

9. State Portal Implementation Steps

9.1. Stakeholders for State Portal Implementation

Following figure shows the various stake holders for State Portal implementation.

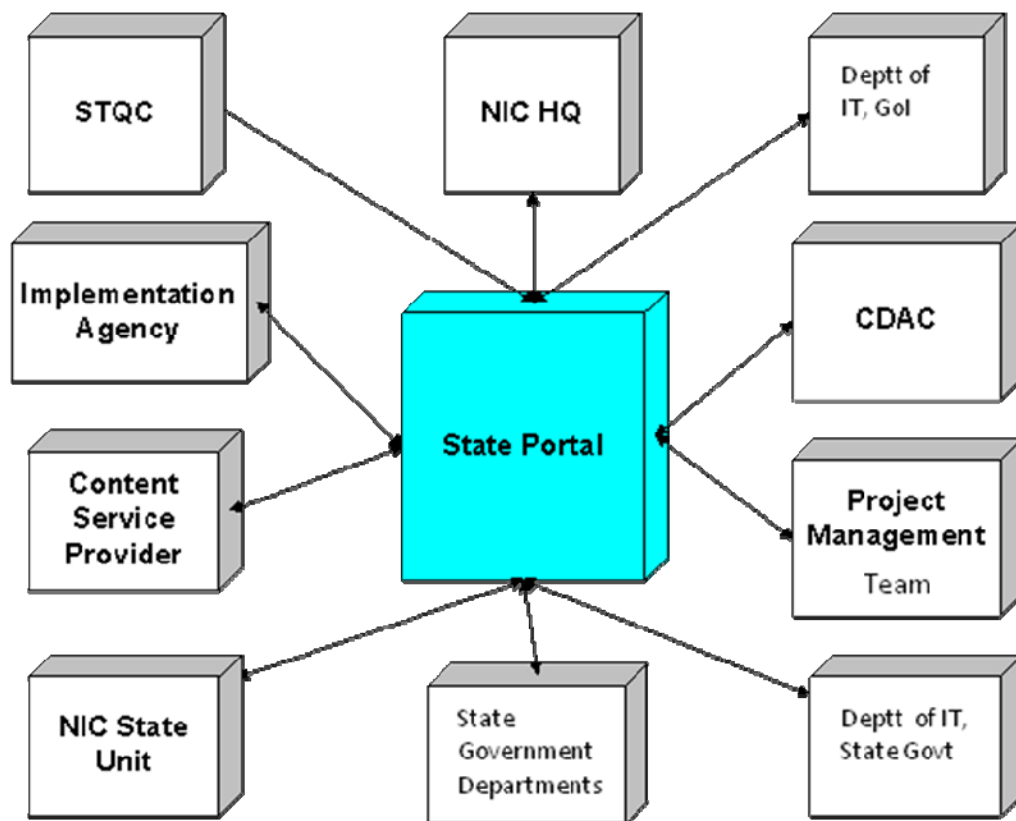


Figure 17. Stakeholders of State Portal Implementation

State Nodal Agency will have the overall responsibility for the smooth implementation of the whole project. However, the roles and responsibilities of other stake holders are given below.

i) State IT Department

- a) State shall notify the designated nodal agency which will be responsible for the execution of the project.
- b) State IT Department shall prepare the proposals detailing the services and forms to be hosted on the portal and the gap infrastructure required for the rollout of the scheme.

ii) State Departments

- a) State Nodal Agency shall formalize arrangement with the departments concerned, regarding processing of electronic requests received.
- b) State shall provide the content, forms and other details to be published on State Portal.
- c) State shall provide services to be offered on the portal for e-filing of the applications.
- d) State shall issue necessary guidelines for processing of electronic forms to all the locations/offices.
- e) During the Operations and Maintenance phase of the project the State shall indicate the incremental additional services to be provisioned based on the requirements. This shall be subsequently highlighted in the RFP to be released by the state for selection of the empanelled Implementation Agency.
- f) State shall monitor the processing of the applications / service requests raised by the citizens against the set service levels which shall involve the following steps:
 - Taking the printout of the electronic form
 - Processing it like any other paper based application
 - Updating the status of application on the State Portal from time to time
 - Informing the applicant to come to office with the relevant documents and fees, if applicable, to receive the certificate/license/permit etc.
 - Providing service on production of supporting documents / physical presence of the applicant

iii) NIC

- a) NIC shall provide the State Portal Framework (SPF), Website Guidelines and the necessary standards.
- b) NIC shall provide the technical advice/consultation to the Implementation Agency for the development of State portal in accordance with SPF, integration of Content & exchange of Services between State portal and National Portal.

iv) CDAC

- a) CDAC shall provide the SSDG complete stack based on JBOSS and shall do the centralized maintenance and version control of the executables/ product.
- b) CDAC shall provide the technical assistance to the Implementation Agency for the SSDG implementation, NSD & NSDG Integration and Connector Interface with State Portal & Backend of electronic form Application.
- c) CDAC shall provide the training for Implementation Agencies at various levels such as overview, administration and trouble shooting of SSDG. Implementation Agency should get their staff certified from CDAC for the same.
- d) CDAC shall provide the necessary user manuals and guidelines for the SSDG implementation.
- e) CDAC shall provide generic connectors in Java and .Net for State Portal and Electronic Form Application of the department.

v) STOC

Software Testing and Quality Certification (STQC) team will evaluate the State Portal by utilizing the compliance framework and submits the report to respective states about the quality of the State Portal.

