Other OS based on Linux Kernel.
		RAM Size	16 GB
		Optical Drive (Optional)	DVD RW
		Battery Warranty	5 Years
3.	Chrome Book (for Educational Institutes under TTE and Higher Education and Education	Total SSD Capacity	256 GB to 1 TB
		Processor Make	Intel/AMD/MediaTek
		Processor Description	Intel Core i3 / AMD Ryzen / MediaTek Kompanio
		Processor Generation	Intel Celeron or equivalent
		RAM Size	4 GB to 8GB
		Memory Size	64 GB to 128 GB

<sup>1</sup> TEC shall be willing to liberally permit the (n-2) generation laptops, where 'n' is the latest generation available. Such generation laptop is an optimum trade-off between performance and cost.



	Department only)	Display Type	HD or Full HD display
		Operating System	Chrome OS
		Screen Size	11.6-inch or 14-inch
		Camera	720p HD camera (Min.)
		Onsite OEM Warranty	5 Years
		Additional features: (Optional)	USB Type-A, USB Type-C support display/ power delivery, 3.5mm Combo Audio Jack, Micro SD card reader
4	Tablet PC (meant for field work purpose only)	Processor Make	Quad Core with CPU speed 2.0 GHz – 3.5 GHz
		Operating System	Android
		RAM Size	8GB to 32 GB
		ROM size	128GB to 256 GB
		Display (Size/Type/Resolution)	9" to 13" TFT (capacitive, Multitouch) 1920x1080–2800x1752
		PEN Support	Yes
		Wi-fi	802.11 a/b/g/n/ac or Higher
		Network Support (Data & Voice)	5G/4G/LTE/3G/2G/ VoLTE
		Onsite OEM Warranty	5 Years
		Additional Features (optional)	Bluetooth version: 4.0 or Higher, Rear Camera: 5MP or Higher, Front Camera: 2 MP or Higher, Battery (mAh): 5000 mAh or Higher, SIM Card Slot: 1 Micro SIM, Voice Calling Support: YES Micro USB 2.0 or type-C Slot: YES, Audio In/Out: 3.5mm Headphone Jack, GPS: YES Certifications: BIS BEE, EPR, RoHS or any other relevant Indian Certificates.
5	Desktops including All-in-One (for Software Development work, Multimedia Work, GIS, Data Analytics, Artificial Intelligence related applications, etc.)	Processor Make	Intel /AMD
		Processor Description	Intel Core i7/AMD Rayzen 7 Processor
		Process Generation	Minimum 12 <sup>th</sup> Generation for Intel or equivalent (generation or series) for other Processors.
		Graphics Type	Integrated
		Onsite OEM warranty	5 years
		Monitor Size	21.5 /22/23.5/23.8 inches
		Operating System	Windows 11 Professional /Linux
		RAM Size	16 GB
		Optical Drive (Optional)	DVD RW

		Key Board	Wired/Wireless
		Mouse	Wired/Wireless
		Total SSD Capacity	512 GB – 1TB
6	Multi-Functional Printer (Mono)  Print/Scan/Copy – Fax (Optional)	Print Technology	Laser/Ink
		Type of Printing	Mono
		Type of Machine	Multifunction
		Paper Size (Original Image)	A4:A4
		Flatbed Size	A4/Legal
		Print Speed (Mono)	Minimum 25 PPM
		Duplex Feature	Yes (Auto)
		Network Connectivity	Yes
		USB Port	Yes
		Duty Cycle	Minimum 5000 per Month
		Onsite OEM Warranty	Minimum 5 years
		Wireless Connectivity	Optional
7	Printer (Mono) (Standalone)	Print Technology	Laser
		Type of Printing	Mono
		Paper Size	A4
		Print Speed (Mono)	20 PPM or higher
		Duplex Feature	No
		Network Connectivity	Optional
		USB Port	Yes
		Duty Cycle	Minimum 2000 per Month
		Onsite OEM Warranty	Minimum 5 years
8	Printer (Colour) (Standalone)	Print Technology	Laser/Inkjet
		Type of Printing	Mono
		Paper Size	A4
		Print Speed (Mono/Colour)	20 PPM or higher
		Duplex Feature	Optional
		Network Connectivity	Optional
		USB Port	Yes
		Duty Cycle	Minimum 2000 per Month
		Onsite OEM Warranty	Minimum 5 years
9	Multi-Functional Printer (Color) Print/Scan/Copy – Fax (Optional)	Print Technology	Laser/Ink
		Type of Printing	Colour
		Type of Machine	Multifunction
		Paper Size (original: Image)	A4:A4
		Flatbed Size (Platen)	Legal
		Print Speed (Mono)	Minimum 25 PPM
		Print Speed (Colour)	Minimum 25 PPM
		Duplex Feature	Yes (Auto)
		Scanning Feature	Yes
		Network Connectivity	yes
		USB Port	Yes
		Duty Cycle	Minimum 5000 per Month
		Onsite OEM Warranty	Minimum 5 years
		Wireless Connectivity	Optional

10	Router/L3/L2 Switches and Other networking equipment	The specification and number may be obtained from NIC Delhi State Unit	
11	Scanner (for implementation of e-office and where bulk printing is required)	Scanner Type	Sheet Fed (ADF) flatbed or Integrated both/ foldable with Adjustable height
		Scanning Technology	CIS/CCD
		Document Size	A4/Legal
		Optical Resolution	600 and above
		Monochrome Scan Speed	50 PPM and above
		Colour Scan Speed	50 PPM and above
		Multi-Fed Detection Features	Yes
12	Operating System for Desktop/ Laptop/ Server/Cloud	Departments are advised to procure the Operating system as per the requirement of the application/software running in the department Or In case the already installed Operating System, Windows or Linux, becomes obsolete or end of support is declared by OEM. Or In case of an Operating System installed in the server, Departments, if required may take the support of the OEM as per requirement.	
13	Cloud Server	Departments are requested to follow the guidelines issued by MeitY on the procurement of Cloud Service through CSPs. The catalogue of Cloud service offerings and procedures to avail of the Cloud Services is available on the portal <a href="https://www.meity.gov.in/content/qi-cloud-meghraj">https://www.meity.gov.in/content/qi-cloud-meghraj</a> .  The latest OM issued by MeITY on Cloud Service offerings offered by various cloud service providers empanelled with the Ministry/ NIC is placed at <b>Annexure V</b> . The Departments/other Government agencies may accordingly explore moving their data from the Physical server to the Cloud Server.	
14	Centralised UPS System (for 3 or more computers 1 KVA for every 3 computers)	Rating in KVA	1.0 KVA minimum or higher
		Technology	IGBT-PWM without inbuilt Isolation Transformer
		Input Power	Single phase 160V-260V sine wave 50 Hz
		Output Power	Single phase 230 V+/- 1%



101/C

			sine wave 50 Hz
		Degree of Protection	IP20
		Parallel kit for synchronizing	No
		Overload	20%Overload limit for minimum 30 minutes and 50% overload for 15 minutes.
		Warranty Period	5 years minimum
		<b>Protections:</b> Over voltage, short circuit, and overload at UPS output terminals. Under voltage at the battery terminal. <b>Indicators:</b> (i) Mains presence;(ii) Battery charging and discharging;(iii) Output overload;(iv) Low battery voltage. <b>Digital meters:</b> (i)Input AC voltage;(ii)Output AC Voltage, current and frequency;(iii) Battery voltage and current.	
	Offline UPS System (for single or two users' locations)	VAH	Minimum 12 V*7AH batteries
		Backup time	Minimum 10 to 15 minutes
15	Availing services from NIC, Delhi	For availing of various online services such as Govt email ID creation, web VPN services, Firewall requests, Wi-Fi access, etc, Departments are advised to visit the NIC's Online Platform, i.e. <a href="https://eforms.nic.in">https://eforms.nic.in</a> , to apply.	

**Note:**

- i. Departments inviting bids must choose all OEMs in respect of the Processor Make.
- ii. The aforesaid model specifications shall be reviewed, on a yearly basis or earlier, as deemed necessary.



160/C

## ANNEXURE – II

### GUIDELINES FOR AMC

1. The comprehensive AMC of IT equipment(s) shall be provisioned through **GeM** with the date of commencement and the date of expiry of the AMC contract specifically mentioned in the contract.
2. The **on-site comprehensive AMC**, covering both preventive as well as corrective maintenance of IT infrastructure shall be procured. The AMC may be entered with those vendors/service providers who have their service centre within NCR or those vendors who commit to open their office within NCR within one month of the issue of the work order.
3. **Preventive Maintenance** activity shall include updating service packs, drivers and operating system patches, physical clearance and testing of equipment(s), carrying out system diagnostic tests and taking requisite remedial action, point-to-point connectivity tests, etc. At least one preventive maintenance activity should be scheduled every quarter during the maintenance period.
4. Under **corrective Maintenance**, any defects in the IT equipment(s) shall be rectified, and all defective components of IT equipment necessary for normal operation, except consumables such as cartridges, drum kits, batteries, etc, shall be replaced. The AMC vendor shall replace the defective products/parts with similar or higher make/configurations of respective OEM products/parts at no additional cost beyond the cost stated upfront at time of procurement of equipment.
5. The AMC vendor shall provide a **Service Escalation Matrix** with contact details (escalation hierarchy along with timeline, contact persons, mobile number, address, and e-mail) through whom the Departments/ Organization shall contact for AMC support.
6. The Vendor shall have a **proper complaint call registration** procedure for logging complaints, follow-up etc., and provide traceability of all complaints from registration to call clearance, The vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user departments, time of attendance of the fault by the AMC Vendor, nature of fault observed and whether cleared or not, If further observation needed, it would be given in writing whether the normal usage could be continued along with the details of subsequent visit for observation, closure of call, clearance of fault and any other relevant information.
7. **Downtime will be recorded** for faults/complaints pending beyond the prescribed time of **Table 1** after the registration of complaints by the user Department with the AMC Vendor. The AMC holder shall give a unique complaints registration number and such relevant details as to the registration process leading to timely clearance of faults within the prescribed time. For complaints pending more than the prescribed time, a downtime record will be created by the user department and a pro-rata deduction of the penalty amount will be affected for payments due to the AMC Vendor at the end of

every quarter for the number of days the IT equipment(s) was not available for use from the call registration date.

