

**DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION
MINISTRY OF COMMERCE & INDUSTRY
GOVERNMENT OF INDIA**

REQUEST FOR EXPRESSION OF INTEREST

**DESIGN, DEVELOPMENT, IMPLEMENTATION AND
MAINTENANCE OF THE eBIZ MISSION MODE PROJECT
FOR THE GOVERNMENT OF INDIA**

The Department of Industrial Policy & Promotion (DIPP), Government of India (GoI) invites expression of interest from qualified firms for providing IT services in the Design, Development and Implementation of the eBiz – G2B Platform Solution for the Government of India.

Interested parties may provide the details of their organization, relevant experience, and technical and financial capability, as solicited in the detailed EOI document available on the web sites <http://dipp.nic.in> or <http://www.nisg.org>, in the prescribed formats, indicating that they are qualified to perform the services required by the project.

Interested parties may obtain further information at the address below from 1100 to 1700 hrs. Expressions of Interest must be delivered to the address below by 1700 hrs on **09.06.2008**.

Shri Rajat Kumar, Director
Department of Industrial Policy & Promotion
Ministry of Commerce & Industry
Udyog Bhavan, New Delhi - 110011 , India
Tel: +91-11-23061987
E-mail: fiia@nic.in

REQUEST FOR EXPRESSION OF INTEREST

FOR

**PROVIDING IT SERVICES IN THE DESIGN,
DEVELOPMENT, IMPLEMENTATION, AND
MAINTENANCE OF eBIZ – A G2B PLATFORM
FOR THE GOVERNMENT OF INDIA**



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**DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION
MINISTRY OF COMMERCE
GOVERNMENT OF INDIA**

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1. PURPOSE OF THE EOI

The Department of Industrial Policy & Promotion (DIPP), Government of India (GoI) invites expressions of interest in the Design, Development, and Implementation of the eBiz – a G2B Platform Solution for the Government of India. This is not a Request for Proposal (RFP). The information gathered through this EOI will be used to define a technical solution, based on open standards and capable of meeting the projects' current and future needs, and to design an RFP that promotes vendor competition and creative technical solutions that will meet business and constituent needs.

2. BACKGROUND

The Government of India (GOI) has been making efforts on several fronts to improve the investment climate in the country by simplifying the procedures for grant of approvals, by reducing the delays, by reengineering the regulatory processes prescribed under various legislations etc. As a result, starting a business in India has become considerably easier over the last 2 years. It now takes 35 days to register a company in Mumbai, compared with 71 days a year ago and 89 days in January 2004. The improvements are a result of various computerization and e-governance initiatives undertaken for obtaining tax registration numbers – both Personal Account Numbers (PANs) and Tax Account Numbers (TANs), and electronic filing of procedures related to corporate affairs – approval of company names, vetting of Memorandum and Articles of Association and Registration.

There is still room for improvement, however. India lags behind best practices when compared with other countries. Start-up takes 2 days in Australia. The OECD average is 17 days. The number of procedures to start a business in India (11 procedures) is also high compared with the OECD average of 7 procedures and South Asia average of 8. There are also large variations across various cities in India in respect of business start-up. The official cost estimates to start a business in India are also high, at 74% of income per capita. As with business start-up, obtaining the necessary licenses and permits and the relevant information related to the licenses and permits also is a complex and time consuming process. For example to construct a warehouse, it requires 20 procedures and 270 days, with a cost of 606% of

income per capita. Requirements also vary considerably across State and Local Governments. (*Source – Report on Reforming the Environment for Doing Business in Indian States – DIPP, February, 2008*)

The National E-Governance Plan (NEGP) of the Government of India (refer <http://www.mit.gov.in> for more details on NEGP) contemplates implementation of 27 Mission Mode Projects (MMPs) including integrated services projects in a time bound manner committing the required resources of the public and private sectors for achieving measurable outcomes and goals. **eBiz is one of the integrated services projects figuring in the NEGP.**

3. OBJECTIVES OF THE EOI

The objective of this EOI is to identify qualified vendors for the implementation of the proposed eBiz G2B Platform Solution for the Government of India.

This EOI does not constitute a commitment to conduct procurement, or an offer of a contract or prospective contract. DIPP shall not be liable for any costs incurred by any potential vendor in the preparation and submission of information in response to this EOI.

Following a review of the prospective vendors' responses, DIPP shall shortlist qualified prospective vendors for the purpose of issuing the RFP and soliciting formal proposals

4. PROJECT OVERVIEW

4.1 VISION OF EBIZ

To transform the business environment in the country by providing efficient, convenient, transparent and integrated electronic services to investors, industries, and businesses in the areas of

- information on forms & procedures,*
- licenses, permits, registrations,*
- approvals, clearances, permissions,*

- *reporting, filing,*
 - *payments and compliances*
- throughout the business life-cycle*

The core theme of eBiz lies in radical shift by Government in its service approach -from being department-centric to customer-centric- in providing services to the business community.

The key features of this approach include:

- a. Creation of a business-friendly environment, through easy and convenient access to information and services
- b. A service-oriented approach to the investors, industries and businesses.
- c. A Single Window approach by Government in catering to the requirements of businesses w.r.t G2B services throughout the business life- cycle, namely , during Pre-establishment, Start-Up, Operations, Expansion and Closure stages of the business.
- d. Establishing a platform for integrating the services provided by the Central, State and local governments to the business community.
- e. Provision of Government Services not only by concerned Government departments alone but also by a number of private Value Added Service Providers, where possible and necessary.

