

**EOI FOR APPOINTMENT OF AGENCY FOR OPERATING
E-DISTRICT CENTRE ('JAN SUVIDHA KENDRA') AND DESKS AT TEHSIL
OFFICES
IN
GORAKHPUR
UTTAR PRADESH**

Overview of e-District

e-district is a State Mission Mode Project under the National e-governance Plan. The project aims to target high volume services currently not covered by any other MMP under NeGP and undertake backend computerization to e-enable the delivery of these services through Common Service Centers.

Districts are the primary delivery channels for government administration which delivers a large number of services to the citizens; therefore e-district can significantly improve government service delivery.

Objectives of e-District:

- To integrate and seamlessly deliver citizen services by district administration through backend digitization and process redesign
- Implementation of an efficient electronic workflow system for reduction of workload of the district personnel
- To create a smart link/interface between citizens, governments, public utilities and other information providers
- Fast processing of public cases/appeals/grievances dissemination of information
- Focus on backend computerization

e-District project envisages enabling the back end computerization and also using the SWAN for connectivity and CSC for service delivery. Adequate focus would also be on ensuring that the project is self sustaining after the initial investment. This is possible if revenues generated from services are available and sufficient at the district level for maintenance, upgradation and expansion.

The broad level outcomes of e-district for the major stakeholders are identified as:

To the Citizen

- The service delivery is faster to the citizen
- Citizen grievance is resolved within a stipulated time frame
- Access to information easily with service delivery counters within reach
- High degree of convenience

To the District Officials

- Generation of an efficient MIS for better decision making
- Faster retrieval of records due to computerized records
- e-district model based on sustainable operations
- Improvement in the efficiency of employees and reduction in workload

UP e-District

UP is surging forward with a motto of 'reaching the un-reached and 'bridging the digital divide'

Government of Uttar Pradesh envisages e-district that delivers majority of services being provided by the district administration through the use of Information and Communication Technology (ICT).

UP e-District is expected to enable the automation of workflow and internal processes of District Administration with the possibility of seamless integration of various departments like Revenue, Food, Basic Education, Social Welfare, Minorities, Forests, Panchayati Raj, Rural Development, Agriculture, Election, Home, Minor Irrigation, Passport, Irrigation, Excise, Finance & Treasuries, Family Welfare, Horticulture, Cooperatives, Transport, Health, Land Records, and Registration etc. for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual department services through Common Service Centers (CSCs) which would be the primary front end channels as envisaged under the NeGP programme by Department of Information Technology (DIT), Ministry of Communication and Information Technology (MCIT), Government of India (GoI).

The reasons for implementing the project include:

- Districts are the primary delivery channel for Government Administration and delivery of large number. of services
- Significant improvement in delivery of Government services by integrating other e-Governance initiatives by different departments (Land records, Property Registration, Agriculture, Passport, Police etc.)
- Establishing a Multi-Disciplinary centre for information accessibility for capacity building of the district administrative processes
- Formulation of strategies for creating a Central data repository at the district level for all associate activities for improving district administrative processes by ensuring data and information are collected, stored , retrieved , used and exchanged in an efficient manner at all levels from 'top to bottom'
- Support and integration of the e-Governance initiatives by Government of India such as Common Service Centres (CSCs) and Statewide Area Networks (SWAN)

e-District Centre ('Jan Suvidha Kendra')

e-District Center is initiative of the State Government UP to create a facility center at district headquarters of the 6 pilot districts with state of the art facility for providing services under e-district to citizens. The center has been envisaged to act as a model center at the district level under the project. Primarily, the e-district services is envisaged to address the service requirement of rural citizen rural Common Service Center. Against this backdrop the e-District Center will be located at the district headquarters wherein the facility should be available to urban population of the district.

