

**GOVERNMENT OF TELANGANA  
ABSTRACT**

**ITE&C Department – Nodal Agency for IT/e Governance Services and Service Charges for various services rendered by TGTSL - Orders – Issued.**

**INFORMATION TECHNOLOGY, ELECTRONICS AND COMMUNICATIONS  
(e-Governance Wing) DEPARTMENT**

**G.O.Ms.No. 3**

**Dated: 08-04-2025**  
**Read the following**

1. G. O Ms.No.3, ITE&C Department(eGov wing), Telangana State Dated: 25.11.2014
2. G.O.Ms.No.43, Finance & Planning (PLG.IT&C) Department of AP State, Dated: 15.06.1998
3. Letter Received from The Managing Director, TGTSL, Lr. No TGTS/MD PESH/ITE&C/2025, Dated: 08.01.2025.

**ORDER:**

Under the administrative control of Information Technology, Electronics & Communication Department (ITE&C) Dept., Telangana State Technology Services Ltd as a **'State Nodal Agency'** is a self-sustained company, offering a wide range of services including Implementation of IT and Infrastructure Projects, IT Consultancy Services, Information Security Assurance Services & Procurement of Infrastructure for Departments. TGTSL actively manages a comprehensive array of activities, including the development of computer systems, techno-commercial analysis, market intelligence, and related services to be used by the Government to improve efficiency, transparency and cost effectiveness.

2. In the Reference 1<sup>st</sup> cited, Government after reviewing the procurement policy in respect of computer hardware/software and office automation equipment in consultation with APTSL (Telangana Unit) have issued orders by fixing service charges for the various services they (APTS-Telangana Unit) render from time to time.

3. In the reference 3<sup>rd</sup> cited, the TGTSL has requested for issue of necessary orders on the applicability of service charges to utilize the services through TGTSL to streamline the procurement process, enhance efficiency, and ensure transparency. The List of services, activities and service charges are as follows:

**Line of Services &Service Charges applicable:**

| S.NO   | Line of Service   | Role of TGTSL   | Role of Client Dept.,  | Service Charges (GST additional)   |
|--|---|---|--|--|
| <b>Software &amp; IT Consultancy Services for eGovernance Projects</b> |   |   |  |  |
| 1  | Identification of Service providers/ Solution providers/ System Integrators for e-Governance Projects | End to End tendering Process RFP Preparation, Issue of Tender notice, Evaluation & Finalization and support during contract period. | Provide the required Scope of Work for the project of existing system/proposed system    | 5% on Project value for Projects < Rs. 5.00 cr<br>3 % on Project value for Projects > Rs. 5.00 crs |
| 2  | Web design and application development to Departments   | TGTSL undertakes Web design & portal application development.   | On Department request  | 5% on Project value  |
| 3  | Enhancements or improvements to existing software projects  | TGTSL undertakes activities through SME/empaneled vendors   | Department to provide the required details and enter into Contract Agreement with agency | 2.5% on Project value  |
| 4  | Annual Maintenance Support for deployed software applications   |   |  | 3.5% on Project value  |

