



Project Proposal

Name of Organization: **User Department**

eOffice Version Opted: **eOffice Premium**

Number of eOffice Users: **300**

Place of Hosting: **National Data Centre, Shastri Park (NDC-SP)**



National Informatics Centre Services Inc.

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1. INTRODUCTION

The eOffice product is for conducting office procedures electronically which is expected to transform the government functioning to a more efficient mode. It is developed as a standard reusable product amenable to replication across the governments, both at the central and the state levels.

2. PROPOSED SOLUTION AND ITS COST ESTIMATE

2.1. Assessment Details of the Project:

2.1.1. **Name of the Organization:** User Department

2.1.2. **Number of eOffice users at each location:**

S.No	Address	No. of Users
1.	User Department	200
Total Number of Users:		300

2.1.3. **Nature of the Organization:** Central Government

2.1.4. **Place of Hosting:** National Data Centre, Shastri Park (NDC-SP)

2.1.5. **Connectivity to the Server:** NICNET/NKN

2.1.6. **eOffice Version:** eOffice Premium

Note: If place of hosting is NDC, Internet availability (NICNET/NKN) is necessary to access the application.

2.2. Solution

It is proposed to implement **eOffice Premium** product, a G2E/G2G solution developed by National Informatics Centre to provide a one-stop access point to organization information and applications/services.

2.3. Cost Estimate

The estimated project cost is **Rs. 55,55,440/-** as per the scope of work and deliverables of the Project for six months. If there are any additional requirements over and above the mentioned scope and deliverables, the cost will vary in tune with revised resource requirements. All the funds may be transferred in favour of **National Informatics Centre Services Incorporated, New Delhi** in advance to ensure timely commencement & completion of the eOffice Project.

	Costing Heads as per eOffice Standard Costing Model (Refer Annexure-D)	Amount in Rs.
A	Product Enhancement and Maintenance Cost	24,20,000
B	Operations and Core Roll Out Components	19,80,000
C	Deployment Infrastructure	0
D	TOTAL COST (A+B+C)	44,00,000
E	NICSI Operating Margin @ 7%	3,08,000
F	TOTAL (D+E)	47,08,000
G	CGST Payable at 9% on (F)	4,23,720
H	SGST Payable at 9% on (F)	4,23,720
I	IGST Payable at 0% on (F)	0
J	TOTAL COST (F+G+H+I)	55,55,440

The order has to be placed with NICSI which is a Section 25 Company under MeitY. The amount of **Rs. 55,55,440/-** is required to be released as advance in the form of **DRAFT in favour of National Informatics Centre Services Incorporated** payable at New Delhi.

N.B: (a) eOffice is a standard product designed for reusability across the government and is based on the Manual of Office Procedures of the Government. Ministry/department's specific modification that affects the core process and work flow will not be taken up. However, any generic requirement will be analysed for development and release as per release cycle.

(b) Digital Signature Certificate (DSC) which is a mandatory part of eFile application for signing electronic files will be procured by the department separately for all eOffice users.

(c) SSL Certificate will also be procured by the user department, whenever the eOffice product will be hosted at State Data Centre (SDC) or at Local Data Centre (LDC).

2.4. Technology Used

2.4.1. The product is based on Open Standards and is technology neutral.

2.4.2. The Client should be Windows 7 or above, Linux 6 or above, Ubuntu 11 or above

2.4.3. Browser Versions Supported- Internet Explorer 10 or above, Mozilla Firefox (ESR version)

2.5. Implementation Approach

The following pre-requisites and activities are envisaged to the implementation without which the project implementation will not be possible in the specified time frame.

Pre-requisites	
Connectivity	NICNET/NKN connectivity is one of the pre-requisites for the implementation as eOffice is hosted in National Data Centre of NIC in NICNET/NKN domain.
Bandwidth (Base Line)	Bandwidth requirement for typical weekly usage pattern of eOffice with active user base of 500-1000 is estimated to be 3-5 Mbps. However, availability of bandwidth also depends on other applications being used simultaneously by organization.
Hardware & Software	
Recommended Client Systems (for all eOffice users)	2 GHz Processor, 2 GB RAM Internet Connectivity, Power Backup
Scanners	At the entry point of Correspondences Received (Scanners are not required if the user department will use eFile application only for tracking purpose)
Skill Set	All employees need to have basic knowledge of computer and Internet Browsing.
Implementation Activities	
1.	Orientation Workshop
2.	Formation of eOffice Governance Structure (Refer Annexure-E , S. No.-1)
3.	Infrastructure Gap Analysis (Refer Annexure-E , S. No.-2)
4.	Data collection & validation (Refer Annexure-E , S. No.-3 and 4)
5.	Environment Setup in Data Centre and deployment of eOffice Portal, applications and related database
6.	Creation of database with community configuration
7.	User training for use of eOffice software
8.	Handholding Support for use of software
9.	Documentation for the implementation
10.	Application maintenance and support
11.	Feedback mechanism for registering customer issues/suggestions

The Project Implementation period is **Six months**. Project proposal is only meant for the implementation and operationalization of the project.