#### 8. Table 1-Downtime Penalty:

#	Type of Computer/Equipment	Downtime-Penalty
1.	If equipment standby is given within 24 hours, Downtime is NIL	"NIL" Penalty
2.	Laptop/Desktop Computers	Rs. 1,000 per day after 48 hours for every day/part thereof.
3.	Printers, Scanners, Multi-functional printers, Multimedia Projector, EPABX , FAX, Offline UPS, Digital Copier, etc.	Rs. 500 per day after 48 hours for every day/part thereof.
4.	Servers	Rs. 5,000 per day after 48 hours for every day/part thereof.
5.	UPS Downtime	RS. 500 per day after 48 hours for every day/part thereof.
6.	For any of the computer, printers, UPS system at Bill Collection Centres, Hospital Registration Counters, and other emergency services.	Rs. 1,000 per day after 48 hours for every day/part thereof.

9. The **IT equipments (computers, Printers, scanners etc.) identified as critical** for functioning shall be specifically, included in the AMC contract as a separate clause, and lower downtime and / or higher penalty for downtime for them may be prescribed.

#### 10. Downtime Details From:

- (i) Office Name and Location :
- (ii) AMC vendor name :
- (iii) AMC Vendor Local address :
- (iv) AMC Vendor office address :
- (v) phone/Mobile Numbers :
- (vi) Email-id :
- (vii) AMC period- Start Date: End Date :

Type of Computer/ Equipment Name, make & Model	Equipment S.NO.	Fault reporting date and time	Docket No. maintained in maintenance Register	Fault Clearance Date	Downtime >48 hours or part thereof (in Days)	Penalty (₹)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

*Signature*



- 11.** All the complaints shall need to be also sent to the AMC vendor through email. The date and time of such complaints should be recorded and mentioned in the above table.
- 12.** This contract may not cover the damages to the equipment, if any, due to natural calamities, such as lighting, electrical short circuit, physical damage, flooding and rat bites.



**Annexure-III**

**PROFORMA FOR INVENTORY DETAILS OF IT / ITES HARDWARE EQUIPMENTS**  
**(Half Yearly Basis i.e. 1<sup>st</sup> April and 1<sup>st</sup> October of every Financial Year)**

1. Name of the Department:
2. Type of action (New procurement / Inventory / Items condemned) (Please tick the right option):

New procurement – Any new procurement in the last six months

Inventory – Total equipment's inventory as of 1<sup>st</sup> April / 1<sup>st</sup> October, including new purchase.

Item condemned – Details of items condemned (or) pending condemnation (Please include remarks about the exact stage of condemnation)

#	Name of the IT Equipm ent	Quantity	Make and Model	Specifications				Date of Purchase	Remark
				Processor	RAM	HDD Capacity	SSD Capacity		
1	2	3	4	5	6	7	8	9	10
1.	Desktop Comput er								
2.	Laptop								

#	Name of the IT Equipment	Quantity	Make and Model	Specifications			Date of Purchase	Remarks
				Print Techno logy (Laser / Ink / Dot matrix)	Type of Machine (Multifunctional or not)	Type of Printing (Mono / Colour)		
1	2	3	4	5	6	7	9	10
3.	Photocopier							
4.	Printer							



#	Name of the IT Equipment	Quantity	Make and Model	Type and Size (Sheet fed / flat bed / Integrated both) (A4 / Legal)	Date of Purchase	Remarks
5.	Scanner					

#	Name of the IT Equipment	Quantity	Type / Capacity of UPS (Standalone / Centralised)	Battery Capacity and Quantity of Batteries	Date of Purchase	Remarks
6.	UPS		Standby / Centralised			

...	Any other item		Standby / Centralised			
-----	----------------	--	-----------------------	--	--	--





## ANNEXURE -IV

**Guidelines for condemnation & disposal of IT Equipment(s)**

The IT equipment(s) will include the following items:

- Servers
- PCs
- Dumb Terminals
- Printers
- UPS
- Laptop/Notebook
- Package Software
- Technical books and manuals pertaining to hardware and software being condemned.
- Data Communication Equipment(s).

**1. Applicable to:**

- All Government Departments under Govt. of NCT of Delhi
- All Autonomous bodies/Local Bodies under Govt. of NCT of Delhi
- All PSU's under Govt. of NCT of Delhi

**2. Grounds for condemnation:**

The IT equipment(s) can be condemned on the following grounds:

- **Technically obsolete:** Hardware/Data Communication Equipment/ Package Software which has been used for at least five years and they are not in working condition.
- **Beyond economical repair before 5 years:** When repair cost is considered too high after looking at the current value (taking depreciation into account) and the age of the equipment after financial concurrence of competent authority. This could include IT equipment damaged due to fire or any other reason.

**3. Disposal:**

- Such equipment(s) shall be disposed of strictly following the procedure as laid down in Rules 217 to 223 of GFR 2017.
- Once the equipment has been condemned, it should be removed from office use and kept in the area allocated for scrapped equipment and auctioned therefrom within 60 days of being declared condemned.
- The Department will also ensure the removal of service and inventory labels from such equipment(s). All data, including the operating system, must be removed after taking a proper backup.

#### 4. Responsibility of Department:

- Each unit of the Department will prepare an equipment condemnation note, which should be individually numbered with equipment descriptions, including the make, model, serial number, asset register number, purchase date, purchase price, reason for condemnation and additional information, if any.
- The Department will constitute a condemnation committee which will review the condemnation notes and decide about the condemnation of equipment as per guidelines given above. The committee should have at least one member with an IT background.
- All procedures and rules of the Government on maintenance of records for condemnation of non-consumable items will be adhered to in these cases.
- The condemnation will be done only after the report of the Condemnation Committee is approved by the Administrative Secretary. To avoid a piece-meal approach, all condemnation cases of a department may be processed 4 times a year, once every quarter of a calendar year.





Annexure-V  
TG/C

F. No. 3(26)/2024-EG-II  
Government of India  
Ministry of Electronics and Information Technology  
(Digital Governance Division)

Electronics Niketan, 6, CGO Complex  
Lodhi Road, New Delhi – 110 003  
Dated : 27<sup>th</sup> November 2024

Office Memorandum

**Subject:** Cloud service offerings provided by various categories of cloud platforms of cloud service providers under empanelment with the Ministry of Electronics and Information Technology, NICSI under its managed service provider contracts and NIC

Government entities require cloud services to host and manage various applications. For this, they procure cloud services from various cloud service providers (CSPs) as per technical requirements and the contractual terms desired. A variety of approaches are adopted for procuring such services, which may broadly be categorised as follows:

(a) *Cloud service providers under empanelment with the Ministry of Electronics and Information Technology (MeitY):* Since 2015, to enable Government entities to procure with ease scalable cloud services with enhanced security and enhanced service levels, MeitY has been empanelling CSPs to provide cloud services. Details are available on MeitY's website ([meity.gov.in/MeghRaj](http://meity.gov.in/MeghRaj)). The terms of empanelment constitute baseline requirements. Government entities, as per requirements, include additional terms while inviting bids for procuring cloud services for the desired cloud category from among empanelled CSPs. Such services are offered on three categories of clouds:

- (i) public cloud;
- (ii) virtual private cloud; and
- (iii) government community cloud.

For management of the system and services, the government entity may engage a system integrator or managed service provider (MSP).

(b) *Cloud service offering of National Informatics Centre Services Incorporated (NICSI) under its managed service provider contracts:* Since 2023, NICSI, a wholly-owned public sector undertaking of MeitY, provides to government entities cloud services on the MeghRaj 2.0 cloud platform maintained by NICSI under MSP contracts that NICSI has entered into. Details are available on [ngc.gov.in](http://ngc.gov.in). For availing of such services, interested Government entities place purchase orders on nomination basis under rule 204 of the General Financial Rules, 2017.

(c) *Other cloud service providers / offerings:* Keeping in view technical requirements and the contractual terms desired, government entities also have the option of engaging CSPs other than those empanelled by MeitY or under NICSI's MSP contracts, and to adopt terms different from those under such empanelment/contracts, either directly or by engaging a technical government organisation/agency such as Digital India Corporation (DIC), Centre for Development of Advanced Computing (CDAC), RailTel, Power Grid Corporation of India Limited (PGCIL), Bharat Sanchar Nigam Limited (BSNL), Indian Telephone Industries (ITI) Limited and Telecommunications Consultants India Limited (TCIL).

2. Under an older MeitY-funded project (2013 to 2018), the National Informatics Centre (NIC) created and managed an earlier cloud platform called MeghRaj. With the passage of time, its infrastructure components have aged and are progressively approaching End of Life or End of Service. In view of the subsequent empanelment of CSPs by MeitY and the availability of the MeghRaj 2.0 platform, there are no plans for hardware refresh or software renewal. While some older government applications are currently hosted on this platform, the application owners would need to source appropriate cloud services as per technical requirements and the contractual terms desired. In this regard, the National Data Centres of NIC have issued multiple emails to the government entities whose applications are hosted on Meghraj.

3. Given the various options available for sourcing cloud capacities, government entities, from time to time, seek clarity and comparative details regarding the same. This OM seeks to share relevant information in this regard, with a view to enable procuring entities to make an informed and well-considered choice.