Key Objectives of e-District Center

The key objective of the e-District center are enlisted below –

- a. To provide 10 G2C services comprising of 32 sub-services from the E-District Center at district Headquarters at Gorakhpur.
 - b. To build up scalable e-District Center for meeting the expected growing preference of citizen for easy and efficient service delivery. Addition of more G2C and B2C services in service basket of e-District Center in due course of time is envisaged under this initiative.
 - c. To adhere to the service level agreement for saving time and cost incurred by government in providing services and citizen in availing the listed services
 - d. To enhance the accountability, transparency and responsiveness of district administration to citizen's needs.
- 1.2.2 Expected Outcome of the Project / Value to the Citizens e-District Center project would primarily be an internet based initiative which would deliver services to citizen through personalized interface at the e-District Center. e-District Center is a people's initiative of Uttar Pradesh State Government where the district administration would play the role of key coordinator for the services covered under the project. The major benefits envisaged of the e-District Center project are as follows:

- a. Provide an electronic channel for information and services delivery to the urban population of the district.
- b. Reduce time cost, money cost and resources cost of the citizens to access information and avail services from Government.
- c. Efficient and effective service delivery of the listed services under e-District project to urban populace of the district

Benefits to Citizens

Some of the envisaged benefits for citizens include:

- a. Increased access to service and greater social inclusion: An easily accessible E-District Center can be used easily by all classes of society especially disadvantaged segments such as senior citizens, BPL households, the illiterate etc. and would be of great benefit in terms of offering a channel of interaction between the citizen and the government.
- b. One stop shop for multiple service requirements: The E-District Center would serve as a single window to multiple government departments and multiple types of transactions e.g. information about processes and documentation required, enquiries on status updates etc.

c. Reduced costs of availing services: Citizens can spend time effectively towards other activities, rather than standing in long queues or travel physically to multiple government departments for simple transactions or information needs.

Benefits to Government

a. Reduced cost of service

The first element of cost reduction would come from delivery of services and gradual migration of services provisioning from individual departments to E-District Center where Interface to citizens can be centrally provided at a much lower cost. The second element of cost reduction would come from the Public Private Partnership where the Private Party will invest its financial, operational and management resources. Government needs to monitor a single, large Private Party for Service Levels instead of multiple small department managed service centers. The consolidation of multiple services which use a common set of resources and infrastructure can lead to better utilization and productivity which would reduce operational expenditure.

b. Better resource utilization

- i. Improved end to end Process Management, which would eliminate non-value adding intermediate activities and thereby free up resources, which can be used more productively.
- ii. Ability to track and measure usage of resources across the “service resolution chain” by using modern ICT tools.

c. Replicable and saleable model

The capacity of the E-District Center can be quickly increased up in terms of additional services that the GoUP wants to rollout at Urban e-District Center. The e-District Center model is easily replicable and saleable so that it can quickly accommodate growth along the following dimensions:

- i. Increased number of Government Departments
- ii. Increased citizen base
- iii. Increased number of processes
- iv. Increased information inputs from participating departments

d. Other benefits to the Government and its departments are as follows:

- i. Increase in efficiency, accountability, transparency and responsiveness
- ii. Enables more cost-effective and incremental collection of revenues
- iii. Provides more accurate and real-time information of the work in progress
- iv. Government and its bodies become more service oriented, progress can be monitored on-line
- v. Removes drudgery from departmental work in routine matters like tax collection, records updating, correspondence etc, and frees time, money and energy for more productive work
- vi. Government can quickly formulate policies and programs customized to each Section of society and measure their effectiveness quickly on a real-time basis for more effective and individualized solutions to the needs of people

vii. Creation of faster service delivery leading to high satisfaction levels of Citizen

Overview of e-District Centre

The proposed e-District Center Interface is aimed at enabling the G2C and G2B Information & transaction services. It is proposed to develop the e-District Center keeping into view the following requirements:

Development and creation of infrastructure for the e-district center as per the laid down specifications by Government of Uttar Pradesh

Implementation of associated hardware, software, telecommunications facilities, appropriate level of network security on all devices and access points and support the growth in the transactions processed at e-District Center.

User management for e-District Center operators including creation, updation, deletion, suspension of user profiles (for CSC managers, operators etc)

Operate, maintain and enhance the E-District Center Interface for additional services to be added during the contract period

Summary - Workflow at e-District Center

Step 1: When applicants reach e District Center, they are immediately directed to the reception from where they can enquire about the application procedure and the application form.

Step 2: After filling up the application form the applicant approaches the Token counter and takes a Token slip which mentions his details, the service being sought, counter number from where the service will be delivered

Step 3: The applicant submits his filled up application form which are checked by the person at the service counter who then forwards the application to the concerned District Administration official for his action.