3. DELIVERABLES AND SUPPORT

a) Application Deliverables			
The primary deliverable is the executable application eOffice Premium product in its standard form. New updates will be provided from time to time			
List of Applications provided under eOffice Premium Product are as follows:			
1.	File Management System (eFile)		
2.	Knowledge Management System (KMS)		
3.	Collaboration and Messaging Services (CAMS)		
4.	Leave Management System (eLeave)		
5.	Tour Management System (eTour)		
6.	Personnel Information Management System (PIMS)		
7.	Property Related Information System Management (PRISM)		
b) Document Deliverables			
NIC/NICSI will provide all technical documentation on the application as listed below:			
1.	User Manual	2.	Admin User Manual
3.	User Hand Book	4.	FAQ Guide

4. TIME FRAME & MILESTONES

Implementation process will begin after funds are transferred towards implementation to NICSI in advance. The time frame for implementation of eOffice is Six Months for operationalization from date of commencement of the project i.e. the date of creation of eOffice Production instance. A checklist of all eOffice roll-out activities in this regard has been prepared and placed at [Annexure-G](#).

5. ROLES AND RESPONSIBILITIES

5.1. NICSI's Responsibilities

- 5.1.1. NICSI would receive the funds as per the proposal and Performa Invoice submitted to user. NICSI would issue receipt for the funds received by it and opens new project for maintaining accounts under various proposed heads.
- 5.1.2. NICSI will procure required Hardware, software, network equipment, support services, hire required skilled manpower resources and other IT related works using its empanelled vendors for the project in consultation with NIC & user department.
- 5.1.3. NICSI / hired resources from its empanelled vendor shall not be responsible for any failure of the system due to virus, improper handling/power problem/improper environment condition/natural hazards/ Printer settings etc. No penalty will be applicable in such cases.

- 5.1.4. NICS I shall be entitled to get Operating Margin as applicable and Central/Local/other taxes as applicable from time to time for the cost of total hardware, system software and other services arranged to facilitate the IT outsourcing for Software Project implementation and any other Government levies as applicable.
- 5.1.5. NICS I, from Project funds provided by User, will bear the applicable TA/DA of NIC officials, hired resources, recurring expenses and Mobile Phone reimbursement and procurement of stationary, consumables, refreshment bills, for the meetings and other misc. contingent expenditure as necessary for the project work

5.2. NIC's Responsibilities

- 5.2.1. To ensure application operationalization and training.
- 5.2.2. To provide post implementation support in offline mode for a period of five years after completion of implementation period.
- 5.2.3. To have constant interaction with user department for smooth functioning of eOffice.

5.3. USER's Responsibilities

- 5.3.1. To convey the acceptance of the project proposal for implementation and transfer the funds to NICS I. (Refer [Annexure-A](#))
- 5.3.2. To provide Project Commencement Certificate to NIC/NICS I. (Refer [Annexure-B](#))
- 5.3.3. To follow the checklist provided at [Annexure-G](#) which will help the user department in operationalization of eOffice Product within a period of Six Months.
- 5.3.4. Creation of eOffice Governance Structure for overseeing the project activities for successful execution of the Project. (Refer [Annexure-E](#), S. No.-1)
- 5.3.5. To appoint an officer of User Department as nodal officer who would coordinate with Project Implementation Team /NICS I for all project related activities. Also nominate nodal officer for each section/bureau.
- 5.3.6. The user department will provide:
 - Data capturing in the required template (Refer [Annexure-E](#), S. No.-3 and 4)
 - Infrastructure Readiness (Refer [Annexure-E](#), S. No.-2)
 - Scanners for scanning of new letters and Legacy Files type. Assessment to be carried out to determine number of scanners required based on volumes of incoming receipts and files/records to be scanned.
 - Client systems for all users who will work on eOffice.
 - Apply for GoI email ID for all eOffice users
 - Apply for DSC for all eOffice users
 - Network – multiple network links to prevent fail over

- 5.3.7. Prepare Training schedule and arrange venue and logistics for the users training and hand holding at user department premises.
- 5.3.8. The expenditure related to Onsite Roll out team, Digital Signature Certificate (DSC), Virtual Private Network (VPN), email etc will be borne by the user department separately. However, NIC eOffice Project Division recommends that the user department should hire minimum number of Onsite Roll out Team and setup a Project Management Unit (PMU) / Helpdesk in consultation with local NIC and eOffice Team by keeping in view the local factors and also the number of users distributed across various locations.
- 5.3.9. To identify eOffice administrator(s) for product administration.
- 5.3.10. To identify System administrator(s) for system administration (Linux & Tomcat) and database administration (PostgreSQL). [Applicable for hosting of eOffice product at State Data Centre (SDC) or Local Data Centre (LDC)].
- 5.3.11. Scanning and Digitization activities as per eOffice Digitization Framework (Refer [Annexure-E](#), S. No.-5)
- 5.3.12. To assess the volume of incoming receipts and files/records to be scanned in order to determine number and type of scanners required.
- 5.3.13. To provide Project Completion Certificate to NIC/NICSI. (Refer [Annexure-C](#))

