NIC Product Offerings at International Level

About NIC and NICSI

About NIC

- National Informatics Centre (NIC) established in 1976

- "Prime Builder" of e-Government/ e-Governance applications up to the grassroots level

- Promoter of digital opportunities for sustainable development

- Institutional linkages with all the Ministries /Departments of the Central Government, 36 State Governments/ Union Territories, and about 708 District administrations of India.

About NICSI

- National Informatics Centre Services Inc. (NICSI) set up in 1995 as a section–8 (erstwhile section – 25) Company under National Informatics Centre, Ministry of Electronics and Information Technology, Government of India

- NICSI provides and procure IT solutions for multiple e-governance projects undertaken by NIC, Govt Departments and PSUs etc. & is the project execution arm of NIC.
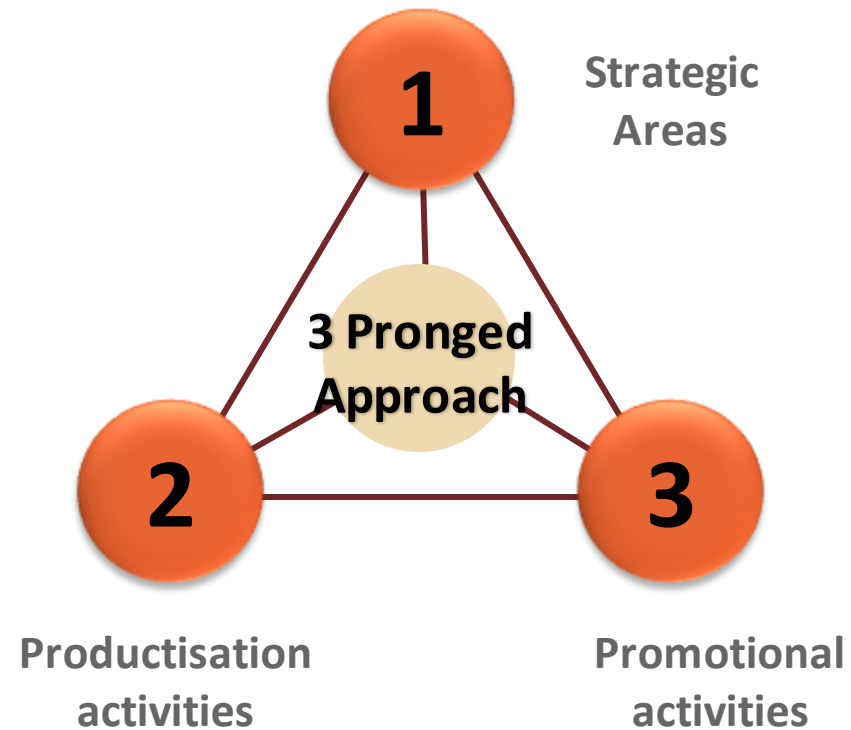
Product Business Division

❖ Product Business Division (PBD) has been set up within NICSI for Productization and Promotion of NIC software for implementation at International level
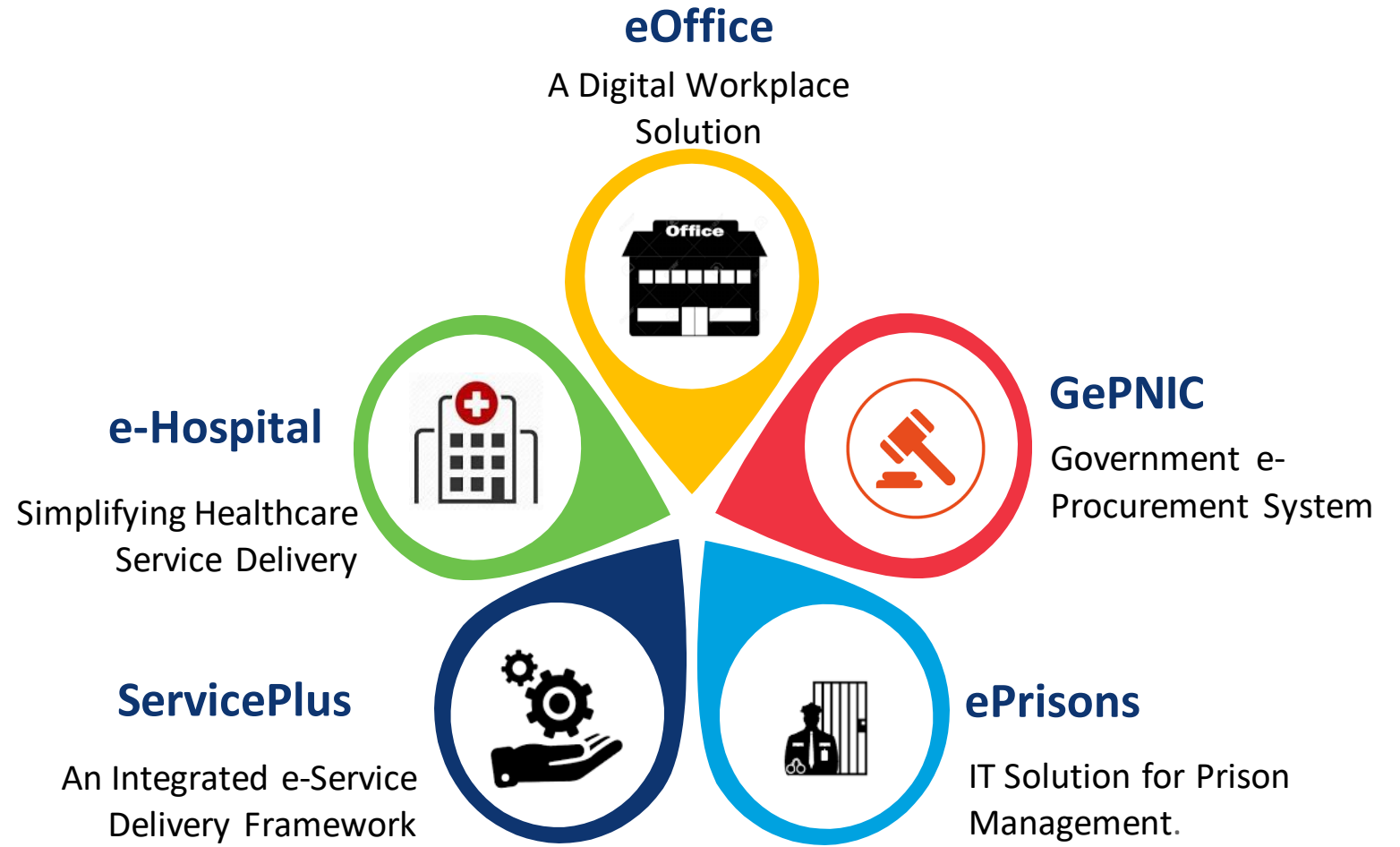
Productization