4.2 STRATEGIC OBJECTIVES OF eBIZ

With the aforementioned background and the vision behind the eBiz MMP, the following strategic objectives are identified for the eBiz MMP:

- a. To establish a single-window mechanism for integrating the services – informational, transactional and interactive - of central, state and local governments
- b. To reduce the time for pre-establishment processes
- c. To provide simplified forms, procedures and information in a convenient and cost-effective manner
- d. To enable event-based, online G2B interactions and transactions
- e. To enhance transparency, speed, certainty & responsiveness
- f. To enhance efficiency and convenience for businesses to transaction with government
- g. To promote a digital environment in the G2B space by increasing the percentage of businesses that transact electronically with government

- h. To create a platform for cross-agency cooperation in data sharing and service delivery
- i. To create a self-propelling state-of-the-art G2B ecosystem that supports the requirements of the business community for information and services, in a customer-centric manner and on the basis of felt needs.
- j. To create an environment that enables Value-Added Service Providers to design, develop and provide a host of services – integrated and mashed-up – to the business entities, catering to the generic and horizontal requirements like registrations and regulatory compliances, as well as the specific requirements of industry verticals.

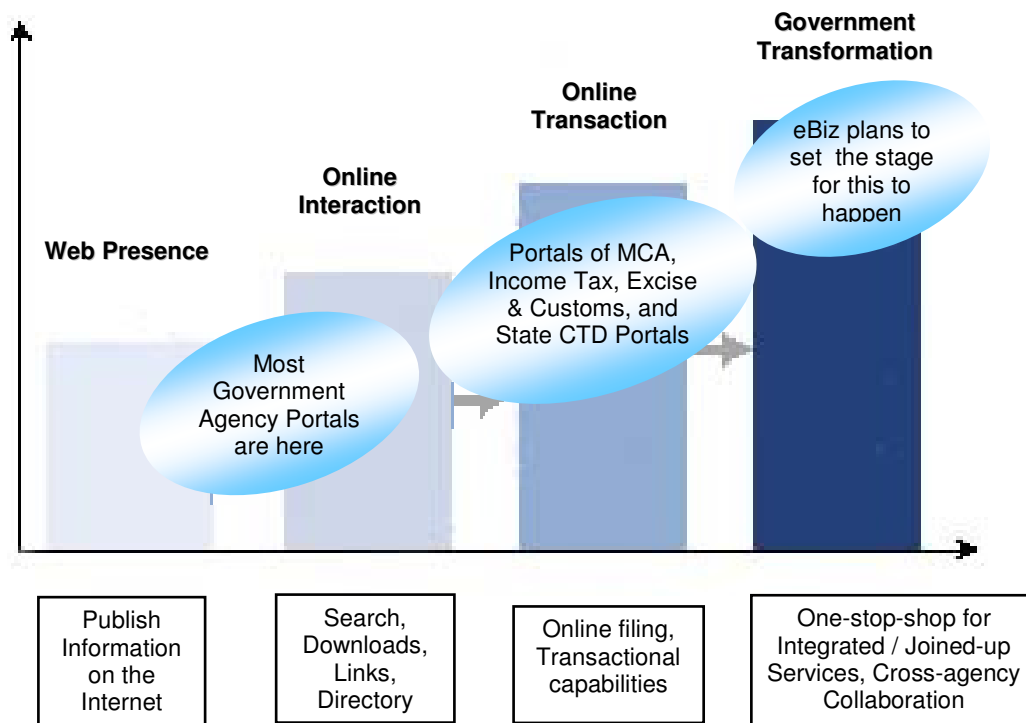


Figure 1. Strategic Intent of eBiz

4.3 GUIDING PRINCIPLES OF eBIZ

Considering the immense potential for provision of a large number of G2B services, throughout various stages of the business life cycle, the following guiding principles are proposed to be followed for implementation of the eBiz project:

- a. **Transformation of Services:** Transformation is the essence of e-Government. The customers and stakeholders of the proposed eBiz initiative have to **feel** the visible impact and difference that the project will make on the way they transact with the government. Transformation would involve redefinition of services, reforms in the areas of forms, procedures, rules, regulations and laws that govern various aspects such as initiation, approval, implementation and operation of industrial and business projects. It is necessary to follow the contemporary best practices - national and international to achieve this transformation.
- b. **Common Interface for Business Users:** The departments' providing the services online through internet, including the departments which are in the process of setting up the facilities to provide the services online, are incidentally creating multiple channels for the citizens/business users, leading to silos of information pertaining to the same business user. In the long run, providing a common user interface enables department(s) to have a common and integrated view of a business entity. It also enables the departments to utilize the **common government information and infrastructure** for providing their services online leading to overall reduction in costs for creating IT and security related infrastructure.
- c. **Service-Oriented Architecture (SOA):** The nature and quality of services provided would determine the success of eBiz initiative ultimately. The functional, technical, and business architectures to be developed as a part of eBiz should therefore be guided by **service** as the single most important factor in decision-making in all these areas. The eBiz solution design shall consider the current status of IT at various participating departments and should be designed to address the requirements of different participating departments without the latter having to make changes in their applications and/ or databases.
- d. **Common Processes:** Customer-centric approach and service-oriented architecture demand that actions and steps required of the customers are simple, uniform, minimal and non-duplicative. This requirement can be met by minimizing the number and complexity of forms and procedures within each agency, mapping the same across agencies, identifying commonalities, eliminating duplication across agencies and eventually coming up with a set of streamlined processes that have **uniform look and feel across all agencies**. For instance the procedures and processes connected with the following categories of services can be redesigned to be uniform across all agencies.
 - i. Registration
 - ii. Filing of forms, returns

- iii. Payments
 - iv. Requests for permissions, approvals and licenses
 - v. Seeking information and records
 - vi. Tracking the status of requests etc.
- e. **Sustainability of Operations:** For eBiz to grow and enable widespread proliferation of G2B service delivery, every decision regarding the business, financial, technological, process models to be adopted for eBiz, has to take into consideration, the principle of self-sustainability of operations of eBiz.
- f. **Public Private Partnership:** The concept of eBiz is ideally suited for implementation under a Public Private Partnership (PPP) model. This would serve several purposes. Firstly, it would bring in the financial, managerial and technology **resources** of the private sector to the public fold. Secondly, it would ensure that the services are offered on a **sustained** basis in an **efficient** and **cost-effective** manner. Thirdly it would also enable a dynamic configuration of the portfolio of the services in tune with the needs of the market.

