

eOffice Costing Model

1. The eOffice product is offered in following two models to organizations:

1.1. **eOffice Lite**

1.1.1. **eOffice Lite (eFile)** comprising of File Management System (eFile) and Portal & Knowledge Management System (KMS).

1.1.2. **eOffice Lite (SPARROW)** comprising of Smart Performance Appraisal Report Recording Online Window (SPARROW).

1.1.3. **eOffice Lite (eLeave – eTour)** comprising of Portal & Knowledge Management System (KMS), Leave Management System (eLeave) and Tour Management System (eTour).

1.2. **eOffice Premium** comprising of the entire Product Suite i.e. File Management System (eFile), Portal & Knowledge Management System (KMS), Leave Management System (eLeave), Tour Management System (eTour) and Smart Performance Appraisal Report Recording Online Window (SPARROW)*.

eOffice Product can be summarized as follows:

eOffice Product	eOffice Lite (eFile)	eOffice Lite (SPARROW)	eOffice Lite (eLeave – eTour)	eOffice Premium
File Management System (eFile)	✓	-	-	✓
Portal & Knowledge Management System (KMS)	✓	-	✓	✓
Leave Management System (eLeave)	-	-	✓	✓
Tour Management System (eTour)	-	-	✓	✓
Smart Performance Appraisal Report Recording Online Window (SPARROW)	-	✓	-	✓*

Note:

- a. *SPARROW can be provided as part of eOffice Premium model subject to following conditions:
 - i. Organization procuring eOffice Premium model is the cadre/service controlling authority for all users who will be using SPARROW application.
 - ii. eOffice Premium users and SPARROW users are same.
- b. Following example may be referred for better understanding:

If an organization has eOffice Premium model and officers belonging to different cadre controlling authority (IAS, IPS, CSS, CSSS, etc.) are working under organization, then SPARROW cannot be implemented as part of eOffice Premium model for these cadres. In such cases, the cadre/service controlling authority will have to separately procure eOffice Lite (SPARROW) model for its officers. However in case the organization is cadre controlling authority for its officers, then SPARROW can be implemented as part of eOffice Premium model.

2. eOffice Costing Model for organizations seeking **fresh implementation of eOffice:**

Costing Heads →	I	II	I	II	III	IV	V
	Product Enhancement and Maintenance Cost	Implementation and Core Roll Out Components Cost	Product Enhancement and Maintenance Cost	Implementation and Core Roll Out Components Cost			
Models →	eOffice Lite (eFile/SPARROW/eLeave-eTour)		eOffice Premium		Deployment Infrastructure Cost	Professional (Managed) Services Cost (eOffice Cloud or NIC/ NICS I Data Centre)	SMS Cost
User Slab	(Amount in Lakhs)						
0-100	6.05	3.63	12.10	7.26	Refer Point No. 4	Refer Point No. 4	As per the actual
101-250	8.47	6.05	16.94	12.10			
251-500	13.31	10.89	26.62	21.78			
501-1000	18.15	13.31	36.30	26.62			
1001-2000	19.66	14.52	39.32	29.04			
2001-3000	21.18	15.73	42.36	31.46			
3001-4000	22.69	16.94	45.38	33.88			
4001-5000	24.20	18.15	48.40	36.30			
5001-10000	24.20	21.78	48.40	43.56			
10001-25000	24.20	26.14	48.40	52.28			
25001-50000	24.20	31.36	48.40	62.72			

Note: All the costs mentioned above are applicable for Five years only and exclusive of NICS I Operating Margin and/or all other applicable taxes

eOffice Cost Estimation for very large implementations (beyond 50000 users) =

Cost for eOffice for 25001-50000 users + N (20% of II), where

N = 1 for 50001 to 100000 users, N = 2 for 100001 to 150000 users and so on.....