4. The requests for information received relate broadly to the following five areas:

S. no.	Area and key aspects	MeitY-empanelled CSPs			MeghRaj 2.0
		Public cloud	Virtual private cloud	Government community cloud	
1	Scalability	High	High	Limited to the extent of capacity created by CSPs for such platform	Limited to aggregate capacity created by NICSI's MSPs
2	Availability	99.5% for service availability to individual end-user			<ul style="list-style-type: none"><li>• Not defined for individual end-user</li><li>• 99.9% for service and infrastructure availability to NICSI, for platform as a whole</li></ul>
3	Security (only points of comparative difference are listed; beyond these each cloud has reasonable security controls and implementation):				
3.1	Exclusive network, not shared with other users	No	No	Yes	Yes
3.2	Dedicated clusters for the government entity	No	No	Yes	Yes
3.3	Exclusive security solutions for the government	No	Yes	Yes	Yes
3.4	External visibility of the network	No	Limited*		Yes**
3.5	Storage of data within India	<ul style="list-style-type: none"><li>• Contractual commitment</li><li>• STQC checks logs during annual surveillance audit</li></ul>			Operates from NIC's national data centres
3.6	Log retention	180 days (government entities have the option of adding additional condition in GeM bid for longer period)			3 years
3.7	Compliance audit	Audits by MeitY, through STQC: <ul style="list-style-type: none"><li>• Pre-empanelment audit</li></ul>			Audits by NICSI, through CERT-In-empanelled



		<ul style="list-style-type: none"><li>• Comprehensive audit once in 3 years</li><li>• Annual surveillance audit</li></ul>			auditor: <ul style="list-style-type: none"><li>• Pre-empament audit</li><li>• Comprehensive audit once in 3 years</li></ul>
4	Specialised services:				
4.1	Platform-native services for AI, data warehousing, data modelling, data lake, etc.	Yes	Yes	No	No
4.2	Ease of interoperability and portability	Yes, provided migration tools are available/ developed for any platform-native services used		Yes	Yes
5	Procurement:				
5.1	Procurement route	GeM bid, or other public procurement route			On nomination basis
5.2	Additional terms	May be incorporated in GeM bid or other procurement document			Not possible
5.3	Management of cloud services	Done by cloud services MSP, who needs to be engaged by the procuring entity			Done by the MSP engaged by NICSi for maintaining its platform
5.4	Change in requirements over time, such as: (a) increase in concurrent users, and consequential expansion in the bandwidth for network and security services; (b) reconfiguration of virtual machines; and (c) scaling up of storage	Technical specifications being as per the requirements of particular project of the government entity concerned, the range of sizing and service options contracted may typically be limited by the scope set out in the procurement documents, on the basis of DPR. In such a situation, in case of unforeseen expansion or variation in requirements during the contract period, the required rates, specifications and/or services may not be covered by the procurement contract, leading to procurement challenges. Further, as per paragraph 9.3 of the Manual for Procurement of Goods, the extent of additional purchases is limited to 25% to 30% of the project value, which may also be a constraining factor.			Technical specifications being as per the generalised requirements for all government entities, the scope of contract entered into by NICSi with its MSPs has a broad range of sizing and service options, which may enable the procuring government entity to source through NICSi any unforeseen expansion or variation requirements during the contract period at pre-contracted rates and as per desired specification and/or services. Further, NICSi's contract with its MSPs being a service contract and not a goods contract, the value of additional procurement is not a constraining factor.

\* Depending on the offering of the CSP, there may be various degrees of external visibility of the network.

\*\* Through (a) NIC-assigned IP addressing scheme — Enables verifiability of network connects of individual applications; and (b) NIC-managed Domain Name System (DNS) — Strengthens perimeter security through identification of IP address

STQC = Standardisation Testing and Quality Certification Directorate, MeitY

4.1 The information presented above summarises the present status on key aspects. Technology evolution being a continuous process, changes in implementation and contractual terms are necessitated over time. The Ministry shall endeavour to keep other Ministries/Departments updated with regard to the same.

5. The following broad points may be observed:

- (a) There is a trade-off between the higher scalability available on the public cloud and virtual private cloud based empanelled CSP platforms and the enhanced security posture of the government community cloud based CSP platforms and NICSI's MSP-maintained platforms.
- (b) There is a trade-off between the lower cost of a public cloud and the higher cost for enhanced security posture.
- (c) The functional advantages and implementation ease offered by platform-native services comes with the involvement of additional effort at the time of porting an application to a different cloud platform/service.
- (d) Higher external visibility of the network on NICSI's MSP-maintained platforms may offer a significant advantage, which may be relevant for applications for whom higher security is considered desirable.

6. Appropriate selection of cloud platform or service offering from among the various options listed in paragraph 1 is a decision that each procuring entity has to take. While making the selection, it may take into consideration current and future technical requirements and contractual terms desired for the particular application, and the trade-offs inherent to various options.

This issues with the approval of competent authority.



(D. K. Sagar)

Deputy Secretary

Tel: 011-24301234

Email : ds-dgd@meity.gov.in

To:

1. Secretaries in charge of Ministries/Departments, Government of India
2. Chief Executive Officer, NITI Aayog
3. Chairman and Chief Executive Officer, Railways Board

Copy to:

1. Director General, National Informatics Centre / Centre for Development of Advanced Computing / BISAG-N / Software Technology Parks of India
2. Managing Director, NICSI
3. Managing Director and Chief Executive Officer, Digital India Corporation
4. President and Chief Executive Officer, National e-Governance Division, Digital India Corporation
5. Chief Executive Officer, Bhashini Independent Business Division / India AI Mission, Digital India Corporation



Government of NCT of Delhi  
Department of Information Technology  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat, New Delhi

File No.E.10/25/50/2014/HD-II/1328-1407

Dated 11/03/2025

**Circular**

**Sub: Hiring of Contractual Manpower**

**References:**

1. Letter dated 27.05.2021 vide no. A-12/87/2015(E-2118)/1960-1997
2. Circular 07/2020 dated 13.07.2020 vide no. G-17/1/2016-CCU/Secy(IT)/3223-3302
3. Circular dated 12.08.2016 vide no. G-17/1/2016-CCU-Secy(IT)/4595-4664
4. Circular dated 01.07.2016 vide no. G-17/1/2016-CCU-Secy(IT)/3804-3873
5. Circular dated 12.05.2016 vide no. A-12/87/2015-Admin-Secy (IT)/3121

The Department of Information Technology has issued various circulars to enable departments under GNCTD to hire contractual technical manpower. Now, in supersession of all previous Circulars/Letters issued on this subject, the following are the permitted categories of the hiring of technical manpower:

**(1) Hiring of Technical Manpower without sanctioned posts**

The hiring of technical manpower will be allowed for undertaking IT projects as duly approved by the TEC of the IT Department. The manpower hiring duration shall not be more than 11 months. The departments will provide information in the prescribed format (**Annexure I**). The details of sanctioned posts, filled-up posts, posts proposed to be created, etc., as per **Annexure II**, would also be relevant in this context. The TEC will examine the proposal and convey the decision taken.

Further, after the go-live of the project, the departments may continue the outsourced manpower, if required, for a maximum of three months during the implementation phase to resolve potential software issues that may be encountered. The department is to develop in-house capabilities to maintain the project. In case there are no IT officers in the Department, it will also be allowed to hire one DPA-level officer to maintain the software until a regular DPA is posted by the IT Department.

**(2) Hiring of technical manpower against regular sanctioned vacant post**

The administrative Secretaries of the Departments may hire the IT manpower on an outsourced basis, without requiring any approval of the IT Department, until the sanction, but the vacant post is filled up on a regular basis. Such hiring shall be for 11 months at a time, at the end of which the department will need to renew the extension of the contractual services based on the criticality of need and the performance of the contractual employee. Hiring of the contractual manpower will be based on the provisions of the GFR 2017, Manual for Procurement of Consultancy and Other Services, and will be subject to financial concurrence by the Finance Department.



**(3) Hiring of the IT Assistants (earlier Data Entry Operators) against the vacant post of LDC/Jr. Assistants/ Sr. Assistants/ Stenographers**

The administrative Secretaries of the Departments may hire the services of the contractual IT Assistants (earlier Data Entry Operators) against the vacant regular posts of the LDC/Junior Assistants/ Sr. Assistants/ Stenographers on an outsourced basis. There is no need to send the file to the IT Department, GNCTD, for technical clearance. However, the departments shall follow all other required codal formalities and provisions as per Rule-149 of GFR.

The hiring under the three permitted categories, as above, shall comply with the norms laid down by the following Circulars:

- (i) Circular of AR Department No. F.19/68/AR/ADMIN/ 2022/1613-15 dated 19.06.2024, mandating that the contractual/outsourced employees shall not be engaged/ continued without obtaining due approval of the Finance Department and competent authorities (**Annexure III**).
- (ii) O.M. of Services Department No. F.19(40)/2023/Res./S.IV/1816-27 dated 21.11.2024 regarding the grouping of posts (Direct Recruitment) in case of isolated posts and small cadres (**Annexure IV**).
- (iii) OM of DoPT No. 36036/ 3/2018 - Estt.(Res) dated 15.05.2018 mandating that there shall be reservations for SC/ST/OBC candidates in temporary appointments to last 45 days or more (**Annexure V**).

This issues with the approval of the Hon'ble Minister (IT).


Encl.: as above.

  
(Santulan Chaubey)  
Joint Director (IT)

All Addl. Chief Secretaries/Pr. Secretaries/Secretaries/  
Head of Departments of GNCTD/Autonomous Bodies/  
Local Bodies of GNCTD

Copy for information to:

1. OSD to Chief Secretary, Delhi Secretariat, GNCTD
2. Nodal officer (website) with the request to upload it on the website of IT Department

  
(Santulan Chaubey)  
Joint Director (IT)

Annexure I**Information Sheet**

- 1 Department Name : \_\_\_\_\_
- 2 Administrative Secretary : \_\_\_\_\_
- 3 Head of Department : \_\_\_\_\_
- 4 Project Name : \_\_\_\_\_
- 5 Project Brief :
- 6 Project Head (Govt) : \_\_\_\_\_
- 7 Cost of Project : \_\_\_\_\_
- 8 Duration of the project up to Go Live (in months) : \_\_\_\_\_
- 9 Extent of in-house functional technical strength : 

Post	Filled	Vacant but Sanctioned post	Posts for which approval accorded
Jt. Director			
SSA			
SA			
DPA			
- 10 Technology Stack (As applicable) : **Development:** \_\_\_\_\_  
 (Ex. Java/ ASP/ Node JS/ Flutter/ Python/ Others (Please mention))  
**Database:** \_\_\_\_\_  
 (DB2/ Oracle/ PostgreSQL/ MS SQL/ My SQL/ Other (Please Mention))  
**Hosting Solution:** Cloud/ Physical Servers/ Others (Please mention)  
**Integration with:** Payment Gateway/ Aadhaar/ Digital Vault/ EPIC/ Other (Please Mention)  
**Micro APIs :** Yes / No  
**Others** (please specify): \_\_\_\_\_
- 11 Required Manpower : **Designation:** \_\_\_\_\_  
**Skills:** \_\_\_\_\_  
**Experience:** \_\_\_\_\_ (years)  
**Technical Qualifications:** \_\_\_\_\_  
**Numbers:** \_\_\_\_\_  
 (Repeat this for each designation)
- 12 Project Executing Agency : \_\_\_\_\_





Annexure  
II

Extant Manpower Status

Name of the Department \_\_\_\_\_

Sl. No.	Name of Post	Scale of Pay	Sanctioned Post		Filled Post		Vacant Post		No. of Persons Hired on Contract Basis Against Vacant posts	Persons Hired on Outsourced Basis (Without Sanctioned Post)	Remarks
			Tempora ry	Permane nt	Tempora ry	Permane nt	Tempora ry	Permane nt			
1	Joint Director										
2	Sr. System Analyst (previously System Analyst)										
3	System Analyst (previously Programmer)										
4	Data Processing Assistant (previously Assistant Programmer)										



5	IT Assistant Grade-D (previously Data Entry Operator Grade - D)										
6	I.T. Assistant Grade - B (previously Data Entry Operator Grade - B)										
7	I.T. Assistant Grade - A (previously Data Entry Operator Grade- A)										

Date:

Name &amp; Seal of HOD



185/L

**Manpower  
Proposed for  
Hiring**

Sl. No.	Project Description	Name of the Post	No. of Manpower	Duration of Project	Platform	Front End	Back End	Remarks
1		Joint Director						
2		Sr. System Analyst (previously System Analyst)						
3		System Analyst (previously Programmer)						
4		Data Processing Assistant (previously Assistant Programmer)						
5		I.T. Assistant Grade - D (previously Data Entry Operator Grade - D)						
6		I.T. Assistant Grade - B (previously Data Entry Operator Grade - B)						
7		I.T. Assistant Grade - A (previously Data Entry Operator Grade - A)						

Date:

Name & Seal of HOD



GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT

7th FLOOR, C-WING, DELHI SECRETARIAT  
10, ESTATE, NEW DELHI - 110002

F.19/68/AR/ADMIN/2022/1713-1615

Dated: 17/06/22

**CIRCULAR**

It has been noticed by the Competent Authority that the services of contractual / outsourcing staff have been allowed to continue for years without approval of the Finance Department, GNCTD. It completely violates the extant guidelines on the requisite approvals needed before any engagement of the contractual / outsourced staff.