While the large-scale rollout would thus be ideally taken up under a PPP arrangement, the eBiz pilot proposed here shall be completely funded by DIPP. The design, development and implementation of the eBiz MMP should therefore be in conformity with the requirements of scalability and interoperability that enables rapid expansion in multiple dimensions (geography, industry sectors & service portfolio); and enables entrepreneurs to develop and provide value-added services to the business community through appropriate linkages with the eBiz Portal.

- g. **Conformance to the National e-Government Standards:** eBiz is an important initiative under the NEGP and as such will have to inter-operate with several other national level / state level projects envisaged under NEGP / other major e-government initiatives of the states and accordingly the eBiz Solution should be based on an architecture that allows for loose coupling with the information systems of all the agencies involved. It should also be built on the fundamental principle of front-end being technologically independent from the back-end. This ideal scenario is possible if the following three principles are observed strictly:
- a. eBiz should conform to the National e-Governance standards. (being developed by Department of Information Technology, GoI).

- b. eBiz should be designed to seamlessly integrate with the National e-Governance Service Delivery Gateway (NSDG) - an initiative being implemented in parallel by DIT, GoI.
- c. eBiz should adopt open inter-operable standards so as to provide for addition of new services, agencies, service providers and delivery channels in future, with the least effort.

4.4 HIGH-LEVEL OVERVIEW OF PROPOSED eBIZ SOLUTION

Figure 2 below outlines the high level framework envisaged for the eBiz Solution. The eBiz Solution framework has five distinct domains, namely,

- (A) Government Portals Domain (including eBiz India G2B Portal)**
- (B) Value-Added Service Providers' Domain**
- (C) The e-Government Service Delivery Gateway Domain**
- (D) eBiz Shared Services Domain**
- (E) Government Departments' Backend Domain;**

The eBiz Portal and the eBiz Shared Services Domain, together, are termed as the **eBiz Platform**.

The following are the salient features of the solution framework for eBiz:

- a. The proposed eBiz Platform shall provide a common interface for a suite of commonly used services by business entities serving as a starting point and single gateway of access to G2B information and services of Central/State/Local governments. It may be noted that the eBiz Platform (Domains A & D), will not by itself deliver any services to the directly to the end users but will only make available access to a wide range of services by different service providers. These service providers could be the government agencies themselves; the PPP partners of govt. agencies and a new breed of Value-Added Service Providers
- b. The domains A, B, D, and E do not interact with each other directly but only through the Gateway (Domain C)
- c. The eBiz Solution has to be developed and implemented based on a Service Oriented Architecture and a complete customer-centric approach. In other words, eBiz should provide context sensitive information and services to the business users, based on the profile of the business users.
- d. While the eBiz India G2B Portal provides the single point of access to a gamut of services useful to the business committee, the eBiz Shared Services Infrastructure provides the framework, tools and components

that will enable creation and provision of such G2B services. The partner portals (in Domains A & B) actually provide the required services to the end-users. In other words, eBiz India G2B platform acts as a **container** in which the **content** is added by the partner-portals.

- e. The eBiz Solution should have the **ability** to scale along the three dimensions of geography (more states), more services (of central and state governments) and along more industry verticals through portals established by VASPs. The **ability** to scale should be both, technically feasible and contractually permissible.
- f. In sum, what is sought to be created through the eBiz Pilot Project is a facilitating and enabling platform completely based on the principles of SOA. The platform, by itself, does not provide any end-user services but it will enable other portals in the Government and private domains to exploit the power and features of the platform to design, develop, implement, and provide G2B services. The implementation vendor will be required to first create the eBiz Platform and then demonstrate the power, features and capabilities of that platform by designing, developing and implementing a set of 29 services specified in Annexure II below.
- g. The approach to the implementation of the eBiz MMP as outlined above is considered to be a viable approach for creation of a one-stop-shop for access to G2B information and services that is immensely scalable in a synergistic way and provide a very large number of services in conjunction with various portals in the Government and private domains.
- h. One of the requirements critical to the long term sustainability of the project is the need to preserve end-user convenience despite the exponential growth of the services. This is sought to be achieved by enforcing a set of standards together with an appropriate taxonomy, metadata, and a content management system as essential components of the eBiz Platform.