II = Implementation and Core Roll Out Components Cost lies under slab of 25001-50000

I	Product Enhancement and Maintenance Cost	<ul style="list-style-type: none"> Design and Development of new modules and features Customization and Configuration Migration of OPA/FTS/DMIS application (Developed by NIC-eOffice or NIC-DoPT Team) Testing Security, Quality and Performance Audit Copyright process Documentation Software for Development Development Seat Cost
II	Implementation and Core Roll Out Components Cost	<ul style="list-style-type: none"> Implementation, Initial Deployment (One time) and Core Roll Out support activities Core Central Admin for Release Management and patch updates Core Work Bench for Project Implementation Management and Training Preparation of User Manuals & eLearning Tools Programme Management Unit Travel (Local and Outstation) Contingencies Promotional Activities Helpdesk Support
III	Deployment Infrastructure Cost	<ul style="list-style-type: none"> Provisioning of Deployment Infrastructure at the Data Centre <ul style="list-style-type: none"> VMs / Physical servers SSL (if applicable) SAN Storage
IV	Professional (Managed) Services Cost (eOffice Cloud or NIC/NICS I Data Centre)	<ul style="list-style-type: none"> System Administration Management and support of Application and Database Servers

Table 1

3. eOffice Costing Model for organizations seeking **renewal of eOffice**:

Costing Heads →	I	II	I	II	III	IV	V
	Product Enhancement and Maintenance Cost	Technical Support Services Cost	Product Enhancement and Maintenance Cost	Technical Support Services Cost	Deployment Infrastructure Cost	Professional (Managed) Services Cost (eOffice Cloud or NIC/ NICS Data Centre)	SMS Cost
Models →	eOffice Lite (eFile/SPARROW/eLeave - eTour)		eOffice Premium				
User Slab	(Amount in Lakhs)						
0-100	6.05	1.45	12.10	2.90	Refer Point No. 4	Refer Point No. 4	As per the actual
101-250	8.47	2.42	16.94	4.84			
251-500	13.31	4.36	26.62	8.72			
501-1000	18.15	5.32	36.30	10.64			
1001-2000	19.66	5.81	39.32	11.62			
2001-3000	21.18	6.29	42.36	12.58			
3001-4000	22.69	6.78	45.38	13.56			
4001-5000	24.20	7.26	48.40	14.52			
5001-10000	24.20	8.71	48.40	17.42			
10001-25000	24.20	10.46	48.40	20.92			
25001-50000	24.20	12.54	48.40	25.08			

Note: All the costs mentioned above are applicable for Five years only and exclusive of NICS Operating Margin and/or all other applicable taxes

eOffice Cost Estimation for very large implementations (beyond 50000 users) =

Cost for eOffice for 25001-50000 users + N (20% of II), where

N = 1 for 50001 to 100000 users, N = 2 for 100001 to 150000 users and so on.....

II = Technical Support Services Cost lies under slab of 25001-50000

I	Product Enhancement and Maintenance Cost	<ul style="list-style-type: none"> Design and Development of new modules and features Customization and Configuration Migration of OPA/FTS/DMIS application (Developed by NIC-eOffice or NIC-DoPT Team) Testing Security, Quality and Performance Audit Copyright process Documentation Software for Development Development Seat Cost
II	Technical Support Services Cost	<ul style="list-style-type: none"> Technical support activities Core Central Admin for Release Management and patch updates Core Work Bench for Project Implementation Management and Training Preparation of User Manuals & eLearning Tools Programme Management Unit Travel (Local and Outstation) Contingencies Promotional Activities Helpdesk Support
III	Deployment Infrastructure Cost	<ul style="list-style-type: none"> Provisioning of Deployment Infrastructure at the Data Centre <ul style="list-style-type: none"> VMs / Physical servers SSL (if applicable) SAN Storage
IV	Professional (Managed) Services Cost (eOffice Cloud or NIC/NICS Data Centre)	<ul style="list-style-type: none"> System Administration Management and support of Application and Database Servers

Table 2

4. **The Deployment Infrastructure Cost (Head III) and Professional (Managed) Services Cost (Head IV) at data centre will be charged from organizations as per following:**

4.1. **Central Government Organizations:**

4.1.1. Central Government Ministries/Departments and Apex Organizations (like Prime Minister's Office, Cabinet Secretariat, Election Commission of India, etc.) can opt for any of the following options for hosting their eOffice instance:

4.1.1.1. eOffice Cloud

- a. Small and medium requirements up to 5000 users would be provisioned free of cost and subject to availability of resources.
- b. Higher requirements for them (greater than 5000) would be on chargeable basis and subject to availability of resources.
- c. Professional (Managed) Services Cost (Head IV) will also be charged for higher requirements (greater than 5000 users).

4.1.1.2. NIC/NICSI Data Centre

- a. The request for resources would be on chargeable basis and subject to availability of resources.
- b. The concerned organization would have to either identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance or opt for the Professional (Managed) Services Cost (Head IV).