6. GENERAL TERMS AND CONDITIONS

- 6.1. The eOffice product developed by National Informatics Centre (NIC) will be hosted and maintained by NIC, whenever hosted in National Data Centre (NDC). For hosting of eOffice product at State Data Centre (SDC) or at Local Data Centre (LDC), the support and maintenance of eOffice application will be done by user as per [Annexure-F](#). NIC/NICSI will provide necessary support when required.
- 6.2. The eOffice Product is security audited for known vulnerabilities only. The deployment, access policies/restrictions and backups will be governed by the policies of respective data centre [National Data Centre (NDC) / State Data Centre (SDC) / Local Data Centre (LDC)] as they are the custodian of eOffice instance and data. As eOffice contains sensitive information/files/letters, it is advised to use eOffice in **Intranet only** and **VPN based access over Internet** (WebVPN solutions are also available these days, which are equally convenient to use over Internet).
- 6.3. The eOffice Product is provided on “AS IS” basis. Ministry/department’s specific modification that affects the core process and work flow will not be taken up. However, any generic requirement will be analyzed for development and release as per the release cycle.
- 6.4. User Department will transfer funds to NICSI for execution of project through NIC.

- 6.5. NIC will hold the copyright to all the technical artifacts produced under this project and will maintain & modify these artifacts as and when required. However department is the owner and custodian of all the data generated.
- 6.6. The overall project management will be under the supervision of NIC.
- 6.7. User Department will be responsible for collecting, compiling, entering and updating the data and effectively utilizing the software package.
- 6.8. In case of any dispute relating to this Project, it shall be resolved amicably by mutual consultations among the concerned stakeholders. In the event of no agreement, or if such resolution is not possible, then, the unresolved dispute or difference shall be referred by the concerned Parties to the Head, User Department and Director General, NIC. The dispute shall be resolved by mutual negotiations between Head, User Department and Director General, NIC or by their authorized representatives and their unanimous decision shall be final and binding on all concerned.
- 6.9. In case, the Implementing Agency wants to terminate the project, the Implementing Agency should send a letter to NIC/NICSI indicating their intent for termination. **The termination date will be the date of receiving the letter at NIC/NICSI.** In such case, the balance money, if any, will be returned to the Implementing Agency. The funds will be returned within a period of around 60 days from the closure of the project.

7. TERMS OF USE OF EOFFICE PRODUCT

- 7.1. User shall not modify, adapt, translate, or create derivative works based upon the eOffice. User has some rights to use the software; NIC/NICSI reserves all other rights. You may use the eOffice Application, in doing so; you must comply with any technical limitations in the eOffice Application that only allow you to use it in certain ways. You may not
 - Reverse engineer, decompile or disassemble the eOffice Application, or otherwise attempt to discover the source of the eOffice product.
 - Make more copies of the software.
 - Publish the application or user screens of the applications or schema of the DB for others to copy.
 - Rent, lease or lend the eOffice Application.
 - Use the software for commercial software hosting services.
- 7.2. You shall not alter or remove any copyright or other proprietary notice that appears on or in the eOffice product.
- 7.3. The eOffice Product is the intellectual property of NIC. The structure of database, and code of the application are the valuable intellectual property of NIC. This project proposal does not grant you any intellectual property rights in the eOffice and all rights not expressly granted are reserved by NIC.

- 7.4. NIC/NICSI shall not be responsible for data tempering forgery/misuse of certificates or any reports based on data entered by user which is generated by eOffice product.
- 7.5. The eOffice product offered to you may contain NIC e-mail services, notice board services, eConnect, newsletter, discussion forums, calendars, photo gallery, and/or other message or communication facilities designed to enable you to communicate with others (each a "Communication Service" and collectively "Collaboration and Messaging Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and, when applicable, related to the particular Communication Service. By way of example, and not as a limitation, you agree that when using the Communication Services, you will not:
- Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
 - Publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, obscene, indecent or unlawful topic, name, material or information.
 - Upload, or otherwise make available, files that contain images, photographs, software or other material protected by intellectual property laws, including, by way of example, and not as limitation, copyright or trademark laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consent to do the same.
 - Use any material or information, including images or photographs, which are made available through the Services in any manner that infringes any copyright, trademark, patent, trade secret, or other proprietary right of any party.
 - Upload files that contain viruses, Trojan horses, worms, corrupted files, or any other similar software or programs that may damage the operation of another's computer or property of another.
 - Restrict or inhibit any other user from using and enjoying the Communication Services.

NIC has no obligation to monitor the Communication Services. However, NIC reserves the right to review materials posted to the Communication Services and to remove any materials in its sole discretion. NIC reserves the right to terminate your access to any or all of the Communication Services at any time, without notice, for any reason whatsoever.