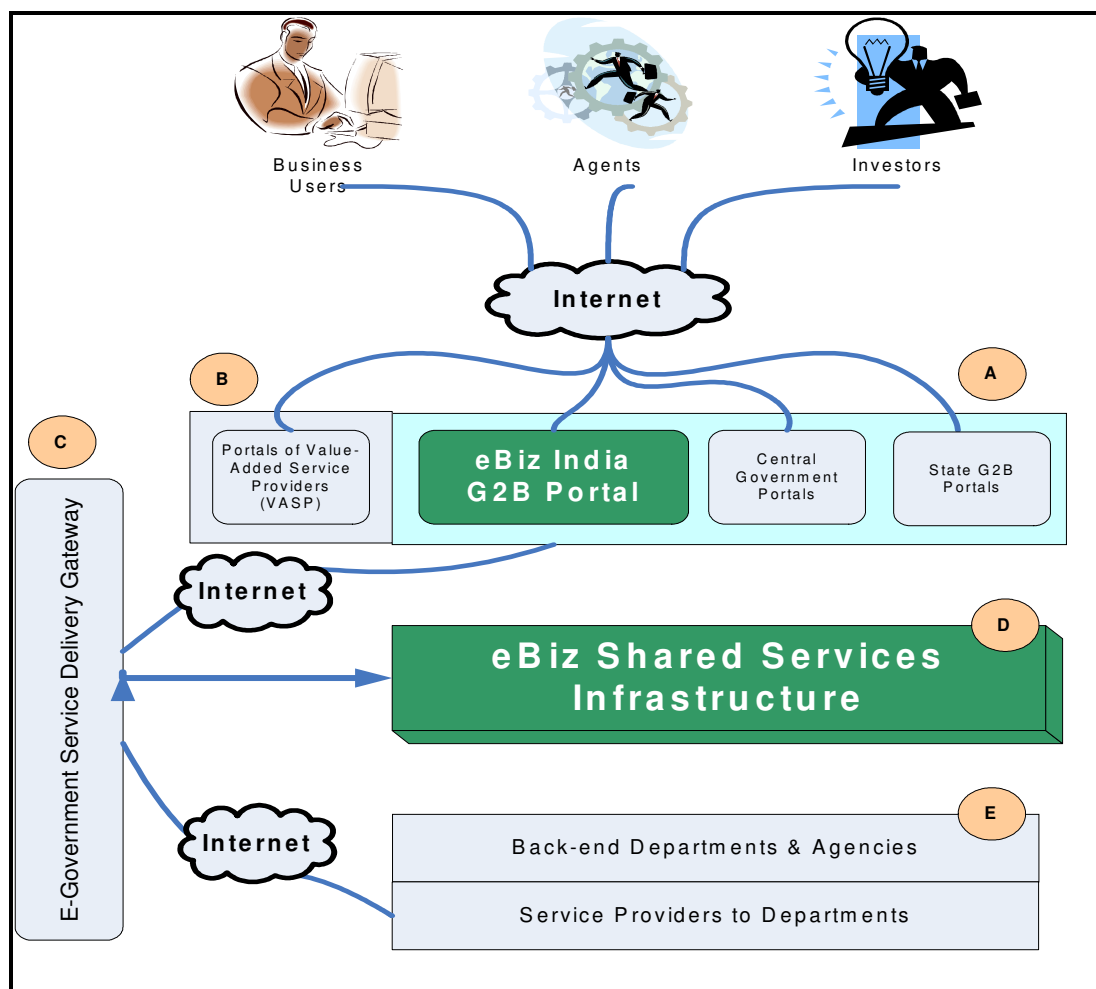


Figure 2. High Level Overview of Proposed eBiz Solution

4.5 APPROACH TO eBIZ MMP IMPLEMENTATION

Given the challenges and the stakes involved, a staged approach has been adopted by DIPP for implementation of eBiz MMP. The entire solution is conceived to be implemented in a three phase model as shown below:

- a. **Creating the eBiz Platform**
- b. **Pilot Phase of eBiz MMP**
- c. **Expansion of eBiz Pilot Phase**

a. **Creating the eBiz Platform**

The approach to implementation of the eBiz Platform is to create the requisite infrastructure and technological environment that will enable provision of increasingly large number of G2B services to the business

sector. The eBiz Platform consists of 2 components namely: (i) eBiz Portal which is the front-end that acts as the single point of entry and (ii) the eBiz Shared Services Infrastructure that enables development of applications and provisioning of G2B services. Given the criticality and pivotal nature of the eBiz Platform, it shall be established centrally by DIPP on a bought-out basis.

b. Pilot Phase of eBiz MMP

Pilot phase of eBiz MMP shall be the first “*working model*” of eBiz MMP, which shall have the following objectives:

- a) The pilot phase will validate the functionality of the eBiz Platform.
- b) The pilot will enable the provision of 29 selected services to the business community deploying the eBiz Platform in conjunction with the portals of other partner departments and agencies.

For the pilot phase of eBiz, 29 services from Central, State government departments and Local Bodies have been identified. Amongst the 29 services, 18 services are related to the Central Government Departments and 11 services are from State Government and Local Bodies. Five states in the country namely Andhra Pradesh, Haryana, Maharashtra and Uttar Pradesh and Delhi have been identified for pilot implementation of the eBiz MMP. Please refer to Annexure II for the list of departments and the associated services for the pilot phase of eBiz MMP.

The purpose of this EOI and the subsequent RFP process is to eventually select the vendor who shall implement the eBiz Platform and the pilot phase of the eBiz MMP.

c. Expansion of eBiz Pilot Phase

Though the pilot phase of eBiz MMP is planned with 29 G2B services, it will eventually have to offer all the G2B services through out the business life cycle, which potentially runs into several hundreds of services to be provided by various government agencies across the country.

The expansion of the eBiz MMP beyond the pilot stage can happen through the following routes:

- i. The initial partner departments participating in the pilot phase deciding to add more information and services using the eBiz Platform and also choosing to include more jurisdictional units of their department.
- ii. New departments and new states subscribing to the eBiz MMP and seeking to provide their services through the eBiz Platform.

- iii. Value-added-service providers in the form of private entrepreneurs subscribing to the eBiz Platform and providing G2B services for which there is a market demand. These could be also in the form of vortals that address the G2B services applicable to a particular type or category of industries.

In order for the expansion to take place on the above lines, it is necessary to create a conducive environment along the following dimensions:

- A. Creation of an appropriate **policy environment** by the Governance structure of eBiz: This enables and promotes more services, more departments and more states to subscribe to the eBiz Platform to provide more services
- B. Creation of an appropriate **technology environment** by the partner to be selected through this RFP, which is based on the principles of interoperability and SOA.
- C. Creation of a high degree of **awareness among the stakeholder** community by the Governance structure of the eBiz MMP, with the support of the partner, workshops both for the Government and business segments, designing and implementing appropriate communication and marketing strategies
- D. Establishing a **suitably designed business plan** for the financial sustainability of the eBiz Platform: This could involve fixing appropriate subscription charges for availing the services of the eBiz Platform by the departments of the central, state and local government as also the VASPs. This could also involve ensuring that the overall look and feel of the G2B portal is preserved on a continuing basis.