4.1.1.3. Local Data Centre (LDC) i.e. in User Department's own data centre or any other data centre/cloud environment

- a. The organization would have to provision the resources on their own and no Deployment infrastructure Cost (Head III) will be charged by NICSI from the organization in such cases.
- b. The concerned organization would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance. No Professional (Managed) Services Cost (Head IV) will be charged by NICSI from the organization in such cases.

4.1.2. All other organizations at Central Government (like Attached offices, Subordinate offices, Statutory bodies, Autonomous bodies, Commissions, Academic, Research and Training Institutes, etc.) can opt for any of the following options for hosting their eOffice instance:

4.1.2.1. eOffice Cloud

- a. The request for resources would be on chargeable basis and subject to availability of resources.
- b. The concerned organization would have to bear Professional (Managed) Services Cost (Head IV).

4.1.2.2. NIC/NICSI Data Centre

- a. The request for resources would be on chargeable basis and subject to availability of resources.
- b. The concerned organization would have to either identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance or opt for the Professional (Managed) Services Cost (Head IV).

- 4.1.2.3. Local Data Centre (LDC) i.e. in User Department's own data centre or any other data centre/cloud environment
 - a. The organization would have to provision the resources on their own and no Deployment infrastructure Cost (Head III) will be charged by NICS I from the organization in such cases.
 - b. The concerned organization would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance. No Professional (Managed) Services Cost (Head IV) will be charged by NICS I from the organization in such cases.

4.1.3. Central Public Sector Undertakings (PSUs) can opt for any of the following options for hosting their eOffice instance:

- 4.1.3.1. NIC/NICS I Data Centre
 - a. The request for resources would be on chargeable basis and subject to availability of resources.
 - b. The concerned organization would have to either identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance or opt for the Professional (Managed) Services Cost (Head IV).

- 4.1.3.2. Local Data Centre (LDC) i.e. in PSU's own data centre or any other data centre/cloud environment
 - a. The organization would have to provision the resources on their own and no Deployment infrastructure Cost (Head III) will be charged by NICS I from the organization in such cases.
 - b. The concerned organization would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance. No Professional (Managed) Services Cost (Head IV) will be charged by NICS I from the organization in such cases.

4.2. **State/UT Government Organizations:**

4.2.1. States/UTs implementations will be hosted in State Data Centre (SDC). States/UTs would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance.

4.2.2. States/UTs where there is no State Data Centre (SDC) can opt for any of the following options for hosting their eOffice instance:

- 4.2.2.1. eOffice Cloud
 - a. The request for resources would be on chargeable basis and subject to availability of resources.
 - b. States/UTs would have to bear Professional (Managed) Services Cost (Head IV).

- 4.2.2.2. NIC/NICS I Data Centre
 - a. The request for resources would be on chargeable basis and subject to availability of resources.
 - b. States/UTs would have to either identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s) or opt for the Professional (Managed) Services Cost (Head IV).

- 4.2.2.3. Local Data Centre (LDC) i.e. in User Department's own data centre or any other data centre/cloud environment
 - a. States/UTs would have to provision the resources on their own and no Deployment infrastructure Cost (Head III) will be charged by NICS from the States/UTs in such cases.
 - b. States/UTs would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s). No Professional (Managed) Services Cost (Head IV) will be charged by NICS from the organization in such cases.

4.2.3. State/UT Public Sector Undertakings (PSUs) can opt for any of the following options for hosting their eOffice instance:

- 4.2.3.1. NIC/NICS Data Centre
 - a. The request for resources would be on chargeable basis and subject to availability of resources.
 - b. States/UTs would have to either identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s) or opt for the Professional (Managed) Services Cost (Head IV).

- 4.2.3.2. Local Data Centre (LDC) i.e. in PSU's own data centre or any other data centre/cloud environment
 - a. States/UTs would have to provision the resources on their own and no Deployment infrastructure Cost (Head III) will be charged by NICS from the States/UTs in such cases.
 - b. States/UTs would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s). No Professional (Managed) Services Cost (Head IV) will be charged by NICS from the organization in such cases.

4.3. Whenever the eOffice instance for an organization will be hosted in eOffice Cloud or NIC/NICS Data Centre, the Deployment Infrastructure Cost (Head III) and Professional (Managed) Services Cost (Head IV) will be charged from the organization in accordance with the Cloud policy decisions, Cloud Rates, Professional (Managed) Services Rates, specifications of hardware & software infrastructure provided in eOffice Deployment Framework, and User Assessment details prevalent at that time.