In this connection, an Office Memorandum was issued vide F.20/28/2016-AC/634-673 dated 19.08.2016 by the Finance Department, GNCTD relating to exercise of powers delegated to HODs / Administrative Secretaries with respect to the extension of all kind of outsourced services / staff.

In the aforesaid context, all Departments are hereby directed that the contractual / outsourced employees shall not be engaged / continued without obtaining due approval of the Finance Department and the Competent Authority. All the Heads of the Departments are requested to ensure strict compliance to these directions.

This issues with the prior approval of the Competent Authority.

*Ajay Arora*  
Ajay Arora  
Deputy Director (AR)

To,

All Addl Chief Secretaries / Pr. Secretaries / Secretaries / HODs,  
Govt. of NCT of Delhi.

Copy for information to:-

1. Secretary to Lt. Governor, Raj Niwas, Delhi-110054.
2. Staff Officer to Chief Secretary, GNCTD.

*Ajay Arora*  
Ajay Arora  
Deputy Director (AR)

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
SERVICES DEPARTMENT - (BRANCH-IV)  
5<sup>TH</sup> LEVEL, 'B'-WING, DELHI SECRETARIAT,  
I.P. ESTATE, NEW DELHI-110002**

No.F.19(40)/2023/Res./S.IV/ 1816-1827

Dated: 21/11/24

**OFFICE MEMORANDUM**

**Sub: Regarding Grouping of Posts (Direct Recruitment) in case of isolated posts and small cadres.**

A Committee of Senior Officers of Government of Delhi was constituted with the approval of the Chief Secretary, Delhi to examine the issue of correct formulation of reservation roster in institutions/departments/organizations/bodies/boards/entities etc.

The Committee has, inter alia, recommended that, Union Territory Administration of National Capital Territory of Delhi should ensure implementation of the system of "Clubbing of posts having same level of pay in accordance with the Central Educational Institutions (Reservation in Teachers' cadre) Act, 2019 and Government of India.

The recommendation of the Committee has been perused and in this connection, all the Head of Departments are informed that vide Central Educational Institutions (Reservation In Teachers' Cadre) Act, 2019 and OMs issued by DoPT, GoI, the Government of India have issued various instructions and guidelines in the matter of Clubbing of Posts. In this regard, relevant extracts from said provisions/instructions/directions are reproduced as under:-

**Section 3(1) Central Educational Institutions (Reservation In Teachers' Cadre) Act, 2019 :-**

*"...3. (1) Notwithstanding anything in any other law for the time being in force, there shall be reservation of posts in direct recruitment out of the sanctioned strength in teachers' cadre in a Central Educational Institution to the extent and in the manner as may be specified by the Central Government by notification in the Official Gazette*

*For the purpose of reservation of posts, a Central Educational Institution shall be regarded as one unit..."*

**DoPT, GoI' OMs dated 11/11/1971, 12/12/1974 & 23/07/1985:-**

*".... In the case of posts filled by direct recruitment, isolated posts and small cadres may be grouped with posts in the same class for the purpose of reservation orders taking into account the status, salary and qualifications prescribed for the posts in question. For the purposes of determining the reservation, the vacancies occurring in various constituents of the Group may be plotted on the roster strictly in a chronological order i.e. sequence of date of occurrence. While reservations would be made according to the groups as provided above, the total reservation in any of the posts/services so grouped should not exceed 50 per cent of the vacancies to be filled in it i.e. in the particular post/service, in a recruitment year. The total reservation for SCs, STs and OBCs in any post or service should also not exceed 50 percent of the total number of posts in the particular post/service...."*

**(OM No. 1/4/1970-Estt (SCT) dated 11/11/1971)**

**(OM No. 8/1/1974-Estt (SCT) dated 12/12/1974)**

**(OM No. 36011/17/85-Estt.(SCT), dated the 23/07/1985).**

15830  
22/11/24

182/c

All the Departments/Institutions/Organizations/Bodies/Boards/Entities etc. under GNCTD, including MAIDS are, therefore, directed to ensure Clubbing/Grouping of posts in a time bound manner and incorporate immediately Grouping/Clubbing of posts in formulation of Roster and Recruitment process wherever applicable. It is the responsibility of the Head of the Department and Liaison Officers of all the Departments/organizations /Bodies/Boards/Universities/Medical Colleges/ Educational Institutions etc. to re-check the position regarding various posts wherever clubbing is required as per the extant DoPTs OMs & Government of India instructions. Further, the Liaison Officer will submit a action taken report in the prescribed proforma(Copy Enclosed) to the Services Department.

This issues with the approval of the competent authority.

Encls: As above

(Bhairab Dutt)

Dy. Secretary (Services)

No.F.19(40)/2023/Res./S.IV/ 1816-1827

Dated: 21/11/2024

**Copy for information and necessary action to: -**

1. All the Addl. Chief Secretaries / Pr. Secretaries / Secretaries / Head of Departments, Govt. of N.C.T. of Delhi, Delhi.
2. Section Officers (Services-II & III branch), Services Department, Govt. of N.C.T. of Delhi, Delhi Secretariat, New Delhi.
3. Section Officer (Coordination), Services Department, with the request to upload this Office Memorandum on the website of the Services Department for information of all concerned.

**Copy for information to: -**

1. Staff Officer to Chief Secretary, GNCT of Delhi.
2. P.S. to Pr. Secretary (Services), GNCT of Delhi.
3. PS to Secretary (Vigilance), GNCT of Delhi.
4. Chairperson, DSSSB, Govt. of N.C.T. of Delhi, FC-18, Institutional Area, Karkardooma, Delhi - 110 092.
5. P.A. to Spl. Secretary (Services), Govt. of N.C.T. of Delhi.
6. Dy. Secretary (Services)-I /III, Govt. of N.C.T. of Delhi.
7. Guard file.

(Bhairab Dutt)

Dy. Secretary (Services)



**PROFOMA**

Name of the Department:

Address:

Contact Number:

Details of Clubbed/Grouped Posts

Group of post: \_\_\_\_\_

S.No.	Name of the Posts grouped in	Number of Posts	Scale of the Post	Status (Permanent /Temporary /Contractual etc.	Qualification as per Recruitment Rules.

It is certified that:

(i) All the existing posts of this Department/Organization/Institution have been thoroughly scrutinized and clubbing/grouping of the isolated posts have been done as detailed above.

(ii) Clubbing/Grouping of the posts has been done strictly according to the extant Central Educational Institutions (Reservation in Teachers' cadre) Act, 2019 / DoPT O.Ms. and as detailed in the Services Department's O.M. on Clubbing/Grouping of posts.

(iii) Reservation roster of the clubbed/grouped posts is being maintained exactly as directed in DoPT O.M. No. 36011/17/85-Estt.(SCT), dated the 23/07/1985.

(Signature)  
(Name and Designation)  
( Liaison Officer)

(Signature)  
(Name and Designation)  
(Head of Department)

OFFICE MEMORANDUM

Subject: Reiteration of instructions relating to reservation in temporary appointments - regarding

The undersigned is directed to say that as per the extant guidelines issued vide Office Memorandum No. 27/4/67(II)-Estt.(SCT) dated 24.09.1968, reservations are to be made for Scheduled Castes and Scheduled Tribes in all temporary appointments, except appointments which are to last for less than 45 days.

2. It has been brought to the notice of this Department by the Hon'ble National Commission for Scheduled Tribes that the Office Memorandum dated 24.09.1968 is old and the instructions laid down in the OM must be reiterated. It is, therefore, reiterated that, in respect of appointments to Central Government posts and services there shall be reservation for Scheduled Caste/ Scheduled Tribe/ Other Backward Class candidates in temporary appointments which are to last for 45 days or more

3. All Ministries/ Departments/ Organizations are requested to please bring the contents of this O.M. to the notice of all concerned for information and compliance.

*R. Saraswat*

(Raju Saraswat)

Under Secretary

Tele - 23092110

To:

1. The Secretaries of all Ministries/Departments of the Government of India
2. The Chairman, Railway Board, Rail Bhawan, New Delhi.
3. National Commission for Scheduled Caste, Lok Nayak Bhavan, New Delhi.
4. National Commission for Scheduled Tribes, Lok Nayak Bhavan, New Delhi.
5. National Commission for Backward Classes, Trikot-I, Bhikaji Cama Place, Delhi
6. Office of the Comptroller and Auditor General of India
7. Supreme Court of India/ Election Commission/ Lok Sabha Secretariat/ Rajya Sabha Secretariat/ Cabinet Secretariat/ Central Vigilance Commission/ President's Secretariat/ Vice President's Secretariat/ Prime Minister's Office/ Niti Ayog
8. Union Public Service Commission/ Staff Selection Commission
9. Director, ISTM, Old JNU Campus, Olof Palme Marg, New Delhi-110067
10. Information and Facilitation Centre, DOPT, North Block, New Delhi
11. NIC, for placing this O.M. in the website of the Department.
12. Hindi Section for providing a Hindi translation

179/C  
No.41034/4/2022-Estt.(Res-I)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Personnel and Training  
ESTT.(Estt. Reservation-I)  
\*\*\*\*\*

North Block, New Delhi  
Dated 21 November, 2022

OFFICE MEMORANDUM

Subject:- Reiteration of instructions relating to reservation in temporary appointments - regarding

The undersigned is directed to say that vide OM No. 27/4/67(II)-Estt.(SCT) dated 24.09.1968, reservation for Scheduled Castes and Scheduled Tribes has been provided in all temporary appointments, except the appointments which are to last for less than 45 days. Vide OM No. 36036/3/2018-Estt (Res.) dated 15.5.2018, it has been reiterated that in respect of appointments to Central Government posts and services, there shall be reservation for Scheduled Caste/ Scheduled Tribe/ Other Backward Class candidates in temporary appointments which are to last for 45 days or more.