4.6 STAKEHOLDERS OF THE eBIZ MMP

Project Stakeholder	Role of the Stakeholder
Department of Industrial Policy & Promotion (DIPP)	DIPP is the sponsor of the pilot phase of the eBiz MMP and will be the owner of the pilot phase of the project. DIPP will provide the vision, leadership, and operational oversight for the eBiz MMP. They will also be responsible for establishing the Governance structure to create the suitable policy and technology environments, a business model and the awareness essential for expansion of the eBiz MMP beyond

	the pilot phase
eBiz Solution Provider	The eBiz Solution Provider (Implementation Partner) shall be responsible for design, development, implementation and maintenance of eBiz Solution consisting of the eBiz Platform. The partner shall also be responsible for supporting DIPP during the expansion phase which could be concurrent with the pilot phase itself. These responsibilities specifically include creation and maintenance of the appropriate technology environment and also developing and implementing a suitable communication and marketing plans.
Participating Departments	For the pilot phase of eBiz MMP, through careful planning and approach, 18 departments from Central, State, and Local Governments have been identified and 29 services from these select departments are forming part of pilot phase of the solution. Refer to Annexure II for the list of participating departments.
Department of Information Technology (DIT)	The DIT has been making pioneering efforts in identifying the use of ICT in government service delivery, implementing e-Governance projects across the country, more specifically the National e-Governance Service Delivery Gateway (NSDG). DIT would also be responsible for enabling the usage of NSDG which is a key component in the overall eBiz Solution.
Business Users	The eBiz Solution is aimed at providing the services to the business users who are the major stakeholders in the project. Business users shall on a continuous basis provide the valuable inputs to enhance the functionality and features of the solution.

4.7 ROLE OF DIPP IN THE eBIZ MMP

DIPP which is responsible for the eBiz MMP focuses on three functional areas concerning eBiz: Planning and Policy, Contract Oversight and Performance Monitoring, and Program Management. Within the scope of these three areas, the Department assumes the following roles in support of the project:

- Sets goals and vision for the project
- Tracks performance against metrics and report to stakeholders
- Assists agencies and local governments in bringing their services to eBiz
- Provides project/contract management of the public/private partnership

4.8 HIGH-LEVEL REQUIREMENTS OF THE eBIZ SOLUTION

With the given background, vision and objectives of eBiz MMP, this section outlines the high-level requirements of the eBiz Solution. ENSURING SCALABILITY AND INTEGRATION OF G2B SERVICES ACROSS THE 3 DIMENSIONS OF GEOGRAPHY, AGENCIES, AND VERTICALS, AND ENABLING PROLIFERATION OF PUBLIC AND PRIVATE VALUE-ADDED SERVICE PROVIDERS ARE CARDINAL REQUIREMENTS OF THE PROJECT.

(1) Unified eBiz G2B interface for business users

The main objective of eBiz is to provide a single window unified interface to multitude of G2B information and services both at central and state government levels.

The departments' providing the services online through internet, including the departments which are in the process of setting up the facilities to provide the services online, are incidentally creating multiple channels for citizens/business users which in turn are leading to creation of silos of information pertaining to the same business user. In the long run, providing a common user interface enables department(s) to have a common and integrated view of a business entity. It also enables the departments to utilize the common government information & infrastructure for providing their services online leading to overall reduction in costs for creating IT infrastructure.

On the other hand business users are provided with the convenience of having one stop shop for all the G2B information and services. It is envisaged that the eBiz India G2B Portal should be the first point of reference for all G2B related information and services. Establishing such a unified interface involves the following:

- i. Facility for creation of eBiz profile for each business entity.
- ii. Creation of uniform look and feel across services
- iii. Navigational features based on collation and syndication of information
- iv. Seamless integration and interoperability with a host of external portals in the Government and private domains.

(2) An Effective Content Management System

The eBiz Platform is expected to evolve during the pilot phase and beyond, through addition of more departments, services, and service providers. It is necessary to put in place, an appropriately designed Content Management System (CMS) to achieve the following objectives:

- i. To ensure that authentic, comprehensive and current information useful to the business entities is only allowed to be published on the eBiz portal and
- ii. To ensure that the information content as well as the interactive and transactional services are positioned in a logically sequential manner within the portal such that end-users are can access the required information with minimum number of clicks despite growth in content.

(3) G2B Shared Services Infrastructure

The eBiz G2B Shared Services Infrastructure is one of the most critical components of this solution, as it will enable a rapid expansion of the portfolio of G2B services that the eBiz MMP can offer. The infrastructure should be such as to enable the external portals to avail the shared services in a cost and time effective manner to quickly design, build and deploy G2B services online to their customers. The Shared Services Infrastructure also contains toolkits for rapid prototyping, development and implementation. This could also include painters/ tools for design and development for eForms, workflows, transaction processes, reporting etc. The shared infrastructure shall also provide basic services like enrolment for services, security, authentication and authorization.

The Shared Services Infrastructure provides a secure technical and service infrastructure that can be used by all state and local governmental entities to leverage economies of scale. By sharing the processes and systems of the eBiz Shared Services Infrastructure, government entities will be able to reduce redundancy of effort.

(4) Integration and Interoperability through E-Government Service Delivery Gateway

The success of the eBiz Platform is singularly dependent on its ability to interoperate and integrate with a host of departments', agencies' and service

providers' applications, so as to fulfill the business user needs, in an efficient and assured manner. The eBiz Solution aims to achieve this by utilizing the E-Government Service Delivery Gateway Infrastructure, namely the National E-Governance Service Delivery Gateway (NSDG), being setup by the Department of IT, GoI. The responsibility of the partner to be selected for implementation of the eBiz Solution is to fully understand the Gateway standards and protocols developed by the DIT and design the eBiz Solution in such a manner as to seamlessly integrate with the NSDG. It is also essential in this regard that the various departments of the Government intending to utilize the eBiz Platform should also align/ create appropriate standards-based interfaces that can interoperate with the NSDG.