Digital India branding

International Implementation

Product Business Division

❖ A 3-pronged approach has been adopted to achieve holistic impact in PBD operations
❖ PBD has initiated works in 3 areas :

Strategic Areas — 1

Productisation activities — 2

Promotional activities — 3

3 Pronged Approach

NIC Products Offerings for International Implementation

The software Products undertaken for international implementation are:

- Generic in nature
- Configurable
- Have multilingual support
- Have attained maturity level through wide implementation base

eOffice
A Digital Workplace Solution

GePNIC
Government e-Procurement System

e-Hospital
Simplifying Healthcare Service Delivery

ServicePlus
An Integrated e-Service Delivery Framework

ePrisons
IT Solution for Prison Management.

e-Office - A Digital Workplace Solution

A suite of products to go Paperless and streamline process workflows for both intra and inter government processes

- ❖ e-Office suite includes eFile, KMS, eLeave, eTour, CAMS, PIMS, SPARROW, MIS Reports
- ❖ Management of employee master data in organization
- ❖ Multi Lingual support
- ❖ Interface to External Data Sources (ERP, SAP, In-house databases, etc.)

- ❖ Built on Open source Tools & Technologies
- ❖ Configurable workflow
- ❖ Easy to replicate across government departments
- ❖ Create and Capture Document with Metadata
- ❖ Digital signatures (DSC) enabled
- ❖ MIS Reports and Dashboards

eOffice has PAN India implementations as well as International presence.

India implementations

International implementation

| Central Government Ministries/ Departments/ PSUs **194** | State Government Secretariats & Districts Administrations/PSUs – 175 | SPV Goods and Services Tax Network(GSTN) – 1 | eOffice is deployed at Ministry of Telecommunication and Digital Infrastructure , Govt. of Sri Lanka |

https://eoffice.gov.in

GePNIC - Government e-Procurement System

An economical, transparent and secure online solution that facilitates all stages of procurement across various Ministries and line Departments

- ❖ Facilitates Online procurement of goods, services & Works by any Govt. department
- ❖ Flexibility to invite – RFP / RFQ / EOI / Global tenders with Multi Currency / Open / Limited / QCBS / Rate Contract
- ❖ Ensures transparency & Non-discrimination amongst bidders
- ❖ Adheres to World Bank guidelines, GFR 2017 & CVC guidelines of Govt. of India
- ❖ Online clarification, tender opening, evaluation & award of contract, payment and refund of tender fee/bid

- ❖ Built on Open source Tools & Technologies
- ❖ Secured Hosting in ISO 27001:2013 & 20000-1:2011 Certified Data Centre
- ❖ Analytical tools with drill down dashboard
- ❖ Two factor authentication & digital signing
- ❖ Configurable workflow with multiple features & Reports

GePNIC© has PAN India presence. It has been implemented successfully in 28 States & Union Territories and 450 Central Procuring entities

| Tender Processed: 4.4 Million Worth : 920 Billion USD | Active Bidder/Contractor Users: 0.4 Million | Procurement Officials/Govt. Buyers : 0.27 Million | State-of-Art Software Product Spread Over 46 Live Instances as SaaS Model |

https://eprocure.gov.in

ePrisons - IT Solution for Prison Management

ePrisons records, tracks and monitors the movement of prisoners and the action taken on their court hearing. It also keeps comprehensive information about prisoners, their court cases and their lodging pattern.

