



## GOVERNMENT OF KERALA

### Abstract

Electronics and Information Technology Department - Empanelment of agencies for providing human resources for implementing various e-Governance initiatives of the Government - Approved - Orders issued

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

G.O.(Ms)No.4/2026/ITD Dated,Thiruvananthapuram, 11-02-2026

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Read:- 1. Minutes of the meeting held by the Chief Secretary on 06/03/2023.

2. Letter numbered Pwif/4/2023-KSITM dated 14/09/2023.

### ORDER

In the meeting chaired by Chief Secretary on 06/03/2023 to review web portals of the Government Organizations, it was observed that several Departments lack the technical and managerial resources required to effectively operate, maintain, and upgrade their IT applications. Departments, especially those generating revenue, require high-end expertise - such as Solution Architects and Business Process Re-engineering experts - to execute digital transformation initiatives.

2. Accordingly, vide letter cited second, Director, Kerala State IT Mission (KSITM) has submitted recommendations to empanel agencies for providing the services of qualified technical personnel on a short-term basis.

3. Government has examined the matter in detail and decided to accord

Administrative Sanction for the project as detailed below:

### **1. Scope of the Project**

The primary objective is to empanel agencies to provide quality manpower for carrying out the e-Governance and Digital Transformation activities undertaken by the various departments.

### **2. Advantage of this Project**

The mechanism will enable Government Departments to get specialized high-end IT and Digital Technology expertise on demand without creating permanent posts or incurring long term establishment expenditure.

### **3. Financial Implications**

**The total financial commitment will depend on actual deployment. Expenditure for manpower engagement shall be met by the respective Organizations from their own budget provisions.**

### **4. Responsibilities of the Kerala State IT Mission (KSITM)**

- The Kerala State IT Mission (KSITM) shall act as the nodal implementing agency for the empanelment and management of manpower resources under this initiative.
- KSITM will be responsible for publishing and managing the RFP process, evaluating and empaneling eligible agencies for providing qualified human resources, and facilitating the deployment of skilled professionals to various Government Departments, PSUs, and autonomous organizations as per their specific requirements.
- The Organization will place their manpower requirement before the Departmental Technical Committee (DTC), which will conduct a preliminary assessment of this requirement and will forward the proposal to KSITM with appropriate recommendations.

- KSITM will conduct a detailed assessment of this requirement and will allot the suitable personnel from the empaneled list based on the requirement.
- If a department wishes to extend the services of the hired manpower beyond the initial engagement period, the request must first be evaluated by the Departmental Technical Committee. Following the committee's evaluation, the request shall be forwarded to KSITM with recommendations.
- KSITM will conduct a detailed assessment of the request for extension of service and will take the final decision regarding the continuation of the services.
- KSITM must ensure quality assurance, performance monitoring, and effective coordination among the Organizations and empaneled agencies to successfully achieve the intended objective of the initiative.

## **5. Responsibilities of the Agency**

The empaneled agencies are required to furnish human resources with the requisite qualifications to KSITM as per its demand, which is based on the HR requirements of the various government organizations.

## **6. Selection Process**

- The selection of agencies for providing human resources will be conducted in two phases:
  - **Phase I:** Establishing a qualified pool of up to ten agencies based on benchmark competency.
  - **Phase II:** KSITM shall per-determine various job roles such as System Administrator, Database Administrator, Developer, etc., along with their required qualifications. A Limited Tender will be

conducted among the empaneled agencies to discover the lowest rate (L1) for each category.

- The term of empanelment shall be three years. Agencies selected to supply manpower for each category should provide services at the discovered lowest rate (L1) for the entire three-year empanelment period.
- No automatic extension will be granted to the empaneled agencies beyond this tenure. A fresh tendering process shall be initiated and completed to select new agencies before the expiry of the current term.
- There shall be no employer-employee relationship, under any circumstances, between the personnel deployed by the empaneled agencies and the KSITM or the respective Government Departments/Organizations.
- Organizations shall only utilize the technical experts provided by the empaneled agencies for their respective services. The charges for these services must be paid directly to the agencies by the Organizations concerned.
- Once this initiative takes effect, it will serve as the exclusive recruitment framework for e-governance and IT/Digital Technology requirements across all Government Departments.

4. The Director, Kerala State IT Mission (KSITM) is hereby authorized to float the RFP for the empanelment of agencies as per the above conditions. If necessary, the Director, KSITM may submit detailed guidelines for the onboarding and utilization of manpower resources, for approval.

(By order of the Governor)  
SEERAM SAMBASIVA RAO I A S  
SPECIAL SECRETARY

To:

All Additional Chief Secretaries/Principal Secretaries/Secretaries.

Director, Kerala State IT Mission, Thiruvananthapuram.

General administration (SC) department.

Finance Department (vide EXP-B3/178/2025-FIN dated 16/06/2025)

All Heads of Departments.

Stock File/Office Copy.

Forwarded /By order

Section Officer