- 7.6. Purchase, use and reliance upon digital signature certificates are the responsibility of the user and a Certification Authority. Before you rely upon any certified document, digital signature, or Certification Authority services, you should review the applicable terms and conditions under which the relevant Certification Authority provides services, including, for example, any subscriber agreements, relying party agreements, certificate policies, and practice statements. You are solely responsible for deciding whether or not to rely on a certificate. Unless a separate written warranty is provided to you by a certification authority, you use digital certificates at your sole risk. **Before procuring digital signature certificates the user department must check with NIC whether the DSC token provided by certifying authority is compatible with eOffice or not.**

- 7.7. By using, copying or distributing all or any portion of the eOffice Product, you accept all the terms and conditions of this project proposal.
- 7.8. In case of eOffice product hosting in user premises, it is user's responsibility to procure the requisite hardware and software needed for deploying eOffice. User will be solely responsible for the availability, running, and maintenance of the servers. NIC/NICSI shall not be responsible for any failure of the system due to virus, improper handling, power problem, natural hazards, etc.
- 7.9. Financial implications for procuring eOffice product may be changed time to time and should be abided by you. The necessary funds will be received by NICSI to execute the project on behalf of NIC.
- 7.10. If any part of this project proposal is found void and unenforceable, it will not affect the validity of the balance of this project proposal, which shall remain valid and enforceable according to its terms. This project proposal shall not prejudice the statutory rights of any party dealing as a consumer. This is the entire project proposal between NIC/NICSI and you relating to the eOffice Product and it supersedes any prior representations, discussions, undertakings, or communications relating to the eOffice product.
- 7.11. NIC/NICSI permits you to use the eOffice only in accordance with terms of this project proposal. Use of some third party materials included in the eOffice may be subject to other terms and conditions typically found in a separate license agreement given or mentioned at these third party material websites. Such other terms and conditions will supersede all or portions of this project proposal in the event of a conflict with the terms and conditions of this proposal.
- 7.12. Upon acceptance, this project proposal is enforceable against you and any entity that obtained the eOffice product and on whose behalf it is used. If you do not agree, do not Use eOffice Product.
- 7.13. NIC/NICSI may suspend or stop providing services to you if you do not comply with our terms or policies or if we are investigating suspected misconduct. NIC/NICSI may also add or create new limits to their services at any time.

These terms control the relationship between NIC/NICSI and user department.

8. POST IMPLEMENTATION SUPPORT

After the completion of implementation period of six months, post implementation support (offline) will be provided to user department for 5 years from date of commencement of the project i.e. the date of creation of eOffice Production instance.

For post implementation support to users, a help desk manned by a dedicated team of staff has been established. Help-desk support staff will respond to telephone calls and e-mails from users looking for help with problems and queries related to eOffice. The calls lodged with the staff in turn are routed by them to the concerned experts of each application through proper alert mechanisms. The contacts at this level will route the call to the concerned expert and is required to escalate to the management as and when required. To ensure that the problem has been resolved satisfactorily, the support staff confirms with the client once the problem is resolved.

Note: Post five years of implementation, the user department will be required to extend the support period for next five years. The cost for this support period will be calculated as per the prevalent costing model at that time.

Annexure A: Format for Acceptance (Project Proposal and Software Trial)

Dated: _____

To,

eOffice Project Coordinator,
NICS, NBCC Tower,
15, Bhikaji Cama Place, New Delhi

Sub: eOffice Project Proposal and Software Trial Acceptance

Dear Sir/Madam,

It is to mention that this office vide letter No. _____ dated _____ requested NIC/NICS for implementation of eOffice.

NICS via email dated _____ has issued a Proforma Invoice (Ref. No. _____) and Project Proposal to this office for implementation of eOffice <Version Name> for _____ users.

This office has accepted the duly submitted Proforma Invoice (Ref. No. _____) and Project Proposal submitted by NICS and has transferred an amount of Rs. _____ to NICS via RTGS/Cheque/DD No. _____ dated _____.

Moreover, this office has seen the functionality of the software during the trial run from _____ to _____ and accepts the software on AS-IS-basis.

NIC/NICS is herewith requested to proceed in implementing the eOffice software.

With Warm regards

Sd/-

User Department

Copy to:

1. HoD (eOffice Project Division), NIC, CGO Complex, New Delhi
2. User Department Local NIC Coordinator

Note: The user department is requested to provide duly signed Project Proposal and Software Trial Acceptance letter on department's letter-head.

Annexure B: Format for Commencement Certificate

Dated: _____

To,

eOffice Project Coordinator,
NICS, NBCC Tower,
15, Bhikaji Cama Place, New Delhi

Sub: eOffice Implementation Commencement

Dear Sir/Madam,

It is to mention that this office vide letter No. _____ dated _____ requested NIC/NICS for implementation of eOffice.