2. The Parliamentary Committee on the Welfare of Scheduled Castes and Scheduled Tribes has, however, observed that the instructions contained in the aforesaid OMs are not followed in letter and spirit and has directed that these instructions may be recirculated to all Government Departments.

3. In view of the above, all the Ministries/Departments are requested to ensure that reservation for Scheduled Castes/Scheduled Tribes/Other Backward Classes shall be made in all temporary appointments which are to last for 45 days or more. These instructions should be conveyed to all concerned for strict compliance.

(Sign of Authority)

Abhay Kumar

Under Secretary to the Government of India

011 23092459

1. The Secretaries of all Ministries/Departments of the Government of India
2. The Chairman, Railway Board, Rail Bhawan, New Delhi.
3. National Commission for Scheduled Caste, Lok Nayak Bhavan, New Delhi.
4. National Commission for Scheduled Tribes, Lok Nayak Bhavan, 'New Delhi.
5. National Commission for Backward Classes, Trikot-I, Bhikaji Cama Place, Delhi
6. Office of the Comptroller and Auditor General of India
7. Supreme Court of India/ Election Commission/ Lok Sabha Secretariat/ Rajya Sabha Secretariat/ Cabinet Secretariat/ Central Vigilance Commission/ President's Secretariat/ Vice President's Secretariat/ Prime Minister's Office/ NitiAyog
8. Union Public Service Commission/ Staff Selection Commission
9. Director, ISTM, Old JNU Campus, Olof Palme Marg, New Delhi-110067
10. Information and Facilitation Centre, DOPT. North Block, New Delhi
11. NIC. for placing this O.M. in the website of the Department.



80/C      Annexure-II

**Government of NCT of Delhi**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**9<sup>th</sup> Level, B-Wing, Delhi Secretariat, IP Estate, New Delhi-110002**

F. No. E-11/4/2020-Development/Secy(IT) Vol-3 | 9555-9570

Dated: 27/12/2024

**Meeting Notice**

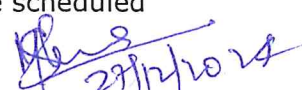
The meeting of the Technical Evaluation Committee (TEC), for evaluation of the IT related projects/proposals of the various Departments of Govt. of NCT of Delhi, will be held **on 31.12.2024(Tuesday) at 3:00 PM** under the Chairmanship of Addl. Chief Secretary (IT), GNCTD, in his **Conference Hall at 9<sup>th</sup> Floor, 'B' Wing, IT Department, Delhi Secretariat, New Delhi.**

2. The proposals of the following Departments will be discussing in the meeting:

S.N.	Name of the Department	Subject
i.	Department of Information Technology	Revision of Standard Technical Specification of Hardware and Software including Purchase, AMC of Computers and other IT Equipments through GeM Portal.
ii.	Department of Information Technology	Hiring of Technical Manpower on outsourced basis.

3. Any other proposal may be placing before the TEC with the permission of Add. Chief Secretary (IT).

4. All the members of TEC are requested to attend the meeting on the scheduled date and time.

  
(Mamta Sharma)  
System Analyst (IT)

F. No. E-11/4/2020-Development/Secy(IT) Vol-3 | 9555-9570

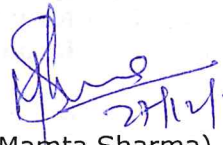
Dated: 27/12/2024

To,

1. Addl. Chief Secretary (IT), Department of Information Technology, GNCTD.
2. Director (Planning), Department of Planning, GNCTD.
3. Special Secretary (IT), Department of Information Technology, GNCTD.
4. Dr. M.P.S. Bhatia, Professor, NSUT, Sector 3, Dwarka, New Delhi
5. Dr. R.K. Singh, Professor, IGDTUW, Kashmere Gate, Delhi-110006.
6. Dr. Dinesh Kumar Vishwakarma, Professor, DTU, Shahbad Daulatpur, Delhi-110042
7. Ms. Manie Khaneja, SIO, NIC, Delhi State Unit, 'B' Wing, 3<sup>rd</sup> Level, Delhi Secretariat.
8. Representative, NeGD, Meity.
9. Joint Director (IT), Department of Information Technology, GNCTD.
10. Sh. Y.P. Kaushik, IFA(IT)/Controller of Accounts, Lok Nayak Hospital, Jawaharlal Nehru Marg, near Delhi Gate, New Delhi, Delhi 110002
11. System Analyst (IT), Department of Information Technology, GNCTD.
12. All concerned Departments.

Copy for information to:

1. Addl. Chief Secretary, Finance Department, 4<sup>th</sup> Level, Delhi Secretariat with a request to nominate a representative of Finance Department for attending the meeting as per schedule.
2. Addl. Chief Secretary, Services Department, 5<sup>th</sup> Floor Delhi Secretariat with a request to nominate a representative of Services Department for attending the meeting as per schedule.
3. Addl. Chief Secretary, AR Department, 7<sup>th</sup> Floor, Delhi Secretariat Addl. Chief Secretary (Services), Services Department, 5<sup>th</sup> Floor Delhi Secretariat with a request to nominate a representative of AR Department for attending the meeting as per schedule.
4. PS to Addl. Chief Secretary (IT), GNCTD.

  
(Mamta Sharma)

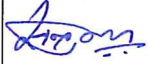


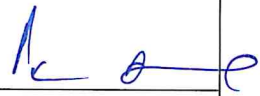


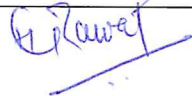
System Analyst (IT)

78/c  
Annexure-II

**Department of Information Technology,  
Government of NCT of Delhi**  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi – 110002

**ATTENDANCE SHEET**

Attendance Sheet of TEC Meeting: 31/12/2024 at 03.00 PM

S. No.	Name of the officer	Department	Designation	Official Phone No. & Email ID	Signature
1.	संतुलना चौधरी	सूचना प्रौद्योगिकी विभाग	सिस्टम निदेशक	9810180683, santulana@gov.in	
2.	ASHISH VERMA	PLANNING DEPTT.	Asstt. Director	9810116156, ashish76@gov.in	
3.	N. SRINIVAS	<del>ASST</del> MIC	ASST		
4.	Pattamrao Arand	IT	Gr. A.O.	9654495325, Pattamrao.20@delhi.srv.in	
5.	Vikas Kulkarni	IT	Spl. Secy		
6.	Bhupendra Kumar	CEO office	Dg. CEO	9810947464	
7.	HIMANSHU RANJAN	A.R. Deptt	Asst Director	9695472034, himanshu.RANJAN@information.gov.in	


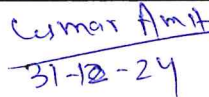


72/1

**Department of Information Technology,  
Government of NCT of Delhi**  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi – 110002

**ATTENDANCE SHEET**

Attendance Sheet of TEC Meeting: 31/12/2024 at 03.00 PM

S. No.	Name of the officer	Department	Designation	Official Phone No. & Email ID	Signature
8.	Abdul Hassib Yusuf	IT. Department	Asst. Director	7906091417 abdul.h.yusuf@incometax.gov.in	 31/12/24
9.	Kumar Amit	SeMT	So. consultant	9958063894 Kumar.amitsingh@semt.gov.in	 31-12-24
10.	MPS Bhatia	Professor	NSUT	— V.C. —	—
11.	R.K Singh	Professor	IGDTUW	— V.C. —	—
12.	Dinesh Kumar	Professor	DTU	— V.C. —	—

Government of NCT of Delhi  
Information Technology Department  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat, New Delhi-110002

No. E-11/1/2019/Development- Secy(IT)/

Dated:

**CIRCULAR**

**Subject: Purchase and AMC of Computers and other IT equipments through the Government e-Marketplace (GeM) portal**

In keeping with Rule 149 of GFR 2017, all Departments / Offices / Autonomous Institutions / Boards / Corporations / Societies need to procure all IT equipments, including Computers and associated accessories, mandatorily through the **GeM** (<https://gem.gov.in>).

2. Due to rapid advancements in technology, the technical specifications of IT equipment(s) change frequently. Accordingly, in suppression of all previous circulars issued in this context, revised norms and guidelines for the purchase of IT equipment and annual maintenance shall be as outlined herein. A procurement in conformity with the guidelines prescribed herein need not be referred to Department of Information Technology, GNCTD for Technical Clearance (**TC**)/ Rate Reasonability Certificate (**RRC**). The officials of this Department would also not be required to be included as a member of the purchase committee for any procurement undertaken through GeM, including for the Annual Maintenance Contract (**AMC**), while following the procedure laid out herein.
3. The **Revised Standard Technical Specifications** for procurement of IT equipments in common use today would be as prescribed in **Annexure-I**. However, the procurement shall be subject to GFR, Manuals for Procurement, Delegation of Financial Powers, and other procurement guidelines issued by the Finance Department, GNCTD from time to time. The Departments/Autonomous entities could go for higher configurations, *after recording reasons on the necessity for the same*, subject to administrative approval of the Administrative Secretary and financial concurrence from the competent authority. **Procurement of other IT hardware**, other than those covered under Annexure-I, shall be mandatorily referred to the Department of Information Technology, GNCT Delhi, along with requisite justification, for technical clearance and only subsequently procured subject to further financial concurrence by the competent authority.
4. The **AMC is an essential part and parcel of the procurement of IT hardware since it adds to the life of IT equipment beyond the normal warranty period**. While inviting bids for any IT equipment through the GeM portal, either an extended onsite warranty shall be purchased along with IT equipment, or the additional cost for an extended period of warranty shall also be obtained as a separate component of the bid to enable price comparison on **Lowest Life Cycle Costing (LCC)** basis. If AMC price is payable periodically, an appropriate discount rate is to be used for estimating the Net Present Value (**NPV**). The **discount rate** for NPV calculation shall be the 10 year G-Sec rate, two days before the last date of receipt of bids. The guidelines for AMC are given in **Annexure-II**.
5. The **life span of IT hardware**, except servers, shall be taken as 5 years for identifying the L1 supplier. Hence, the Departments may procure the equipment(s) with a five-year warranty - original warranty + extended warranty (paid upfront)/



AMC (paid periodically). If the bidder does not provide the five-year warranty support, the AMC charges for the remaining years of support may be given by the bidder. For cost comparison LCC shall be calculated using the NPV formula, using the discount rate as per para 4 above. If the system still meets the user requirements beyond its normal prescribed life span of 5 years and the AMC Vendor agrees to continue the AMC on the same terms and conditions, the equipment may be continued with AMC after obtaining the approval of the Administrative Secretary.