- ❖ e-Prisons consists of Prison Inmates Management, eVisitor, Prison Management, Police Intelligence System, etc
- ❖ ePrisons also includes Karabazaar - Portal for showcasing & selling the products manufactured by inmates
- ❖ Easy to adopt with minimum customization efforts
- ❖ Equipped with necessary services for integrating with other Criminal Justice Systems

- ❖ Based on 3 tier architecture and supports latest GUI features.
- ❖ Cloud based product which provides high availability and scalability
- ❖ Centralised database for supporting powerful & fast retrieval of the data
- ❖ Biometric based authentication / verification of prisoners

Along with PAN India presence, ePrisons marched into International arena as well

India implementations

International implementation

| All the Prisons (Central, District, Sub, Open, Borstal) in India | Police Headquarters & all the Courts across the country | Crime Record Bureaus (NCRB, SCRB) | CBI, NIA & other central/state investigating agencies | ePrisons implemented at Mauritius Prison Service(Ph I) Based on the success of Ph I, 4 more modules requested for implementation in Ph II |

https://eprisons.nic.in

Service Plus - An Integrated e-Service Delivery Framework

ServicePlus is a unified platform based on multi-tenant architecture for delivering electronic-services to citizens, an application which is quick to learn and easy to use with minimal effort or very less skill set.

- ❖ A configurable, unified framework for service delivery and grievance redressal
- ❖ Powerful in-built tools & interfaces to enable rapid design, configuration, and roll out of services
- ❖ Transparent & efficient service delivery mechanism
- ❖ Multiple payment modes supported

- ❖ Built on Open source Tools & Technologies
- ❖ Multi-tenant architecture & Low code / No code platform
- ❖ Multi Lingual support
- ❖ Both DSC and eSign supported
- ❖ Form and Process Flow designer to configure workflows

ServicePlus has a PAN India presence

| 24 States and 5 Central Departments | No. of Services 720 | No of Applications 21.37 Million | Revenue Collected 336.5 Crores |

https://serviceonline.gov.in

eHospital- Simplifying Healthcare Service Delivery

A hospital Management System which facilitates patient care, laboratory services, document information exchange, human resource and medical records management of a Hospital

- ❖ Consists of : e-Hospital, Online Registration System & e-Blood Bank modules
- ❖ Connects Patients, Hospitals & Doctors on a single digital platform
- ❖ Compliant to HL7 Development Framework
- ❖ Template based configurable OPD registration slips & Lab Reports
- ❖ Unified & interoperable HMIS application across all government hospitals
- ❖ Online payment gateway integration

- ❖ Built on Open source Tools & Technologies
- ❖ Android based mobile app in English & Hindi
- ❖ Designed for Large Scale Deployment over Cloud Infrastructure
- ❖ e-Hospital & ORS are available on Cloud
- ❖ Adopted Meta Data & Data Standards of MoHFW

eHospital has Country Wide presence

Hospitals using e-Hospital	Transactions on e-Hospital	Hospitals live on ORS portal	Total registrations through ORS
322	9.95 Crore	202	25.58 Lakh

https://ehospital.nic.in

Business Model Highlights (1/2)

The NIC Product may be provided at a Nominal Base Price or as per the standard practice being followed Nationally.

Implementation of NIC S/W Products in the foreign countries may involve activities such as Customization, Trainings, Deployment, etc. which will be chargeable as per NICSI rates

The masters trainers will be trained by NIC for end to end implementation of Products

Post Implementation support will be in 2 Flavours: Vanilla & Premium

- Vanilla: To be provided via e-mail & Phone through India only
- Premium: Dedicated Manpower in India will be deployed for support. Travel, if required, to the foreign location.

Business Model Highlights (2/2)

Foreign Govt will engage Local Resource Agency during implementation, roll out and deployment phases

NIC products will be generally deployed at the server in foreign location. However, Foreign Govt may opt for Cloud Service through MeitY empanelled vendors, in case required.

The provision, management and security of deployment infrastructure to be the responsibility of the Foreign Govt.

The IPRs/Copyrights of the NIC/NICSI software product will remain with NIC and concerned Indian Government department, as the case may be. No technical artefacts (FRS, SRS, SDD etc.) or source code w.r.t. NIC/NICSI software product can be used in whole or part for commercial or any other purpose without written permission from NIC & concerned Indian Govt. department, as the case may be.

Initial Outcomes

Agreement with **Mauritius** for ePrisons Phase II

Agreement with **Mauritius** for extension of ePrisons Phase I

Request for eOffice from **Sri Lanka**

Request for eCourts from Morocco

Visit to **Uzbekistan & Kazakhstan** to explore implementation of NIC Products

Interest in DigiLocker and NIC mail from **Kazakhstan**

Interest shown in ServicePlus by Thailand

Thank You