NICS via email dated _____ has issued a Proforma Invoice (Ref. No. _____) and Project Proposal to this office for implementation of eOffice <Version Name> for _____ users.

This office has accepted the duly submitted Proforma Invoice (Ref. No. _____) and Project Proposal submitted by NICS and has transferred an amount of Rs. _____ to NICS via RTGS/Cheque/DD No. _____ dated _____.

This is to certify that this office has commenced the implementation of eOffice <Version Name> for _____ users on _____ at the following locations.

With Warm regards

Sd/-

User Department

Copy to:

1. HoD (eOffice Project Division), NIC, CGO Complex, New Delhi
2. User Department Local NIC Coordinator

Note: The user department is requested to provide duly signed Commencement Certificate on department's letter-head.

Annexure C: Format for Completion Certificate

Dated: _____

To,

eOffice Project Coordinator,
NICSI, NBCC Tower,
15, Bhikaji Cama Place, New Delhi

Sub: eOffice Implementation Completion

Dear Sir/Madam,

It is to mention that this office vide letter No. _____ dated _____ requested NIC/NICSI for implementation of eOffice.

NICSI via email dated _____ has issued a Proforma Invoice (Ref. No. _____) and Project Proposal to this office for implementation of eOffice <Version Name> for _____ users.

This office has accepted the duly submitted Proforma Invoice (Ref. No. _____) and Project Proposal submitted by NICSI and has transferred an amount of Rs. _____ to NICSI via RTGS/Cheque/DD No. _____ dated _____.

This is to certify that the implementation of eOffice <Version Name> for _____ Users has been completed on _____ to our satisfaction at following locations.

With Warm regards

Sd/-

User Department

Copy to:

1. HoD (eOffice Project Division), NIC, CGO Complex, New Delhi
2. User Department Local NIC Coordinator

Note: The user department is requested to provide duly signed Completion Certificate on department's letter-head.

Annexure D: eOffice Standard Costing Model

Costing for eOffice Lite (eFile / SPARROW / eLeave – eTour)	User Base in Slabs							
	0-100	101-250	251-500	501-1000	1001-5000	5001-10000	10001-25000	25001-50000
Activity	(in Lakhs)							
Product Enhancement and Maintenance Cost	5.50	7.70	12.10	16.50	22.00	22.00	22.00	22.00
Operations and Core Roll Out Components	3.30	5.50	9.90	12.10	16.50	19.80	23.76	28.51
Deployment Infrastructure	Refer Page-17 below							
<i>(Taxes Extra)</i>								

Costing for eOffice Premium	User Base in Slabs							
	0-100	101-250	251-500	501-1000	1001-5000	5001-10000	10001-25000	25001-50000
Activity	(in Lakhs)							
Product Enhancement and Maintenance Cost	11.00	15.40	24.20	33.00	44.00	44.00	44.00	44.00
Operations and Core Roll Out Components	6.60	11.00	19.80	24.20	33.00	39.60	47.52	57.02
Deployment Infrastructure	Refer Page-17 below							
<i>(Taxes Extra)</i>								

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 = Operations and Core Roll Out Components lies under user slab of 25001-50000

Product Enhancement and Maintenance Cost	Operations and Core Roll Out Components	Deployment Infrastructure
<ul style="list-style-type: none"> • Design and Development of new modules, features • Customisation & Configuration • Migration of OPA/FTS/DMIS application (developed by NIC-eOffice or NIC-DoPT Team) • Testing • Security and Quality Audit • Copyright process • Documentation • Software for Development • Development Seat Cost 	<ul style="list-style-type: none"> • eOffice Applications deployment support • 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 	Provisioning of Deployment Infrastructure at the Data Centre <ul style="list-style-type: none"> • VMs • SSL • SAN • DR • DRM software

eOffice Product	eOffice Lite (eFile)	eOffice Lite (SPARROW)	eOffice Lite (eLeave – eTour)	eOffice Premium
File Management System (eFile)	✓	-	-	✓
Knowledge Management System (KMS)	✓	-	✓	✓
Collaboration and Messaging Services (CAMS)	✓	-	✓	✓
Leave Management System (eLeave)	-	-	✓	✓
Tour Management System (eTour)	-	-	✓	✓
Personnel Information Management System (PIMS)	✓	✓	✓	✓
Property Related Information System Management (PRISM)	-	✓	-	✓
Smart Performance Appraisal Report Recording Online Window (SPARROW)	-	✓	-	-

The cost for deployment infrastructure at data centre will be charged in accordance with the cloud policy decisions, eOffice Deployment Framework and user assessment details:

- i. Small and medium requirements up to 5000 users of Central Government Ministries/Departments, and Apex Organizations including PMO, President & Vice President, Parliament, etc. would be provisioned free of cost. Higher requirements for them would be on chargeable basis. All other organizations at Central level would be charged for deployment infrastructure.
- ii. State implementations will be hosted in State Data Centre (SDC). States will also have to hire system administrators to manage and administer their eOffice instance(s).
- iii. For States, where there is no SDC, the requests for resources would be on chargeable basis. States will have to hire system administrators to manage and administer their eOffice instance(s).
- iv. Central/State Public Sector Undertakings (PSUs) will host eOffice application in their own/hired data centres/State Data Centres/Cloud. PSUs will have to hire system administrators to manage and administer their eOffice instance.