6. The **rate of AMC** (obtained as upfront extended warranty cost or as separate pricing, where the extended warranty is unavailable) shall on an NPV basis *not exceed* 6% of the actual purchase cost of hardware, meaning the cost of IT equipment *excluding* the additional warranty, anti-virus software, freight charges, handling costs, GST, etc. In the case of Servers, CCTV, EPABX, FAX, LAN, active components-switch, modem, etc., the AMC amount shall not exceed 8% of the actual purchase cost. Passive components in LAN, such as CAT cable, I/O outlet, etc., shall not be included under AMC. The AMC amount, where payable periodically, shall normally be payable in 4 equal instalments, 25% each on completion of every quarter of AMC, after deducting the downtime penalty, if any, in the contract period.

7. Specifications for the **UPS system** are given in **Annexure-I**. While receiving bid costs for an online UPS system, split up rates for the battery bank and UPS system should be invited, and the UPS system alone (minus the battery bank) would be considered for AMC purposes.

8. It shall be ensured that generally the **printer/scanner** for the entire office on a floor/hall is shared, as opposed to individual/independent printers. Multifunctional printers may be procured for this purpose. Such printers may be placed in a common area even if the physical rooms of officers/staff are separated. A **Smart Television**, of appropriate dimensions, based on room size, may be procured instead of a **Multimedia Projector**. This Smart Television may be installed in the conference hall/meeting room of the Department.

9. Further, for the **officers of the rank of Head of the Department and above**, higher specifications of IT equipment(s), including for individual printers, than the specifications prescribed in **Annexure-I**, may be procured, for reasons to be recorded in writing by the Administrative Secretary, and after obtaining financial concurrence from the competent authority.

10. While inviting bids for procurement of any IT equipment, based on its specific needs, bid-specific terms and conditions could be added by the procuring entity. In this regard, the Departments could refer to <http://gem.gov.in/additional-terms-and-conditions> for guidance. Some important terms and conditions that could be included in the bid are reproduced below:

- (i) **Scope of Supply:** Bid price includes all cost components, including Supply, Installation, Commissioning, Testing of Goods, Licenses of Software installed, and Training of operators and providing required Statutory Clearances (if any).
- (ii) **Commencement of Warranty** shall be from the date on which installation is completed.
- (iii) **Extended warranty** for the complete life cycle of 5 years may be sought. Alternatively, capital cost, including normal warranty plus AMC cost, may be taken for the balance period.



(iv) **Certificates:** The seller shall upload a certificate certifying that the hardware and the software being offered are licensed to freely use opensource use freely and do not contain any Embedded Malicious code that would inhibit the designed functions of the equipment, cause physical damage, lead to data theft, etc.

(v) **Manufacturing date:** The manufacturing date of the hardware shall not be more than three months from the date of supply.

(vi) **Service & Support:**

a. **Availability of Service Centres:** Bidder/OEM must have a Functional Service Centre in the National Capital Region (**NCR**). If the service centre is not already there at the time of bidding, the successful bidder/OEM shall have to establish one within NCR within 30 days of the award of the contract. Payment shall be released only after the submission of documentary evidence of having a Functional Service Centre.

b. **Escalation Matrix for Service Support:** Bidder/OEM must provide Escalation Matrix along with the timeline, contact person, mobile number, address, and e-mail for Service Support.

c. **Deficient Service:** Service Level Benchmarks (**SLBs**) shall be laid down in the bid document to ensure that the complaints are handled in a pre-specified time, failing which a penalty would be imposed on the supplier. Recurrent deficiency should invite blacklisting of the supplier/service provider.

11. To get competitive prices under bulk discount, the departments shall, unless for exigent reasons, **consolidate the IT equipment requirements** from all their offices, including from subordinate offices/societies/institutions etc. under their administrative control, on a half-yearly basis (beginning of 1<sup>st</sup> April, and beginning of 1<sup>st</sup> October) before tendering. Ad-hoc and piecemeal proposals shall not be entertained, and only for exigent reasons, to be recorded in writing, minimum required essential procurement may be done outside of half-yearly procurement.

12. In case of any **Router/Switch** for network connectivity, the department/government agencies may contact the Department of Information Technology, NCT Delhi.

13. The **inventory details of IT/ITes** hardware equipment(s), along with new procurement, shall be maintained/ updated on a half-yearly basis (beginning of 1<sup>st</sup> April and beginning of 1<sup>st</sup> October) of every year in the format given in **Annexure-III**. This will be a useful reference for the TEC to handle Department specific IT procurement requests.

14. The condemnation of IT equipment(s) shall be as per guidelines given in **Annexure-IV**.

15. The validity of these guidelines shall hold until further orders.

16. The Departments shall only use licensed software. Departments often use pirated software because the vendors provide factory-installed "trial version" of MS Office. After the expiry of the trial version, the Departments generally keep using the trial version by ignoring warnings or a pirated version is installed through the local AMC provider. This adds to potential security threats. Hence, the Departments must

use only licensed software, either open source under General Public License (GPL) or proprietary software with proper licenses. The concerned employee would be liable if they use unlicensed software.

This issue with the prior approval of the Technical Evaluation Committee (TEC).

  
25/11/24

**(K. MURUGAN)**  
**JOINT DIRECTOR (IT)**

## Annexure-I

**Standard Technical Specifications of IT Equipment/ Services**

#	Category	Standard Specifications	
		Criteria as per GeM Portal	Specification
1	Desktop (including all-in-one)	Processor Make	Intel/AMD
		Processor Description	Intel Core i5/AMD Ryzen 5
		Processor Generation	12 <sup>th</sup> Generation for Intel or equivalent generation or series) for other Processors
		Graphics Type	Integrated
		Onsite OEM Warranty	5 years
		Monitor Size	21.5 /22/23.5/23.8 inches
		Operating System	Windows 11 Professional /Linux
		RAM Size	8 GB
		Optical Drive (Optional)	DVD RW
		Keyboard	Wired/Wireless
		Mouse	Wired/Wireless
		Total SDD Capacity	512 GB to 1 TB SSD
2	Laptop	Processor Make	Intel/AMD
		Processor Description	Intel Core i7/AMD Ryzen 7
		Processor Generation	12 <sup>th</sup> Generation for Intel or equivalent (generation or series) for other Processors.
		Graphics Type	Integrated
		Onsite OEM Warranty	5 years
		Display Size	13.3 inch to 15.6 inch
		Operating System	Windows 11 Professional /Linux/Any Other OS based on Linux Kernel.
		RAM Size	16 GB
		Optical Drive (Optional)	DVD RW
		Battery Warranty	5 Years
		Total SSD Capacity	256 GB SSD to 1 TB SSD
		Processor Make	Intel/AMD/MediaTek
3.	ChromeBook (for Educational Institutes under TTE and Higher Education and Education Department only)	Processor Description	Intel Core i3 / AMD Ryzen / MediaTek Kompanio
		Processor Generation	Intel Celeron or equivalent
		RAM Size	4 GB to 8GB
		Memory Size	64 GB to 128 GB
		Display Type	HD or Full HD display
		Operating System	Chrome OS
		Screen Size	11.6 inch or 14 inch
		Camera	720p HD camera (Min.)
		Onsite OEM Warranty	5 Years
		Additional features	USB Type-A, USB Type-C

		(Optional)	support display/ power delivery, 3.5mm Combo Audio Jack, Micro SD card reader
4	Tablet PC (meant for field work purpose only)	Processor Make	Quad Core with CPU speed 2.0 GHz - 3.5 GHz
		Operating System	Android
		RAM Size	8GB to 32 GB
		ROM size	128GB to 256 GB
		Display (Size/Type/Resolution)	9" to 13" TFT (capacitive, Multitouch) 1920x1080-2800x1752
		PEN Support	Yes
		Wi-fi	802.11 a/b/g/n/ac or Higher
		Network Support (Data & Voice)	5G/4G/LTE/3G/2G/ VoLTE
		Onsite OEM Warranty	5 Years
		Additional Features (optional)	Bluetooth version: 4.0 or Higher, Rear Camera: 5MP or Higher, Front Camera: 2 MP or Higher, Battery (mAh): 5000 mAh or Higher, SIM Card Slot: 1 Micro SIM, Voice Calling Support: YES Micro USB 2.0 or type-C Slot: YES, Audio In/Out: 3.5mm Headphone Jack, GPS: YES Certifications: BIS BEE, EPR, RoHS or any other relevant Indian Certificates.
5	Desktops including All-in-One (for Software Development work, multimedia work, GIS, Data Analytics, Artificial Intelligence related applications, etc.)	Processor Make	Intel /AMD
		Processor Description	Intel Core i7/AMD Rayzen 7 Processor
		Process Generation	12 <sup>th</sup> Generation for Intel or equivalent (generation or series) for other Processors.
		Graphics Type	Integrated
		Onsite OEM warranty	5 years
		Monitor Size	21.5 /22/23.5/23.8 inches
		Operating System	Windows 11 Professional /Linux
		RAM Size	16 GB
		Optical Drive (Optional)	DVD RW
		Key Board	Wired/Wireless
		Mouse	Wired/Wireless
		Total SSD Capacity	512 GB - 1TB HDD
6	Multi-Functional Printer(Mono) Print/Scan/Copy	Print Technology	Laser/Ink
		Type of Printing	Mono
		Type of Machine	Multifunction
		Paper Size (Original:	A4:A4