Step 4: The applicant either gets the delivery from the services counter the same day or he is asked to come on a specific date to collect the deliverable from the delivery counter

Detailed Process Flow

1. Applicant comes to e-District center and makes a query at reception.
2. Applicant visits the Form counter and request for application form and pay money for application form. The form counter attached the list of all relevant documents that needs to be attached with the form.
3. Help desk facility is available for filling form. Form filling also done by private vendor on payment of fees for the service
4. The citizen approaches for Token number.
5. He / she files his application using predefined format.
6. Data entry operator receives an application form and enters details

7. He / she is issued a receipt from e-District application, which specifies the date of delivery of services. Each type of service has a pre-defined delivery time and system automatically calculates the service delivery date.
8. All kind of payments for the fees can be made at the e-District center counter. This further saves the inconvenience of the citizen caused to visit either bank or treasury office to deposit such payments.
9. The applicant either gets the delivery from the services counter the same day or he is asked to come on a specific date to collect the deliverable from the delivery counter depending upon the predefined service levels for the services
10. In between the citizen can track the service request with the help of e-District center receipt through IVRS based system / SMS / website.
11. In order to ensure the timely delivery, the Lokvani Society / District Magistrate monitor the progress regularly so that citizen does not have to visit the office un-necessarily.
12. When applicant receives deliverable against the service delivery, the operator updates the status through module of e-District application.
13. The delivery of documents/processed case is made on the specified date as defined in the service levels. The delivery of the documents happens from the e-District delivery Counter.

In this process, all applications received are recorded and monitored against the delivery due date. The operators will be available on the counters for the prescribed timings for easy accessibility to the citizens.

Features of e-District Centre

The e-District Center will use e-District online Portal for providing services of various departments. e-District Portal will provide the following features specific to E-District Center:

a. User Registration, Access & Profile Management

The e-District Center Interface will support user registration & authentication using the PKI/Biometric mechanism. The user administration services will facilitate providing access for the e-District Center operators to the specific services, based on the authorization provided by the e-District Center Manager and Lokvani Society. The user profile management will also allow administration and management of access rights for e-District Center operators to access/process the specific services from the repository of G2B, G2C, B2C & B2B transaction offered through the e-District Center.

b. Service Integration & Customization

The e-District Center Interface will be customized for providing the G2B & G2C services to the citizen.

c. Increasing efficiency by providing “single sign-on” capabilities across departments/services The e-District Center Interface will provide the capability for a user to log in once and be able to access/process all the transactions he is authorized to perform. The user profiles and their privileges would be administered using an LDAP based solution.

d. E-Forms for Online Services

The e-forms provisioned in the e-District software would be available to citizen at the e- District Center for making service request. e-District Center terminal will provide the printable formats for all the eForms and their corresponding receipts upon submission. All the e-forms will have appropriate field level and business validations built into it to ensure that scope for incomplete/inaccurate information is eliminated and the information is captured for all the mandatory fields in the form.

e. Online Payment Gateway Services

The e-District Center Interface will provide the online payment services (for payment of utility bills, taxes, service fulfilment charges etc) for its users through integration with the payment gateways authorized by Government of Uttar Pradesh. The portal solution would support card payments using all the popular debit and credit cards (Visa, Master card, Amex, etc).The online payment services would provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through e-District Center. The standard protocols such as HTTP, Secure Socket Layer (SSL) will be used for supporting & securing the transactions taking place through the payment gateway.

f. Application Protection

Access to e-District Center Interface, its services will be restricted to authorized users. The security solution will resist attempts by users to bypass security controls. The access will be controlled using the biometric authentication mechanism.

g. Reliability & Integrity of the Services/Transactions

e-District Center are expected to provide several transactional services including utility payment services, tax payments, filing of returns etc in future as and when agreed upon by the concerned department and Government of Uttar Pradesh.

h. Secure transmission of data across e-District Center infrastructure, e-District application and User Departments The solution will use encrypted communication between its components and the back-end department applications. The solution will provide compatibility with industry standard encrypted network traffic, which may be used to transmit critical data (e.g. HTTP over SSL, and LDAP over SSL etc).

i. Auditing and reporting facilities

The solution will provide auditing and reporting facilities to be utilized in system performance and security access controls monitoring.

j. MIS Reporting

The solution will provide an interface to the user departments to obtain the transaction history, summary and detailed reports on daily collections, cancellations etc.

k. Scalable solution

The solution will be scalable in terms of addition of new e-District Center, operators, departments, new services including scalability to the number of users, resources, and access control policies. In addition, it will be scalable to legacy and future applications / resources that will be attached to the solution for integrated service delivery.