5. **Consolidation of number of users** for the purposes of costing of eOffice can be done by organizations as follows:

5.1. **Central Government Organizations:**

5.1.1. Central Government Ministries/Departments and Apex Organizations can consolidate the number of eOffice users for different categories of organizations under their administrative control viz-a-viz Attached/Subordinate offices, Regional/Field offices, Statutory/Autonomous Bodies, Commissions, etc. but may **not** include Public Sector Undertakings, Joint Ventures, Profit Making Organizations, Universities, Colleges, Schools and Private Limited Companies, etc.

5.1.2. Central Government Ministries/Departments and Apex Organizations can create multiple eOffice instances depending upon their requirement. However, the concerned organization would be required to pay the Deployment Infrastructure Cost (Head III)

and Professional (Managed) Services Cost (Head IV) as per the details provided in **Point No. 4**, in following cases:

- 5.1.2.1. A single eOffice instance with more than 5000 users of the concerned organization is hosted either in eOffice Cloud or NIC/NICSI Data Centre.
- 5.1.2.2. A single eOffice instance with more than 5000 users of concerned organization is hosted either in eOffice Cloud or NIC/NICSI Data Centre and the different categories of organizations under its administrative control viz-a-viz Attached/Subordinate offices, Regional/Field offices, Statutory/Autonomous Bodies, Commissions, etc. are on-boarded within this single eOffice instance.
- 5.1.2.3. Separate eOffice instance(s) for different categories of organizations under the administrative control of concerned organization viz-a-viz Attached/Subordinate offices, Regional/Field offices, Statutory/Autonomous Bodies, Commissions, etc. are hosted either in eOffice Cloud or NIC/NICSI Data Centre.
- 5.1.2.4. **Note:** Whenever the eOffice instances are hosted in NIC/NICSI Data Centre, it is the discretion of Central Government Ministries/Departments and Apex Organizations whether to opt for Professional (Managed) Services Cost (Head IV) or identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s).
- 5.1.3. Whenever Central Government Ministries/Departments and Apex Organizations create multiple eOffice instances depending upon their requirement and host them either at NIC/NICSI Data Centre or Local Data Centre (LDC) or any other data centre/cloud environment, then in such cases, license key for each eOffice instance needs to be obtained from eOffice Project Division, NIC for records purpose. Moreover in such cases, the concerned organization would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s) or opt for the Professional (Managed) Services Cost (Head IV) which is applicable only when the eOffice instances are hosted at NIC/NICSI Data Centre.
- 5.1.4. Whenever Central Government Ministries/Departments and Apex Organizations create multiple eOffice instances as part of users' consolidation, then in such cases, all the time frames/timelines listed in **Point No. 7.1 to 7.4** for each eOffice instance will begin from the **date of funds transfer** by the organization to NICSI.
- 5.1.5. Central Government Ministries/Departments and Apex Organizations can separately consolidate the number of eOffice users for a single entity (Public Sector Undertakings or Universities, etc.) within a single eOffice instance. However in case multiple eOffice instances are required to be created, then in such cases, eOffice needs to be separately procured for each eOffice instance.
- 5.1.6. Whenever additional eOffice users are added beyond the already procured user slab, the concerned organization would be required to pay the cost for next applicable user base rate as per the eOffice Standard Costing Model prevalent at that time (**Refer Point No. 6**).