(5) Scalability & Integration across the 3 dimensions of geography, agencies, and verticals

eBiz Platform aims to be the focal point through which eventually all the G2B information and services would be accessible. While the pilot phase addresses only 29 services, the portfolio is likely to enlarge significantly soon after the platform is launched. It is necessary that the implementation partner design the eBiz Solution, especially, the eBiz Shared Services Infrastructure to be highly scalable not only to take on higher loads of transactions, but also to add more departments, agencies, services and their providers in a seamless and effortless manner to the eBiz India G2B portal.

(6) Enabling Environment for proliferation of public and private service providers

One of the critical premises on which the solution is based relates to creation and maintenance of an appropriate policy and technology environment that facilitate a rapid expansion of the service portfolio of eBiz. The responsibility of creating such an environment rests jointly with the Governance structure of eBiz as also on the implementation partner to be selected through the RFP process.

(7) Enabling Infrastructure for delivery of integrated, joined-up and mashed-up information and services

The end goal of eBiz MMP is to provide all G2B services in a customer-centric fashion. This translates to organization of the information and services in a

manner that is comprehensive, logically sequential and most often event-driven or need-driven. It also requires that the portfolio of services contains not only G2B information and services but also B2B informational services that will add to the comprehensiveness and completeness and fulfill the needs of the business users.

The eBiz Platform shall be developed incorporating the features that will enable the following in a phased manner:

- i. Presentation of the offered services in a logically sequential and correlated manner designed from the customer's view point.
- ii. Enabling specially designed composite application forms to be sent to several departments and agencies in parallel so as to fulfill the request of the business user and
- iii. Joining up the workflow of the backend departments in such a manner that a single request from the business user is routed to the appropriate government authorities in a logically sequential manner so as to minimize the delays due to dependencies typically observed in G2B interactions, currently.

5. TIMELINES AND KEY MILESTONES

5.1 OVERALL PROJECT TIMELINES

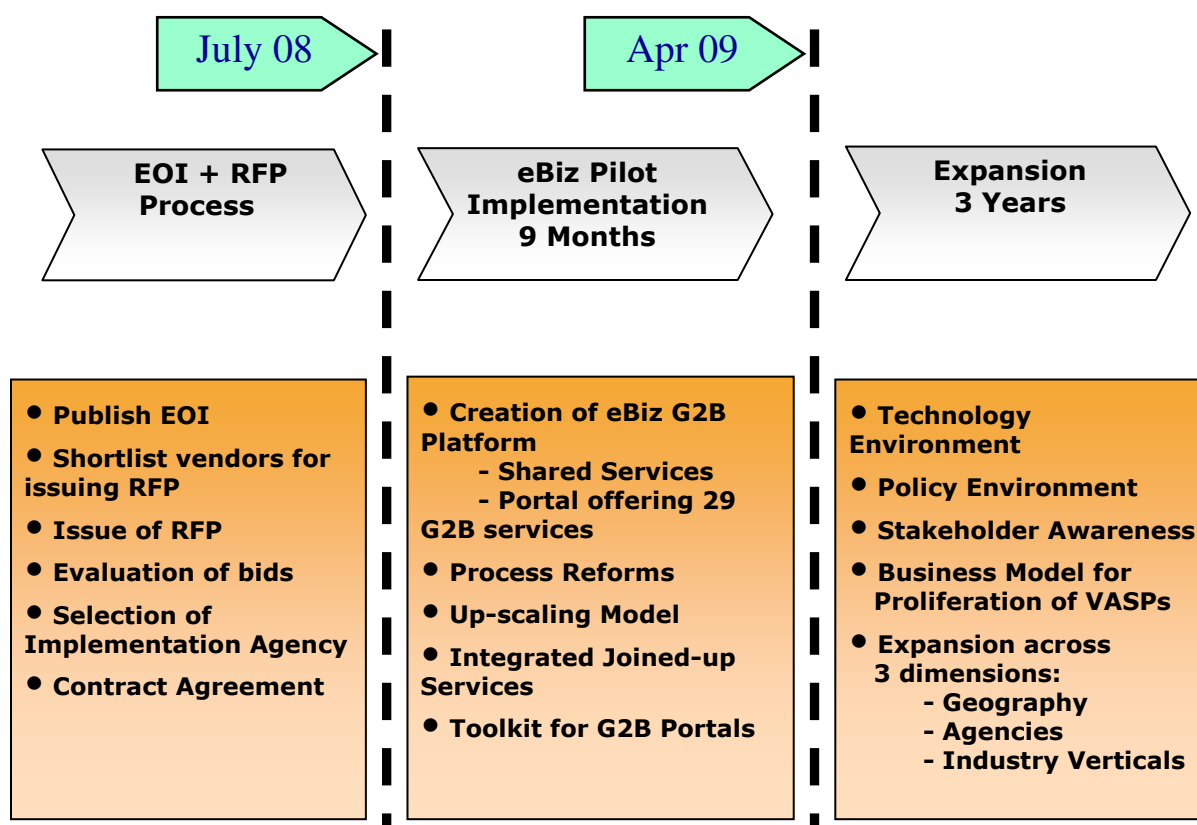


Figure 3. Overall Timelines of eBiz MMP

5.2 SCHEDULE OF EVENTS FOR EOI

DIPP intends to comply with the following schedule for this EOI. These dates represent a tentative schedule of events. DIPP reserves the right to modify these dates at any time.