Increase in number of users/Upgrade of eOffice Implementation

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

$$\text{eOffice Cost Estimation (Increase in number of users/Upgrade)} = X - Y$$

Where

X = Cost of eOffice for total number of users

Y = Cost of eOffice for existing number of users already paid for

- Cost of eOffice at 'X' and 'Y' above is based on the version of eOffice [Lite (eFile / SPARROW / eLeave-eTour) or Premium]. If the existing implementation in Y is based on previous costing (before Jan 2014) then it is normalised to current costing model (equalised to existing costing rates). Cost at X and Y includes costs for following heads of the costing model:
 - o Product Enhancement and Maintenance Cost
 - o Operations and Core Roll Out Components
 - o Deployment Infrastructure (if applicable)
- Total number of users at 'X' means existing users plus the additional users

The following scenarios are possible for increase in number of users/upgrade of eOffice implementation:

Scenario 1: Increase in number of Users

Suppose a Central Government department ABCD have initially implemented eOffice Lite (eFile) for 50 users. After successful implementation for these 50 users, the department wishes to implement eOffice Lite (eFile) for its remaining 350 users.

Now from the above scenario one can see that the total number of eOffice users in department ABCD are **400** [50 Users (Funds Received/Already Implemented) + 350 Users (For increase)]. Since funds has been received for 50 Users, therefore the cost estimation is prepared for $(400 - 50) = 350$ Users.

eOffice Cost Estimation (Increase in number of users/Upgrade) = Total Cost for 400 Users (X) – Total Cost for 50 Users already paid for (Y)

	Costing Heads as per eOffice Standard Costing Model	Cost for 400 Users	Cost for 50 Users	Cost for 350 Users
A	Product Enhancement and Maintenance Cost	12,10,000	5,50,000	6,60,000
B	Operations and Core Roll Out Components	9,90,000	3,30,000	6,60,000
C	Deployment Infrastructure	0	0	0
D	TOTAL COST (A+B+C)	22,00,000 (X)	8,80,000 (Y)	13,20,000* (X-Y)
E	NICSI Operating Margin			
F	TOTAL (D+E)			
G	All Applicable Taxes			
H	TOTAL PROJECT COST (F+G)			

* NICSI will add its operating margin and all applicable taxes on the total cost

Scenario 2: Upgrade from eOffice Lite to eOffice Premium version

Suppose a Central Government department ABCD have initially implemented eOffice Lite (eFile) for 125 users. After successful implementation of eOffice Lite (eFile) for these 125 users, the department wishes to implement eOffice Premium version for the same users.

eOffice Cost Estimation (Increase in number of users/Upgrade) = Total Cost for eOffice Premium for 125 Users (X) – Total Cost for eOffice Lite (eFile) for 125 Users already paid for (Y)

	Costing Heads as per eOffice Standard Costing Model	Cost for eOffice Premium for 125 users	Cost for eOffice Lite for 125 users	Cost Difference
A	Product Enhancement and Maintenance Cost	15,40,000	7,70,000	7,70,000
B	Operations and Core Roll Out Components	11,00,000	5,50,000	5,50,000
C	Deployment Infrastructure	0	0	0
D	TOTAL COST (A+B+C)	26,40,000 (X)	13,20,000 (Y)	13,20,000* (X-Y)
E	NICSI Operating Margin			
F	TOTAL (D+E)			
G	All Applicable Taxes			
H	TOTAL PROJECT COST (F+G)			

* NICSI will add its operating margin and all applicable taxes on the total cost

Scenario 3: Upgrade from eOffice Lite to eOffice Premium version for additional users

Suppose a Central Government department ABCD have initially implemented eOffice Lite (eFile) for 125 users. After successful implementation of eOffice Lite (eFile) for these 125 users, the department wishes to implement eOffice Premium version for its additional 375 users.

Now from the above scenario one can see that the total number of eOffice users in department ABCD are **500** [125 Users (Funds Received/Already Implemented) + 375 Users (For increase)]. Since funds has been received for 125 Users, therefore the cost estimation is prepared for (500 - 125) = 375 Users.

eOffice Cost Estimation (Increase in number of users/Upgrade) = Total Cost for eOffice Premium for 500 Users (X) – Total Cost for eOffice Lite (eFile) for 125 Users already paid for (Y)