5.2. States/UTs Government Organizations:

- 5.2.1. Whenever States/UTs are hosting eOffice Product either at State Data Centre (SDC) or NIC/NICSI Data Centre or Local Data Centre (LDC) or any other data center/cloud environment, the consolidation of number of eOffice users can be taken up only for State/UT Government departments viz-a-viz Secretariat, District Administrations, Attached offices, etc. but may **not** include Public Sector Undertakings, Joint Ventures, Profit Making Organizations, Universities, Colleges, Schools and Private Limited Companies, etc.
 - 5.2.2. States/UTs can create multiple eOffice instances (One for Secretariat, One for each District, etc.) depending upon their requirement. However, License Key for each eOffice instance needs to be obtained from eOffice Project Division, NIC for records purpose. Moreover in such cases, States/UTs would have to identify/hire System Administrator(s) for administering, managing and maintaining their eOffice instance(s) or opt for the Professional (Managed) Services Cost (Head IV) which is applicable only when the eOffice instances are hosted at NIC/NICSI Data Centre.
 - 5.2.3. Whenever States/UTs create multiple eOffice instances as part of users consolidation, then in such cases, all the time frames/timelines listed in **Point No. 7.1 to 7.4** for each eOffice instance will begin from the date of funds transfer by the organization to NICSI.
 - 5.2.4. States/UTs can separately consolidate the number of eOffice users for a single entity (Public Sector Undertakings or Universities, etc.) within a single eOffice instance. However in case multiple eOffice instances are required to be created, then in such cases, eOffice needs to be separately procured for each eOffice instance.
 - 5.2.5. Whenever additional eOffice users are added beyond the already procured user slab, State/UT Government would be required to pay the cost for next applicable user base rate as per the eOffice Standard Costing Model prevalent at that time (**Refer Point No. 6**).
6. In cases where the implementation is already underway, following cases may appear for which the costing can be calculated based upon the formula given below. The different cases are as follows:
- 6.1. Increase in number of users in existing eOffice instance (Lite or Premium)
 - 6.2. Upgrade from eOffice Lite to eOffice Premium for same number of users
 - 6.3. Upgrade from eOffice Lite to eOffice Premium for additional users

Formula for Increase in number of users/Upgrade of eOffice Implementation

Any increase in number of users/upgrade of eOffice implementation within or beyond implementation period of 6 months can be computed as per the following formula:

eOffice Cost Estimation (Increase in number of users/Upgrade) = X-Y, where

X = Cost of eOffice for total number of users

Y = Cost of eOffice for existing number of users already paid by the organization as per the time elapsed (**Refer Table 3 for more details**)

Year of eOffice Implementation	Time period in which request for Increase in number of users / Upgrade is received	No. of Months elapsed	Cost Utilized	Cost Remaining
First Year	Within first three months	0 to 3 months	0%	100%
	Remaining nine months	4 to 12 months	20%	80%
Second Year	Next 12 months	13 to 24 months	40%	60%
Third Year	Next 12 months	25 to 36 months	60%	40%
Fourth Year	Next 12 months	37-to 48 months	80%	20%
Fifth Year	Last 12 months	49 to 60 months	100%	0%

Table 3

Following examples may be referred for better understanding for cost calculation of 'Y':

- a. From the details provided in **Table 3**, it can be seen that if an organization submits a request for increase in number of users/upgrade within first three months of the first year of eOffice implementation (0 to 3 months), then in that case, it will be assumed that the cost already paid by the organization is still to be utilized and the 100% cost paid by the organization is still remaining. This 100% remaining cost will be deducted from the cost calculated at X in order to arrive at the overall cost to be paid by the organization w.r.t. increase in number of users/upgrade.
- b. Similarly if an organization submits a request for increase in number of users/upgrade within last 12 months of the fifth year of eOffice implementation (49 to 60 months), then in that case, it will be assumed that the 100% cost already paid by the organization is utilized. In such case, the complete cost calculated at X needs to be paid by the organization w.r.t. increase in number of users/upgrade.

Note:

- a. Total number of users at 'X' means the existing users plus the additional users.
 - b. Cost of eOffice at 'X' and 'Y' above is based on the version of eOffice (Lite or Premium). If the existing implementation at Y is based on previous costing models, then it is normalized to current costing model (equalized to existing costing rates). Cost at 'X' and 'Y' includes costs for following heads of costing model:
 - Product Enhancement and Maintenance Cost
 - Implementation and Core Roll Out Components Cost (wherever applicable)
 - Technical Support Services Cost (wherever applicable)
 - Deployment Infrastructure Cost (if applicable)
 - Professional (Managed) Services Cost (eOffice Cloud or NIC/ NICS I Data Centre) (if applicable)
 - c. In cases where the organization had earlier released part payment to NICS I in accordance with GFR rules or whatsoever reason, then in such cases, the organization may release balance payment to NICS I before submitting the request for increase in number of users/upgrade of eOffice Implementation.
7. The **time frames/timelines** involved in eOffice implementation at an organization are as follows:
- 7.1. The time frame for implementation of eOffice (Go Live) is **Six months**.
 - 7.2. The project closure period will be maximum **Six months**.