S.No	Event	Schedule Date
1	Publish EOI	14.05.2008
2	Due Date for Submission of Questions to EOI	19.05.2008
3	Pre-Bid Conference	26.05.2008
4	Response to Bidder Questions	02.06.2008
5	Deadline for Submission of Responses to EOI	09.06.2008

6. QUALIFICATION REQUIREMENTS

- a. The respondent should have had an average annual turnover of Rs. 200 Crores during the last 3 financial years (as on 31-03-2007), as evidenced by the audited accounts of the company
- b. The respondent should be an IT-solutions-provider incorporated in India and having successfully implemented at least 3 IT-projects¹ as evidenced by:
 - i. Purchase orders relating to the 3 projects summing up to at Rs. Twenty Five Crores or more (> Rs 25 Crores),
 - ii. Completion/Go-live certificate for the 3 projects issued by the client.
 - iii. Client reference details for the 3 projects.
- c. The respondent should have had prior experience in at least 2 e-Governance projects² as evidenced by:
 - i. Purchase orders relating to the 2 projects summing up to Rs. Ten Crores or more (> Rs 10 Crores),
 - ii. Completion/Go-live certificate for the 2 projects issued by the client.
 - iii. Client reference details for the 2 projects.

Notes:

1. 'IT-projects' relates to projects involving Application Development and Maintenance (ADM) in areas such as (i) SOA/ Web services and (ii) delivery of online services.

2. 'e-Governance projects' is defined as 'deployment of ICT for delivery of Information & Services efficiently in Government to Business (G2B), Government to Citizen (G2C) or Government to Government (G2G) domains.

3. In respect of both 1 and 2 above, the respondent should have been directly responsible for the implementation of the projects and not just a member of a consortium

7. RESPONSE REQUIREMENTS

7.1 RESPONSE DATE

Responses to this EOI are due on the date specified in the table above at 5:00 p.m. Responses must be submitted to the designated point of contact as identified in Section 7.5 below.

7.2 RESPONSE FORMAT

Respondents are requested to submit their responses in four (4) parts, clearly labelled according the following categories.

a. Part I – Contact Information

- i. This part must include a general background of the respondent organization (limited to 400 words), with information of the contact person for matters relating to the EOI. Annexure – I, Form - I may be used for this purpose.

b. Part II – Expression of Interest

- i. This part must include a letter indicating the interest of the organization in providing the services as they relate to the EOI. The letter must be on the respondent organization letterhead, signed by an official who is authorized to respond to the EOI on behalf of the organization.
- ii. The respondent must also provide the financial details of the organization (as per Annexure I, Form II), enclosing audited financial statements for the previous three (3) years.

c. Part III – Relevant IT Project Experience

- i. Respondents must provide details of IT project experience in the areas relevant to the eBiz Solution requirements, as per the format provided in Annexure – I, Form III. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.

d. Part IV – Relevant e-Governance Project Experience

- i. Respondents must provide details of e-Governance project experience in the areas relevant to the eBiz Solution requirements, as per the format provided in Annexure – I, Form IV. The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.

7.3 COPIES OF RESPONSE

Respondents must submit two (2) hard copies and one (1) electronic copy in CD format of their response to this EOI to the designated point of contact by the date and time specified in this EOI.

7.4 EOI CANCELLATION

DIPP reserves the right to withdraw this EOI if DIPP determines that such action is in the best interest of the Government of India.

7.5 DESIGNATED POINT OF CONTACT

DIPP's official single point of contact for this EOI and the delivery point for responses and correspondence is:

Shri. Rajat Kumar
Director, eBiz
Department of Industrial Policy & Promotion
Ministry of Commerce
Udyog Bhavan
New Delhi
Tel. 011-23061987

8. ANNEXURE I – RESPONSE FORMATS**FORM I – GENERAL INFORMATION OF RESPONDENT**

I. General Information			
Particulars	Details to be Furnished		
Details of the Respondent			
Name			
Address			
Telephone		Fax	
E-mail		Website	
Details of Contact Person			
Name			
Address			
Telephone		Email	

FORM II – FINANCIAL DETAILS OF RESPONDENT

II. Financial Details				
Status (Public Ltd., Pvt. Ltd/ NGO, etc.)	Details of Incorporation & Commencement	Turnover (as on 31st Mar) evidenced by audited financial statements		
	<u>Incorporation of company</u> Date: ROC Ref:	F.Y. 04-05	F.Y. 05-06	F.Y. 06-07
	<u>Commencement of business</u> Date: ROC Ref:			

FORM III – RELEVANT IT PROJECT EXPERIENCE

III. Relevant IT project experience (provide no more than 3 projects in the last 3 years)		
S.No.	Item	Details to be furnished
General Information		
1	Name of the project	
2	Client for which the project was executed	
3	Name and contact details of the client	
Project Details		
5	Description of the project	
6	Scope of services	
7	Service levels being offered/ Quality of service (QOS)	
8	Technologies used	
9	Outcomes of the project	
Other Details		
10	Total cost of the project	
11	Total cost of the services provided by the respondent	
12	Duration of the project (no. of months, start date, completion date, current status)	
Project Capability Demonstration		
<p>Following are the capabilities essential for the eBiz project. These capabilities may be spread over the 3 projects (which are part of minimum eligibility criteria mentioned in Section 6b) and not essentially in this project alone. However, demonstration of these capabilities is compulsory. Respondents are required to provide information substantiating their qualification related to the any/ all of the capabilities. The capabilities are:</p>		
<p>1. Online Portal Applications using SOA/Web Services with Service Orchestration – Software Architecture, Design, Development, and Maintenance:</p> <ol style="list-style-type: none"> Should have demonstrated this in multiple large-scale projects Should have implemented in situations requiring high availability, security and scalability Should have demonstrated capabilities to meet and exceed performance levels and service levels 		
<p>2. System Integration:</p> <ol style="list-style-type: none"> Should have demonstrated ability to deliver turnkey projects successfully from 		

<p>design through deployment</p> <p>b. Should have demonstrated experience in installation, commissioning and provisioning of hardware, software, network in Data Centre environments</p> <p>3. Project and Program Management:</p> <p>a. Should have extensive experience in large scale project and program management</p> <p>b. Should have experience handling multiple stakeholders and locations</p> <p>c. Should have extensive experience in implementing and supporting projects for users in multiple locations.</p>