The STQC is the agency designated for carrying out the Quality Certification of various components of the State Portal, Electronic forms, Transactional government services and State Service Delivery Gateway.

The certification will be as per the guidelines issued by DIT, NIC and CDAC.

vi) Common Service Centers

- a) CSCs shall provide facility to the citizens of e-filing the forms for the hosted services.
- b) CSC shall provide status update, acknowledgement of the applications to the citizens.

vii) Service Seeker

- a) Service seeker selects and fills the electronic form
- b) S/he submits the electronic form electronically
- c) S/he gets unique ID generated by the system, to follow up the case and to know the status

viii) Content Service Provider (CSP)

Content Service Provider (CSP) identified by the State for the National Portal project may be used and CSP shall be responsible for creation, compilation, packaging & contribution as well as maintenance of the content to State portal through the CMS developed by IA. In case CSP is not in place then State Government may select a CSP.

- a) Creation of the content as per content framework defined by the Department of IT, Government of India
- b) Ensure regular updating of the content (Currency of information)
- c) Compile the information and
- d) Publishing and delivery of content on the portal

ix) Selected Implementing Agency:

The implementing agency for each State / UT is to be selected from among the 5 empanelled agencies through the limited RFP process. Once selected and contracted the Agency will under take the implementation work of the Project.

9.2. State Portal Implementation Steps

Following is the list of steps that a state should follow for the development of State Portals.

	Activity	Description
1	Identification/Notification of State Agencies	Identification of Nodal Department which would be the project owner at the State level (IT Department). The state government may like to consider appointing

		<p>existing Nodal Departments.</p> <p>Notification to a state nodal officer to represent the state and provide all state level support for smooth implementation of the project. It is preferable that the state e-Governance Society, if in existence, be identified as the SDA for the project</p>
2	Preparation of project report	<p>To identify an Implementation Agency, the state is required to prepare a project report.</p> <p>States have to do the gap analysis in order to use existing infrastructure components like SSDG, State network etc. If the State desires, consultants may be hired who would responsible for identifying the gaps and submit the report to State identified nodal agency</p> <p>The States must submit the Project Report to Department of Information Technology (DIT) for technical and financial approvals.</p>
3	Identify Scope of work	<p>The state/state identified consulting agency will identify the scope of the work for the State Portal, with the objective of preparing the proposals. In this regard, the State may need to prioritize the departments/services that should be part of proposal, which will be integrated as part of State Portal.</p> <p>Prepares the functional requirements specifications and also support in preparing the legal, change management and training plan for each department.</p>
4	Preparation of RFP	<p>The state will decide on the Implementing Agency (IA) and methodology as per the framework and guidelines mentioned as part of State Portal framework. The necessary RFP for selection of implementation agency shall be prepared by the state along with the project management consulting agency (if required), and sent to DIT for scrutiny of standards and clearance.</p>
5	Implementation Agency Selection process	<p>The State/Consulting agency would evaluate bids received and successful bidder is identified with the approval of State level implementation committee. State would select different vendors to provide following services:</p> <ol style="list-style-type: none"> Implementation and Maintenance of State Portal Design validation testing of State Portal Content Development and Management
6	Contracts with	<p>Contracts would be signed with the successful bidder to</p>

	implementation agency	establish the infrastructure with appropriate Terms and Conditions with a predetermined schedule of implementation which would be monitored by the state-designated agency and its consulting agency, if any.
7	Project Implementation (Design and Development)	Identified IA would follow the identified phases and deliverables during the implementation (Design and Development) of State Portal: Note: As part of every phase/deliverable Technical review team would assess the quality of the deliverables against the evaluation framework and submits the report to respective states. Based on this report, states will take decisions whether IAs should move to subsequent phases or not.
8	Acceptance of State Portals	The State Portal application shall be subject to acceptance testing by STQC against the quality framework and standards and guidelines issued as part of this (reference framework) document before moving into production where citizens can access the services. STQC shall also undertake audit of deployed solution for verifying compliance covering: <ul style="list-style-type: none"> • Solution as per design architecture • IT Infrastructure as per BoM
9	Operation and Maintenance of State Portals	Identified IA and CSP will maintain and sustain State Portal as per defined service levels. IA would take care of Infrastructure management, software maintenance, application maintenance and implementation changes and enhancements in terms of functionality of State Portal. CSP would take care of content development, maintenance and publishing.