	Costing Heads as per eOffice Standard Costing Model	Cost for eOffice Premium for 500 Users	Cost for eOffice Lite for 125 Users	Cost Difference for 375 Users
A	Product Enhancement and Maintenance Cost	24,20,000	7,70,000	16,50,000
B	Operations and Core Roll Out Components	19,80,000	5,50,000	14,30,000
C	Deployment Infrastructure	0	0	0
D	TOTAL COST (A+B+C)	44,00,000 (X)	13,20,000 (Y)	30,80,000* (X-Y)
E	NICSI Operating Margin			
F	TOTAL (D+E)			
G	All Applicable Taxes			
H	TOTAL PROJECT COST (F+G)			

* NICSI will add its operating margin and all applicable taxes on the total cost

An example for calculating the cost for user departments seeking eOffice beyond 50000 users is placed below:

Suppose a Central Government department ABCD desires to implement eOffice Lite (eFile) version for 150000 users. Now in this case, the cost will be calculated by below formula:

$$\text{eOffice Cost Estimation} = \text{Total Cost for eOffice Lite (eFile) for 50000 Users} + 2 \text{ (20\% of II)}$$

Where

II = Operations and Core Roll Out Components lies under user slab of 25001-50000 of eOffice Lite (eFile)

	Costing Heads as per eOffice Standard Costing Model	Cost for eOffice Lite for 50000 Users	Cost for eOffice Lite for next 100000 Users	Cost for 150000 users
		A	B	A + 2*B
A	Product Enhancement and Maintenance Cost	22,00,000	0	22,00,000
B	Operations and Core Roll Out Components	28,51,200	5,70,240	39,91,680
C	Deployment Infrastructure	0	0	0
D	TOTAL COST (A+B+C)	50,51,200	5,70,240	61,91,680*
E	NICSI Operating Margin			
F	TOTAL (D+E)			
G	All Applicable Taxes			
H	TOTAL PROJECT COST (F+G)			

* NICSI will add its operating margin and all applicable taxes on the total cost

Annexure E: eOffice Templates and Guidelines

S. No.	Template Name	Attachment	Remarks
1.	eOffice Governance Structure	 Governance Structure	To ensure an effective implementation of eOffice, it must be driven and monitored by a well-defined eOffice Governance Structure.
2.	Infra-Proficiency	 eOffice Infra-Proficiency Template	Department is required to submit Infrastructure Details in prescribed format. Based on the infrastructure details provided by department an Infrastructure Gap Report is generated and will be submitted to department.
3.	Employee Master Details (EMD)	 EMD Template	Department is required to submit Employee Master Details in the prescribed eOffice template. It is a basic pre-requisite without which application cannot be configured for Department's use.
4.	File Heads	 File Heads Template	Identification of Basic, Primary, Secondary and Tertiary Heads as per the Functional Filing system of DoPT. This activity is a basic pre-requisite and required for automatic file number generation based on the file heads chosen.
5.	eOffice Digitisation Framework	 Digitisation Framework	The content in this document applies to all user departments/ministries moving to an electronic file and knowledge management system. The various recommendations and guidelines would apply to all files and documents that are used in the government. The document can be used as a comprehensive guide on the steps and the decisions one needs to take before starting the transition.

Annexure F: Tasks to be performed by User Department and NIC/NICSI if eOffice is hosted at SDC or LDC