l. Secure storage of critical items

The security solution will provide for the ability to securely store critical data within the LDAP/transaction database so that administrators do not have access to items such as transaction information, passwords, user profiles and other critical items.

m. Detailed session management abilities

The security solution will provide for session settings such as idle or max session time-outs, concurrent sessions and other session control settings.

n. Security Monitoring

The portal security solution will be capable of comprehensive logging of the transactions and access attempts to the resources/applications through the e-District Center. It will be capable of logging transaction history, unauthorized access attempts, and attempts to login that fail. It should also be capable of notifying appropriate parties of suspicious activity. Service provider should consistently work for improving the citizen experience at e-District Center. E-District Center should understand that their profitability lies in repeat business. Personalized interaction with citizens will not only increase the profitability but also support

GoUP mission of making e-District Center as obvious choice of service delivery. E-District Center can work on defined variables by GoUP from time to time to increase transactions and thus increasing the revenue flow.

Eligibility Criterion

1. The vendor/agency should have a valid registration and should be in existence for at least three years.
2. The vendor should have experience for operating such centers/kiosks for minimum 2 years.
3. The vendor should have minimum 15 staff members on payroll for at least 2 years.
4. The vendor should have employed at least 10 operators with experience of data entry in Hindi.
5. The vendor/agency should have ISO certification.
6. The vendor should present the detailed profile of team members who will be dedicated for this assignment.

Scope of Work

The responsibilities of vendor includes but are not limited to

1. Hiring sufficient number of resources for operating e-District Centre and the counters established at Tehsil offices. The details of suggested structure are as follows

Designation	Numbers	Roles/Responsibility	Minimum qualification And experience
Project Manager	1	Strategic Management of e-District Center for meeting the expectations from Project. He will be the single point of Contact for Lokvani Society & District Administration of the concerned district. He will be responsible for smooth execution of project.	Post Graduate with Minimum 3 years experience
Center Manager	1 per e-District Centre	Operational & Human Resource Management	Graduate with minimum 1 year diploma in Computer Applications with at least 2 years experience
Accountant	1 per e-District Centre	Cash & Accounts Management	Graduate with 1 year experience in general accounting work.
Guard	1 per e-District Center	Security and Parking Space Management	Accredited Security Services
Operator	1 per counter	Data entry, accepting service request. The conduct with citizen should be co-ordial and responsive such that the citizen realizes the utility and ease of service delivery by the government	Typing speed of 100 character per minutes (Hindi)

* The vendor will be responsible for the maintenance/troubleshooting of hardware/network provided to him.

2. Service Provider should print the receipt on receipts provided by Lokvani Society only. Service Provider needs to purchase serial numbered roll from the Lokvani Society at its cost price. He should also make available all the consumables and any other goods or articles required from time to time for continued functional operations of e-District Center, which include but are not limited to:

- i. Thermal Paper Rolls for Electronic Token Dispensing- system.
- ii. Ribbons for Dot Matrix Printers.
- iii. Cartridges for Laser Printers.
- iv. Ribbon for Card Printer.
- v. Pre-Printed Computer stationery required for various applications and certificates.
- vi. Tape Cartridges for backup
- vii. Plain Paper, files folders and other stationary articles.
- viii. Receipts and acknowledgements to be issued to citizens

The Service Provider shall maintain an inventory adequate for two weeks operations at each e-District Center. He has to maintain proper records of supply and usage of pre printed stationary. The district administration will conduct periodic audits to confirm the same and any violation can result into legal action which includes termination of contract.

3. In addition to the services identified/included by government under e-District project the vendor can choose any 3 other B2C services similar to following categories.

- i) Railways and Reservation
- ii) Insurance and Mutual funds
- iii) Utility Services (Payment of bills etc.)
- iv) Airline ticket booking.

It has to be noted here that the necessary infrastructure required for making these services available has to be arranged by the vendor. He has to ensure that he is employing additional operators for such additional services. The vendor can use maximum three of the counters of e-District Centre to provide such services installing hardware of his own.

4. District Administration has established e-District centre in Collectorate with following facilities

- i) Furnished with necessary furniture
- ii) Computers, Server, Printers, Biometric Devices and other hardware components.
- iii) Connectivity : LAN and with SWAN

Any additional hardware/furniture has to be arranged by the vendor. He has to maintain proper records of physical amenities handed over by administration and his own arrangements. The vendor is responsible for maintaining the hardwares/furniture and centre in overall and the cost incurred will be borne by him.