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| 5  | Data Entry Services   |  |  | 2.5 % on Project value   |
| 6  | Undertaking Study on Site preparation- Electrical & Local Area Networking Works/Surveillance works  |  |  | 5% on Project value  |
| 7  | Techno-Commercial Proposal Evaluation Services/ Extension of Expert Services in Committees  | TGTSL assists only in evaluation of offers and comparative analysis of technical bids and Financial bids.  | User department takes all decisions &TGTS advice is only as a committee member. The User Department to enter into Contract Agreement with identified bidder. | 2.5 % of the Project value.  |
| 8  | Software Certification & Library Services, AI tools   | TGTSL shall validate & certify the softwares developed by private agencies duly undertaking testing & maintaining Technology repository of softwares for life cycle management   | On Department request  | 3.5% of the Project value  |
| 9  | PMC Services  | TGTSL renders PMC services for SLA monitoring of the project   | On Department request  | Lumpsum based on Project scope& man services required  |
|    | <b>IT Hardware Procurement, Networking, CCTV &amp; Rate Contract Services</b>   |  |  |  |
| 10 | Full Procurement Services of all IT Infrastructure/ IT Hardware items/ Networking items/ Security & Surveillance system, Cyber Crime Investigation tools        | TGTSL undertakes invitation of offers, evaluation of bids, identification of vendors, issue of purchase order, acceptance testing after receipt of funds from requested depts. and enter into Contract Agreement with identified bidder for the Contract Period. | To indicate its requirement and to participate in the TGTSL procurement procedure as per the guidelines issued by TGTS from time to time.                    | 5% on Project value for Projects < Rs.10.00 Cr.s<br>3.0% on Project value for Projects Rs. 10.00 to Rs.50crs<br>2.0% on Project value for Projects Rs. 50.00 to Rs.100.00Cr.s<br>1.0% on Project value Projects > Rs.100cr.s |
| 11 | Procurement of System Software Licenses & proprietary tools Operating Systems, Data Base, Anti-virus, MS Office, GIS and any other forensic tools, licenses etc | TGTSL will undertake the sizing of items required, invitation of offers, evaluation of bids, identification of vendors, issue of purchase order, acceptance testing after receipt of funds from requested depts. And also  | To indicate its requirement as per the guidelines issued by TGTSL from time to time.   | 5% on Project value  |

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|    |   | enter into Contract Agreement with identified bidder for the Contract Period.   |   |  |
| 12 | Rate Contract Services  | TGTSL publishes on its web-site, the details of RCs established once every 6 months, and update the list every month                              | All tasks connected with the procurement  | 5 % of the cost of equipment purchased   |
|    |   |   |   |  |
|    | <b>Information Security &amp; Cyber Security Services</b>   |   |   |  |
| 13 | Security Audit of Applications by CerT-In Agencies: <ul style="list-style-type: none"> <li>Infrastructure Audit</li> <li>Software Audit</li> <li>Website Audit</li> </ul> | TGTSL receives requests from the Departments for Audits which shall be undertaken through empaneled agencies                                      | User Department to send request for Audit to TGTS along with Infrastructure /Application/ Website details | 5% on volume of work   |
| 14 | Procurement of SSL Certificates   | TGTSL receives requests from the Departments for SSL certificated which shall be undertaken through empanelled agencies.                          | User Department to send request for procurement of SSL certificates for websites                          | 5% on order value  |
| 15 | PKI Services  | TGTSL – Sub CA receives requests from the Departments for issuance /renewal of Digital Tokens and shall be processed through TGTSL identified CA. | User Department to send requests for issuance/renewal of Digital tokens along with prescribed fees.       | Digital signatures for 1 year(new key) Rs1400/-<br>Renewal (1 Year) Rs1200/-<br>DSC for 2 Years (New key) Rs 1500/-<br>Renewal for 2 Years Rs1300/-<br>Combo DSC for( 1 year) Rs. 2500/-<br>Combo DSC for( 2 years) Rs. 3000/- |
|    | <b>Other Services</b>   |   |   |  |
| 16 | Technical Manpower Provision to various departments on Outsourcing basis.   | TGTSL receives requests from various departments with a request to provide technical manpower on Outsourcing basis                                | On Department request   | 5% on Project value  |
| 17 | Acceptance Testing Services   | TGTSL verifies whether procured items meet specified standards for hardware & softwares.  | Department manages all procurement-related tasks except acceptance testing.                               | 2% of equipment/ Project value   |

4. After careful examination of the matter, the Government hereby advises all the state government departments to utilize the expertise services of the Telangana State Technology Services Ltd for all IT related requirements and services to enhance the efficiency,

effectiveness, and transparency in procurement decisions related to e-Governance and to discover the best competitive rates for all the State Government Department IT related services through TGTSL.

5. A copy of this G.O. is also available on the website **[www.goir.telangana.gov.in](http://www.goir.telangana.gov.in)**.

**(BY ORDER AND IN THE NAME OF GOVERNOR OF TELANGANA)**

**JAYESH RANJAN  
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To  
All Departments of the Secretariat.  
All the Heads of Departments/PSUs/District Collectors/  
The Managing Director, TGTSL, Hyderabad.  
The PAO /AGAP-I.

**// FORWARDED : : BY ORDER //**

**SECTION OFFICER**