	- Fax (Optional)	Image)	
		Flatbed Size	A4/Legal
		Print Speed (Mono)	Minimum 25 PPM
		Duplex Feature	Yes (Auto)
		Network Connectivity	Yes
		USB Port	Yes
		Duty Cycle	Minimum 5000 per Month
		Onsite OEM Warranty	5 years
		Wireless Connectivity	Optional
7	Printer (Mono) (standalone)	Print Technology	Laser
		Type of Printing	Mono
		Paper Size	A4
		Print Speed (Mono)	20 PPM or higher
		Duplex Feature	No
		Network Connectivity	Optional
		USB Port	Yes
		Duty Cycle	2000 per Month
		Onsite OEM Warranty	5 years
8	Printer (Colour) (standalone)	Print Technology	Laser/Inkjet
		Type of Printing	Mono
		Paper Size	A4
		Print Speed (Mono/Colour)	20 PPM or higher
		Duplex Feature	Optional
		Network Connectivity	Optional
		USB Port	Yes
		Duty Cycle	Minimum 2000 per Month
		Onsite OEM Warranty	5 years
9	Multi-Functional Printer (Color) Print/Scan/Copy - Fax (Optional)	Print Technology	Laser/Ink
		Type of Printing	Colour
		Type of Machine	Multifunction
		Paper Size (original: Image)	A4:A4
		Flatbed Size (Platen)	Legal
		Print Speed (Mono)	Minimum 25 PPM
		Print Speed (Colour)	Minimum 25 PPM
		Duplex Feature	Yes (Auto)
		Scanning Feature	Yes
		Network Connectivity	yes
		USB Port	Yes
		Duty Cycle	Minimum 5000 per Month
		Onsite OEM Warranty	5 years
		Wireless Connectivity	Optional
10	Router/L3/L2 Switches and Other networking equipment	The specification and number may be obtained from NIC Delhi State Unit	
11	Scanner  (for	Scanner Type	Sheet Fed (ADF) flat-bed or Integrated both/ foldable with Adjustable height

	implementation of e-office only)	Scanning Technology	CIS/CCD
		Document Size	A4/Legal
		Optical Resolution	600 and above
		Monochrome Scan Speed	50 PPM and above
		Colour Scan Speed	50 PPM and above
		Multi-Fed Detection Features	Yes
		Daily Duty Cycle number	1500 and above
12	Operating System for Desktop/ Laptop/ Server/Cloud	<p>Departments are advised to procure the Operating system as per the requirement of the application/software running in the Department</p> <p>Or</p> <p>In case the already installed Operating System, Windows, or Linux, becomes obsolete or end of support is declared by OEM.</p> <p>Or</p> <p>In case of an Operating System installed in the server, Departments, if required, may take the support of the OEM as per requirement.</p>	
13	Cloud Services	<p>Departments are requested to follow the guidelines issued by MeitY on the procurement of Cloud Service through CSPs. The Departments should share the CSPs registered under the Government Community Cloud (GCC) if data security compliances are required. The catalogue of Cloud service offerings and procedures to avail of the Cloud Services is available on the portal <a href="https://www.meity.gov.in/content/gi-cloud-meghraj">https://www.meity.gov.in/content/gi-cloud-meghraj</a></p> <p><b>Departments should explore the provision of moving data from the Physical server to the Cloud Server.</b></p>	
14	Centralised UPS System (for 3 or more computers - 1 KVA for every 3 computers)	Rating in KVA	1.0 KVA minimum or higher
		Technology	IGBT-PWM without inbuilt Isolation Transformer
		Input Power	Single phase 160V-260V sine wave 50 Hz
		Output Power	Single phase 230 V+/- 1; sine wave 50 Hz
		Degree of Protection	IP20
		Parallel kit for synchronizing	No
		Overload	20% Overload limit for a minimum of 10 minutes and 50% overload for 1 minute.
		Warranty Period	5 years minimum
		<p><b>Protections:</b> Over voltage, short circuit, and overload at UPS output terminals. Under voltage at the battery terminal.</p> <p><b>Indicators:</b> (i) Mains presence (ii) Battery charging and discharging (iii) Output overload (iv) Low battery</p>	

		voltage. <b>Digital meters:</b> (i) Input AC voltage (ii)Output AC Voltage, current and frequency (iii) Battery voltage and current.	
	Offline UPS System (for single or two users' location)	VAH	Minimum 12 V*7AH batteries
		Backup time	Minimum 10 to 15 minutes
15	Availing services from NIC, Delhi	For availing of various online services such as Govt email ID creation, web VPN services, Firewall requests, Wi-Fi access, etc, Departments are advised to visit the NIC's Online Platform, i.e. <a href="https://eforms.nic.in">https://eforms.nic.in</a> , to apply.	

**Note:** Departments inviting bids for a Processor must choose all OEMs in respect of the Processor Make

The model specifications, as above, shall be revised on a yearly basis, or earlier as deemed necessary.



**GUIDELINES FOR AMC**

1. The comprehensive AMC of IT equipment(s) shall be provisioned through **GeM** with the date of commencement and the date of expiry of the AMC contract specifically mentioned in the contract.
2. The **on-site comprehensive AMC**, covering both preventive as well as corrective maintenance of IT infrastructure shall be procured. The AMC may be entered with those vendors/ service providers who have their service centre within NCR or those vendors who commit to open their office in NCR within one month of the issue of the work order.
3. **Preventive Maintenance** activity shall include updating of service packs, drivers and operating system patches, physical clearance and testing of equipment(s), carrying out system diagnostic tests and taking requisite remedial action, point-to-point connectivity tests, etc. At least one preventive maintenance activity should be scheduled every quarter during the maintenance period.
4. Under **Corrective Maintenance**, any defects in the IT equipment(s) shall be rectified, and all defective components of IT equipment necessary for normal operation, except consumables such as cartridges, drum kits, batteries, etc., shall be replaced. The AMC vendor shall replace the defective products/ parts with similar *or higher make/configurations* of respective OEM products/ parts at no additional cost beyond the cost stated upfront at the time of procurement of equipment.
5. The AMC vendor shall provide a **Service Escalation Matrix** with contact details (escalation hierarchy along with timeline, contact persons, mobile number, address, and e-mail) through whom the Departments/ Organization shall contact for AMC support.
6. The Vendor shall have a **proper complaint call registration** procedure for logging complaints, follow-up etc, and provide traceability of all complaints from registration to call clearance, The vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user departments, time of attendance of the fault by the AMC Vendor, nature of fault observed and whether cleared or not. If further observation is needed, it would be given in writing whether the normal usage could be continued along with the details of subsequent visits for observation, closure of call, clearance of fault and any other relevant information.
7. **Downtime will be recorded** for faults/complaints pending beyond the prescribed time of **Table 1** after the registration of complaints by the user Department with the AMC Vendor. The AMC holder shall give a unique complaints registration number and such relevant details as to the registration process leading to timely clearance of faults within the prescribed time. For complaints pending more than the prescribed time, a downtime record will be created by the user department and a pro-rata deduction of the penalty amount will be affected for payments due to the AMC Vendor at the end of every quarter for the number of days the IT equipment(s) was not available for use from the call registration date.



**8. Table 1-Downtime Penalty:**

#	Type of Computer/Equipment	Downtime-Penalty
1.	If equipment standby is given within 24 hours, Downtime is NIL	"NIL" Penalty
2.	Laptop/Desktop Computers	₹ 1,000 per day after 48 hours for every day/part thereof.
3.	Printers, Scanners, Multi-functional printers, Multimedia Projector, EPABX, FAX, Offline UPS, Digital Copier, etc.	₹ 500 per day after 48 hours for every day/part thereof.
4.	Servers	₹ 5,000 per day after 48 hours for every day/part thereof.
5.	UPS Downtime	₹ 500 per day after 48 hours for every day/part thereof.
6.	For any of the computers, printers, and UPSs systems at Bill Collection Centres, Hospital Registration Counters, and other emergency services.	₹ 1,000 per day after 48 hours for every day/part thereof.

**9. The IT equipment (computers, Printers, scanners, etc.) identified as critical** for functioning shall be specifically included in the AMC contract as a separate clause and lower downtime and/ or higher penalty for downtime for them may be prescribed.

**10. Downtime Details From:**

- (i) Office Name and Location :
- (ii) AMC vendor name :
- (iii) AMC Vendor Local address :
- (iv) AMC Vendor office address :
- (v) Phone/Mobile Numbers :
- (vi) Email-id :
- (vii) AMC period- Start Date: End Date :

Type of Computer/ Equipment Name, make & Model	Equipment S.NO.	Fault reporting date and time	Docket No. maintained in maintenance Register	Fault Clearance Date	Downtime >48 hours or part thereof (in Days)	Penalty (₹)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

**11.** All complaints shall also be sent to the AMC vendor through email. The date and time of such complaints should be recorded and mentioned in the above table.



12. This contract may not cover the damages to the equipment, if any, due to natural calamities, such as lighting, electrical short circuit, physical damage, flooding and rat bites.



## Annexure-III

**PROFORMA FOR INVENTORY DETAILS OF IT / ITES HARDWARE EQUIPMENT**  
**(on Half Yearly Basis i.e. 1<sup>st</sup> April and 1<sup>st</sup> October of every Financial Year)**

1. Name of the Department:
2. Type of action (New procurement/ Inventory/ Items condemned) (Please tick the right option):  
 New procurement – Any new procurement in the last six months  
 Inventory – Total equipment inventory as of 1st April / 1st October, including new purchases.  
 Item condemned – Details of items condemned (or) pending condemnation (Please include remarks about the exact stage of condemnation)

#	Name of the IT Equipm ent	Quantity	Make and Model	Specifications				Date of Purchase	Remark
				Processor	RAM	HDD Capacity	SSD Capacity		
1	2	3	4	5	6	7	8	9	10
1.	Desktop Computer								
2.	Laptop								

#	Name of the IT Equipment	Quantity	Make and Model	Specifications			Date of Purchase	Remarks
				Print Technology (Laser / Ink / Dot matrix)	Type of Machine (Multifunctional or not)	Type of Printing (Mono / Colour)		
1	2	3	4	5	6	7	9	10
3.	Photocopier							
4.	Printer							

#	Name of the IT Equipment	Quantity	Make and Model	Type and Size (Sheetfed / flatbed / Integrated both) (A4 / Legal)	Date of Purchase	Remarks
5.	Scanner					

#	Name of the IT Equipment	Quantity	Type/ Capacity of UPS (Standalone/ Centralised)	Battery Capacity and Quantity of Batteries	Date of Purchase	Remarks
6.	UPS		Standby/ Centralised			

...	Any other item		Standby/ Centralised			
-----	----------------	--	----------------------	--	--	--





## ANNEXURE-IV

**Guidelines for condemnation & disposal of IT Equipment(s)**

The IT equipment(s) will include the following items:

- Servers
- PCs
- Dumb Terminals
- Printers
- UPS
- Laptop/Notebook
- Package Software
- Technical books and manuals pertaining to hardware and software being condemned
- Data Communication Equipment(s)

**1. Applicable to:**

- All Government Departments under Govt. of NCT of Delhi
- All Autonomous Bodies/Local Bodies under Govt. of NCT of Delhi
- All PSU's under Govt. of NCT of Delhi

**2. Grounds for condemnation:**

The IT equipment(s) can be condemned on the following grounds:

- **Technically obsolete:** Hardware/Data Communication Equipment/ Package Software which has been used for at least five years and they are not in working condition.
- **Beyond economical repair before 5 years,** When repair cost is considered too high after looking at the current value (taking depreciation into account), and the age of the equipment, after financial concurrence of competent authority. This could include IT equipment damaged due to fire or any other reason.