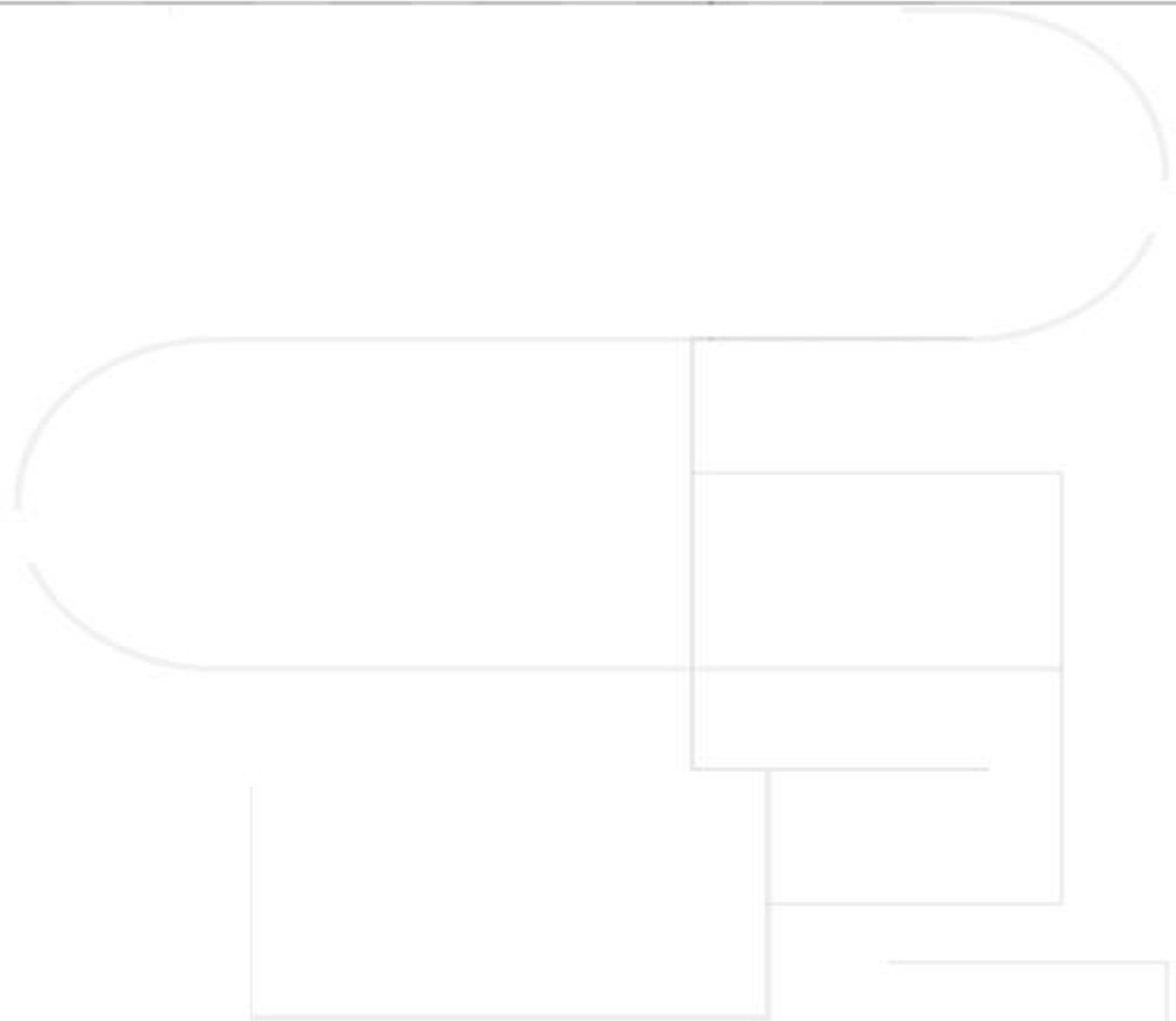
Following are the tasks that must be taken care separately by User Department and NIC/NICSI for eOffice implementation.

✍ Tasks	Responsibilities		📄 Note
	✓ User Dept.	✓ NIC/ NICSI	
<ul style="list-style-type: none"> ▪ Procurement / Upgradation of Servers and Enclosure <ul style="list-style-type: none"> ○ High Redundant electricity supply ○ Proper Cooling ○ Proper cabling ○ Maintenance of the servers 	✓		Department will ensure the availability and running of the servers.
<ul style="list-style-type: none"> ▪ Setting up of Network Infrastructure <ul style="list-style-type: none"> ○ Assign Networks and create connectivity ○ A set of private IPs to be reserved ○ Public IPs to be allocated as per requirement ○ Ensure multiple links to Data Centre to ensure the existence of failover link ○ Maintenance of the Network Infrastructure 	✓		
<ul style="list-style-type: none"> ▪ Installation of Operating System (Linux) and Anti-virus 	✓		
<ul style="list-style-type: none"> ▪ Required port opening for accessibility 	✓		
<ul style="list-style-type: none"> ▪ Configuring SAN to server 	✓		
<ul style="list-style-type: none"> ▪ Deployment of eOffice software & its related utilities <ul style="list-style-type: none"> ○ Database (PostgreSQL) ○ Database SR Setup ○ Application (Tomcat) ○ Application (Apache HTTPD server) ○ WAR Deployment ○ LDAP Bind Configuration ○ SSL Configuration 	✓	✓*	*Support & maintenance of eOffice application hosted at SDC / LDC will be primarily done by user department. However, in case of specific issue resolution, NIC / NICSI will provide necessary support when required.
<ul style="list-style-type: none"> ▪ DNS Registration & Configuration 			
<ul style="list-style-type: none"> ▪ Fail Over and DR setups 	✓		
<ul style="list-style-type: none"> ▪ Backups as per data centre policy 	✓		
<ul style="list-style-type: none"> ▪ Patch / Version Update as per certain advisories provided time to time 	✓		
<ul style="list-style-type: none"> ▪ Configuration of Mailing System and SMS Gateway for generation of alerts. 	✓		
<ul style="list-style-type: none"> ▪ eOffice services availability and maintenance. 	✓		

Annexure G: eOffice Roll-out activities Checklist

S. No.	Activities to be done	Checklist
1.	Constitution of eOffice Governance Structure (Refer Annexure-E , S. No. - 1) ▲	
2.	Collection, Preparation and Population of eOffice Master Data (Refer Annexure-E , S. No. - 2, 3 & 4)	
3.	Procurement/Acquire of email and Digital Signature Certificate (DSC)	
4.	Completion of Scanning and Digitization Activities (Refer Annexure-E , S. No.-5)	
5.	Infrastructure Procurement and Readiness ▲	
6.	Capacity Building Programme (CBP) and Handholding	
7.	Trial run of application	
8.	Go Live ▲	

▲ **Milestones**



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