- 7.3. Post completion of Six months duration, following activities needs to be done:
 - 7.3.1. The organization may provide eOffice Completion Certificate to NICS I for settlement of accounts.
 - 7.3.2. NICS I may issue Utilization Certificate (UC)/Tax Invoice to organization with respect to the payment released towards implementation of eOffice and/or hosting their eOffice instance in eOffice Cloud.
 - 7.3.3. NICS I may issue Demand letter to organization for releasing balance payment towards implementation of eOffice and/or hosting their eOffice instance in eOffice Cloud, in case the organization had earlier released part payment to NICS I in accordance with GFR rules or whatsoever reason.
- 7.4. The eOffice implementation support (providing upgrades/patches, training, help-desk support, etc.) to an organization will be supported for a period of **Five years**.
- 7.5. All the aforesaid time frames/timelines listed in **Point No. 7.1 to 7.4** will begin from the **date of funds transfer** by the organization to NICS I.
- 7.6. For organizations where the eOffice implementation is already underway and the cases of increase in number of users/upgrade (**Refer Point No. 6**) will appear, then in such cases also, the timeline for eOffice implementation and support will begin from the **date of funds transfer** by the organization to NICS I w.r.t. increase in number of users/upgrade.
- 7.7. **Post Five years** of implementation/renewal, the organization will be required to renew the eOffice implementation for next five years. The cost for this renewal will be calculated as per the prevalent costing model at that time.
- 7.8. For an organization where the **five years** of implementation/renewal had already been completed (**Refer Point No. 7.7**) and the organization is yet to transfer payment to NICS I to renew the eOffice implementation for next five years, then in such cases, the renewal period of next five years will begin from the **date on which previous support period of five years of implementation** was completed.
- 7.9. In cases where an organization requests NICS I to refund the payment transferred towards implementation of eOffice, then in such cases, the request for refunding of payment will be governed by the details provided in **Point No. 6, Table 3** w.r.t. the cost calculation for 'Y'.
8. **Merging of eOffice instances:** In case two or more eOffice instances are to be merged together, then in such cases, following mechanism needs to be followed.
 - 8.1. In cases where the organization(s) had earlier released part payment to NICS I in accordance with GFR rules or whatsoever reason, then in such cases, the organization(s) may release balance payment to NICS I before submitting the request for merging of eOffice instances.
 - 8.2. The cost towards merging of eOffice instances will be calculated in accordance with the formula provided in **Point No. 6**.
 - 8.3. The timeline for eOffice implementation and support will begin from the date of funds transfer by the organization to NICS I w.r.t. merging of eOffice instances.
9. **De-merging of eOffice instances:** In case an eOffice instance is to be de-merged into two or more eOffice instances, then in such cases, following mechanism needs to be followed.
 - 9.1. In cases where the organization had earlier released part payment to NICS I in accordance with GFR rules or whatsoever reason, then in such cases, the organization may release balance payment to NICS I before submitting the request for de-merging of eOffice instance.

- 9.2. The organization that will be de-merged from parent organization will have to bear the cost for fresh implementation of eOffice as provided in **Point No. 2**. In such cases, time frames/timelines listed in **Point No. 7.1 to 7.4** will begin from the date of funds transfer by the de-merged organization to NICSI.
- 9.3. The balance payment, if any, for the parent organization on account of increase/decrease of eOffice users will be calculated in accordance with the formula provided in **Point No. 6**.
10. Apart from the eOffice Cost mentioned in **Point No. 2, Point No. 3 and Point No. 4**, there are several other activities involved in implementation of eOffice which may requires separate budget provisioning and may have to be borne by the organization on their own. The table given below may be referred for all such activities:

S.No.	Activities	eOffice Instance Hosted in eOffice Cloud	eOffice Instance Not Hosted in eOffice Cloud
1.	Manpower		
1.1	On-site Roll Out Team	✓	✓
1.2	System Administrators	-	✓ <i>(If applicable – Refer Point No. 4)</i>
2.	Infrastructure		
2.1	Deployment Infrastructure	✓ <i>(If applicable – Refer Point No. 4)</i>	✓
2.2	Client Infrastructure	✓	✓
2.3	Scanners	✓	✓
3.	Digital Signing		
3.1	Digital Signature Certificates (DSC)	✓	✓
3.2	eSign	-	✓
4.	DNS Registration	-	✓
5.	SSL Certificate	-	✓
6.	Email IDs and LDAP Binding	✓	✓
7.	SMS Gateway	✓	✓
8.	Email Gateway	-	✓
9.	Digitization Agency	✓	✓

Table 4