FORM IV - RELEVANT E-GOVERNANCE PROJECT EXPERIENCE

IV. Relevant e-Governance project experience (provide no more than 2 projects in the last 3 years)		
S.No.	Item	Details to be furnished
General Information		
1	Name of the project	
2	Client for which the project was executed	
3	Name and contact details of the client	
Project Details		
5	Description of the project	
6	Scope of services	
7	Service levels being offered/ Quality of service (QOS)	
8	Technologies used	
9	Outcomes of the project	
Other Details		
10	Total cost of the project	
11	Total cost of the services provided by the respondent	
12	Duration of the project (no. of months, start date, completion date, current status)	
Project Capability Demonstration		
<p>Following are the capabilities essential for the eBiz project. These capabilities may be spread over the 2 projects (which are part of minimum eligibility criteria mentioned in Section 6c) and not essentially in this project alone. However, demonstration of these capabilities is compulsory. Respondents are required to provide information</p>		

substantiating their qualification related to the any/ all of the capabilities. The capabilities are:

1. Online Portal Applications using SOA/Web Services with Service Orchestration – Software Architecture, Design, Development, and Maintenance:

- a. Should have demonstrated this in multiple large-scale projects
- b. Should have implemented in situations requiring high availability, security and scalability
- c. Should have demonstrated capabilities to meet and exceed performance levels and service levels

2. System Integration:

- a. Should have demonstrated ability to deliver turnkey projects successfully from design through deployment
- b. Should have demonstrated experience in installation, commissioning and provisioning of hardware, software, network in Data Centre environments

3. Project and Program Management:

- a. Should have extensive experience in large scale project and program management
- b. Should have experience handling multiple stakeholders and locations
- c. Should have extensive experience in implementing and supporting projects for users in multiple locations.

4. Financial Strength:

- a. Should have financial capability to mobilize resources for large multi-year e-governance projects

5. Capacity Building and Change Management, Awareness and Promotion:

- a. Should have demonstrated capability in conducting capacity building and change management programs for government stakeholders
- b. Should have demonstrated capability in conducting promotion and awareness campaigns for user communities

9. ANNEXURE II – SCOPE OF G2B SERVICES FOR THE eBIZ PILOT

In eBiz Pilot phase, 29 services have been short listed from Central, State Government departments and local bodies.

Central Government Services – 18 Services

State Government Services – 8 Services

Local Bodies – 3 Services

The geographical scope for the 29 services listed above will include the Central Government Departments, State Government Departments of Andhra Pradesh, Maharashtra, Haryana, and Uttar Pradesh and the Local Governments (Municipal Authorities) of GNCTD (New Delhi), Hyderabad (Andhra Pradesh), Thane (Maharashtra), Chandigarh, Gurgaon, Panchkula (Haryana), and Noida (UP).

Table 1 provided below lists the services included in the pilot phase of eBiz project.

Table 1: List of Departments and the related services in Pilot Phase of eBiz portal:

S.No.	Service	Department	Act under which required
1	Issue of Name Availability Letter	Ministry of Corporate Affairs (MCA)	Companies Act 1956
2	Issue of Director Identification Number		
3	Issue of Certificate for Corporation		
4	Issue of Certificate for Commencement of Business		
5	Issue of Permanent Account Number (PAN)	Central Board of Direct Taxes (CBDT)	Income Tax Act 1961
6	Filing of Returns by		

S.No.	Service	Department	Act under which required
	Companies (Form 1)		
7	Tax Deduction Account Number of Income Tax Dept		
8	Excise Tax Registration (Form R-1)	Central Board of Excise and Customs (CBEC)	Central Excise Act 1944
9	Filing monthly returns for production and removal of goods (Form E.R. 1)		
10	Service Tax Registration (Form ST-1)		
11	Filing Half-yearly Service Tax Returns		
12	Issue of Industrial Entrepreneur Memoranda	Department of Industrial Policy & Promotion (DIPP)	Micro, Small, and Medium Enterprises Act
13	Issue of Industrial License		
14	Issue of Importer Exporter Code	Director General of Foreign Trade (DGFT)	FT (Development & Regulation) Act 1992
15	Application for Environmental Clearance	Ministry for Environment and Forests (MOEF)	Environment (Protection) Act 1986
16	Filing of FC-GPR (Reporting of Forex Transaction)	Reserve Bank of India (RBI)	FEMA 1999
17	Filing for Employees State Insurance Corporation	ESIC, M/o Labour & Employment	Employees State Insurance Act 1948
18	Filing for Employees Provident Fund Organization	EPFO, M/o Labour & Employment	PF Act 1925
19	Issue of Registration Certificate under Value Added Tax	State Commercial Taxes Deptt (CTD)	VAT Act

S.No.	Service	Department	Act under which required
20	Filing of Returns by Dealers		
21	Registration of SSI unit under the Industries Development and Regulation Act, 1951	State Industries Department	Industries (Development & Regulation) Act 1951
22	Registration under Shops and Establishment Act	State Labour Department	Concerned State Shops & Establishment Act
23	Issue of license under Factories Act, 1948	State Factories Department	Factories Act 1948
24	Filing of Annual Returns under Factories Act, 1948		
25	Payment of Property Tax	Municipal Authority	Municipal Act/ Byelaws
26	Application for power connection from DISCOM	State Electricity Department	Electricity (Supply) Act 1948
27	Permission to Charge the Line		
28	No Objection Certificate from Pollution Control Board	Pollution Control Board	Pollution Control Board
29	Registration for Profession Tax	State Government	

DISCLAIMERS

1. The information submitted in response to this EOI may be subject to public release (as per RTI norms). Therefore, do not include proprietary or confidential business information in your response. Vendors responding to this notice assume the risk of public disclosure if confidential information is included.
2. This notice is for informational purposes only and does not constitute a solicitation or Request for Proposal (RFP). This notice is not to be construed as a commitment by the DIPP to contract for services. Please be advised that DIPP will not pay for any information provided as a result of this notice and will not recognize or reimburse any cost associated with any EOI submission.