**3. Disposal:**

- Such equipment(s) shall be disposed of strictly following the procedure as laid down in Rules 217 to 223 of GFR 2017.
- Once the equipment has been condemned, it should be removed from office use and kept in the area allocated for scrapped equipment and auctioned therefrom within 60 days of being declared condemned.
- The department will also ensure the removal of service and inventory labels from such equipment(s). All data, including the operating system, must be removed after taking a proper backup.

**4. Responsibility of Department:**

- Each unit of the Department will prepare an equipment condemnation note, which should be individually numbered with equipment descriptions, including the make, model, serial number, asset register number, purchase date, purchase price, reason for condemnation and additional information, if any.
- The Department will constitute a condemnation committee which will review the condemnation notes and decide about the condemnation of equipment as per guidelines given above. The committee should have at least one member with an IT background.
- All procedures and rules of the Government on maintenance of records for condemnation of non-consumable items will be adhered to in these cases.
- The condemnation will be done only after the report of the Condemnation Committee is obtained from the Administrative Secretary. To avoid a piecemeal approach, all cases of a department may be processed twice in a year during the months of May - June and Nov.- Dec.



Government of NCT of Delhi  
Department of Information Technology  
9<sup>th</sup> Level, B-Wing, Delhi Secretariat, New Delhi

File No.E.10/24/50/2014/HD-II/

Dated

Circular \_\_\_\_/2024

**Sub: Hiring of Contractual Manpower**

**References-**

1. Letter dated 27.05.2021 vide no. A-12/87/2015(E-2118)/1960-1997
2. Circular 07/2020 dated 13.07.2020 vide no. G-17/1/2016-CCU/Secy(IT)/3223-3302
3. Circular dated 12.08.2016 vide no. G-17/1/2016-CCU-Secy(IT)/4595-4664
4. Circular dated 01.07.2016 vide no. G-17/1/2016-CCU-Secy(IT)/3804-3873
5. Circular dated 12.05.2016 vide no. A-12/87/2015-Admin-Secy(IT)/3121

The Department of Information Technology has issued various circulars to enable departments under GNCTD to hire contractual technical manpower. Now, in supersession of all previous Circulars/Letters issued on this subject, the following are the categories of the hiring of technical manpower.

**(1) Hiring of Technical Manpower without sanctioned posts**

The hiring of the technical manpower will be allowed for undertaking IT projects as duly approved by the TEC of IT Department. The manpower hiring duration shall not be more than 12 months. The departments will provide information as mentioned in Annexure - "A". The TEC will examine the proposal and convey the decision taken.

However, no technical manpower shall be permitted by the TEC to maintain the project where the in-house IT cadre officers are posted by the IT Department.

**(2) Hiring of technical manpower against regular sanctioned vacant post**

The administrative Secretaries of the Departments may hire the IT manpower on outsourced basis, without requiring any approval of IT Department, until the sanction but vacant post is filled-up on the regular basis. However, the department is to renew the extension the contractual services after 11 months of the employment subject to the performance of the contractual employee. Hiring of the contractual manpower will be based on the provisions of the GFR and will be subject to financial approval of the Finance Department.

**(3) Hiring of the IT Assistants (earlier Data Entry Operators) against the vacant post of LDC/Jr. Assistants/ Sr. Assistants/ Stenographers**

The administrative Secretaries of the Departments may hire the services of the contractual IT Assistants (earlier Data Entry Operators) against the vacant regular posts of the LDC/Junior Assistants/ Sr. Assistants/ Stenographers on outsourced basis. There is no need to send the file in the IT Department, GNCTD

for technical clearance. However, the departments shall follow all other required codal formalities and provisions as per the Rule-149 of GFR.

This issues with the approval of Competent Authority.

Encl.: as above.

(Santulan Chaubey)  
Joint Director (IT)

All Addl. Chief Secretaries/Pr. Secretaries/Secretaries/  
Head of Departments of GNCTD/Autonomous Bodies/  
Local Bodies of GNCTD

Copy for information to:

1. OSD to Chief Secretary, Delhi Secretariat, GNCTD
2. Nodal officer (website) with the request to upload it on the website of IT Department

(Santulan Chaubey)  
Joint Director (IT)



Annexure – “A”

**Information Sheet**

- 1 Department Name : \_\_\_\_\_  
2 Administrative Secretary : \_\_\_\_\_  
3 Head of Department : \_\_\_\_\_  
4 Project Name : \_\_\_\_\_  
5 Project Brief : \_\_\_\_\_

--

- 6 Project Head (Govt) : \_\_\_\_\_  
7 Cost of Project : \_\_\_\_\_  
8 Duration of project up to : \_\_\_\_\_  
Go Live (in months)

- 9 Extent in-house functional : \_\_\_\_\_  
technical strength

Post	Filled	Vacant but Sanctioned post	Posts for which approval accorded
Jt. Director			
SSA			
SA			
DPA			

- 10 Technology Stack (As : **Development:** \_\_\_\_\_  
applicable) (Ex. Java/ ASP/ Node JS/ Flatter/ Python/ Others (Please mention))  
**Data base:** \_\_\_\_\_  
(DB2/ Oracle/ PostgreSQL/ MS SQL/ My SQL/ Other (Please Mention))  
**Hosting Solution:** Cloud/ Physical Servers/ Others (Please mention)  
**Integration with:** Payment Gateway/ Aadhaar/ Digital Vault/ EPIC/ Other (Please Mention)  
**Micro APIs :** Yes / No  
**Others** (please specify): \_\_\_\_\_

- 11 Required Manpower : **Designation:** \_\_\_\_\_  
**Skills:** \_\_\_\_\_  
**Experience:** \_\_\_\_\_ (years)  
**Technical Qualifications:** \_\_\_\_\_  
**Numbers:** \_\_\_\_\_

- 12 Project Executing Agency : (Repeat this for each designation)

--

**Government of NCT of Delhi**  
**Department of Information Technology**

File No.CEO/P&I/1287/2021-2022||CD No 000653962

Department Name: Office of the Chief Electoral Officer, Delhi

**Proposal seeking approval of TEC for extension of services of 10 Data Entry Operators (DEOs) at CEO (HQ)**

The proposal of Chief Electoral Office, GNCTD, for approval of Extension of services of 10 DEOs at CEO (HQ), has been received with the recommendations of CEO. Department has submitted the following: -

- 1) The office of Chief electoral Officer, Delhi has engaged 10 Data Entry Operators on outsource basis from M/s GA digital Web Ward Pvt. Ltd. through Gem vide contract No. GEM-511687776770706 dated 10.08.2021
- 2) 10 Data Entry Operators were initially engaged in 2012 after obtaining necessary approval of Finance Department from time to time and thereafter the extension with the approval of Administrative Secretary/CEO, Delhi as per the observations of Finance Department ,i.e.as per clause no.49 of Delegation of Financial powers delegated to HODs and Administrative Secretaries of The Department of GNCT of Delhi vide FD O.M dated 12.03.2015,The Administrative Secretary of the Department has full power to extend the tenure of contractual staff engaged on outsource basis(to be fulfilled all codal formalities under GFR 2005).
- 3) Further as per FD O.M No F.20/28/2016-AC/634-673 dated 19.08.2016, once the number of persons of particular category is approved by FD, the department shall engage the persons on outsource basis as per their financial delegation in accordance with the procedure laid down in General financial Rules and shall extend the contract, if any, in terms of Rule 204 of GFR, 2005".
- 4) Approval of Hon'ble Lt. Governor, Delhi for engagement of 10 DEOs at CEO (HQ) till 31/03/2025 is already taken.
- 5) At present there is no post of data Entry Operators existing in the CEO (HQ).
- 6) Election Commission of India dated 04<sup>th</sup> March 2014 has mandated for 10 posts of the Data entry Operators at CEO (HQ) level
- 7) Special Summary Revision is conducted four times every year in which services of these Data Entry Operators are required for supporting various data entry, report preparation related tasks etc.
- 8) As per mandate of the election Commission of India, various types of information have to be entered in the tables on the websites of the election Commission of India and reports are required to be generated activities like online registration, monitoring, generating of reports and analysis along with disposing of various official work on regular basis. These activities required lot of Data Entry Works.

Further it is mentioned that these Data Entry Operators are required at CEO (HQ) level for managing data, helping in analysis & generation of reports related with the various election and other special drives

activities of Election Commission of India, District Election Officer/ROs and other stakeholders.

Department of IT, GNCTD vide minutes dated 07/10/2024, has already accorded approval till 31<sup>st</sup> March 2025 on functional requirement basis

**Observation of IT Department:**

1. The proposal has the recommendation of CEO.
2. Justification of service requirement of additional sought DEOs has been given by the CEO in prospect of Delhi Legislative Assembly Election - 2025.
3. In accordance to the circular issued by IT department vide No. G-17/1/2016-CCU/Secy (IT)/3223-3302 dated 13.07.2020, Approval of TEC will continue to be required for engagement/extension of staff not against sanctioned direct recruitment category post.
4. Therefore, technical clearance of TEC is required in regard of the proposal in prospect of additional 10 DEOs.
5. IT Cadre Controlling Unit may be directed to process the recruitment process of 137 post of IT Assistant as per the Order No F23(1)/2023/ITC/7539-7608 dated 30.10.23

In view of above if agree, proposal may be placed before TEC for discussion on giving technical clearance in reference of continued engagement of these 10 Data Entry Operators at CEO(HQ) in view of Delhi Legislative Assembly Election-2025 for the period w.e.f 01.04.2025 to 31.03.2026, so that electoral services to the citizen and voter of Delhi can be provided without any interruption and smooth conduct of Delhi Legislative Election-2025.