5. The vendor has to pay the electricity bill, water bill, fee/charges for any other government/private utility service taken for operating the centre. He has to arrange for a silent generator to check power cuts. Any delay in service delivery because of unavailability of power will not be acceptable and the Lokvani Society has the authority to terminate the contract or take appropriate action in such cases.

6. For service delivery from tehsil offices will provide the space for operation but the necessary hardware (minimum two computers, 2 printer cum scanner, 2 biometric devices, 2 digital webcams, own internet connection and necessary furniture) has to be procured by the vendor. Any other maintenance charges/utility bills have to be paid by the vendor.

7. The vendor and his staff have to strictly adhere to the process and service levels defined by district administration.

8. The vendor has to pay a minimum amount per month as rent for the building and other hardware provided by district administration. The amount will be disclosed in the meeting for presentation scheduled as mentioned. The vendor should quote above this amount and maximum quote will be considered.

9. The vendor has to pay a minimum share of the revenue generated from all the services provided through e-District Centre/Tehsil desks (both G2C and B2C). For service related to RTI applicable government orders have to be followed. The minimum percentage will be disclosed in the meeting for presentation scheduled as mentioned. The vendor should quote above this percentage value and maximum quote will be considered.

10. The fee chargeable for G2C service is fixed at Rs.15 per request. The proposed services for the first phase are as follows

S. No.	Service Categories	Sub-Services
1	Certificates	1. Income 2. Caste 3. Domicile 4. Birth 5. Death
2	Pension	1. Widow 2. Old Age 3. Handicap
3	Ration Card	1. New Ration Cards 2. Updation of Ration Cards

4	Dues & Recovery	1. Issue of RC 2. Tracking of RC 3. Issue of Notices 4. Recording of payments
5	Grievance	1. Grievance Redressal 2. RTI
6	Revenue Court	1. Progress Tracking 2. Case Listing 3. Final Orders
7	Employment Exchange	1. Registration of candidates at the employment exchange 2. NREGA, SGSY

11. The e-District Centre/Tehsil Desk will be functional from 8.00 AM to 8 PM on all the working days as declared by Uttar Pradesh Government. Vendor has to make all necessary arrangements to follow the same.

12. It is planned to have 8 desks in e-District Centre for service delivery and 2 desks per Tehsil for service delivery. As mentioned earlier the vendor can use maximum 3 desks (his own hardware has to be installed in e-District Centre for B2C (commercial) services.

Schedule of Events

1. The vendor has to submit a detailed proposal well before the deadline mentioned in press release showcasing his past experience and detailed profile of staff members who will be dedicated to the operation of e-District Centre and Tehsil Desks. It should also have details regarding the plan of action/deployment and mode of operation. He has to submit the details of the commercial services he is planning to deliver from e-District Centre. A meeting will be scheduled as defined below where the vendor should come with a PowerPoint presentation sharing his plan of action and other details

2. The evaluation committee will assess the technical bids submitted and will inform the shortlisted vendors to submit the financial bids. It is recommended to vendors to prepare the financial bids in advance so that they can submit it as soon as information regarding shortlist is sent to them. Format of financial bid is as follows

Fixed amount to be paid per month (Minimum amount will be disclosed in meeting)	
Revenue share for G2C and B2C (government and commercial) services. (Minimum share for district will be disclosed in meeting)	

3. The vendor quoting highest amount will be considered for the award of contract for a year. The contract will be subject to renewal every year depending on the feedbacks received, service standards and if the vendor meets all the performance standards set by district administration and Lokvani Society.

4. The vendor should be able to depute his staff and install necessary hardware within a week of allotment of work. Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order. The client may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.

Award of Contract

The contract will be awarded on the basis of technical and financial evaluation done by a committee appointed by Lokvani society.

Important Dates

Last Date for submission of technical bids: 06 January, 2009 at 3 P.M

Meeting for Lokvani Society and presentation: 06 January, 2009 at 4 P.M

Declaration of shortlist: 06 January, 2009 at 6 P.M

Last date for submission of financial bids: 07 January, 2009 at 3 P.M

Declaration of decision by Lokvani Society: 07 January, 2009 at 5 P.M