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# NIC Product Offerings at International Level

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# About NIC and NICS

## 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 NICS

- National Informatics Centre Services Inc. (NICS) 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
- NICS 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

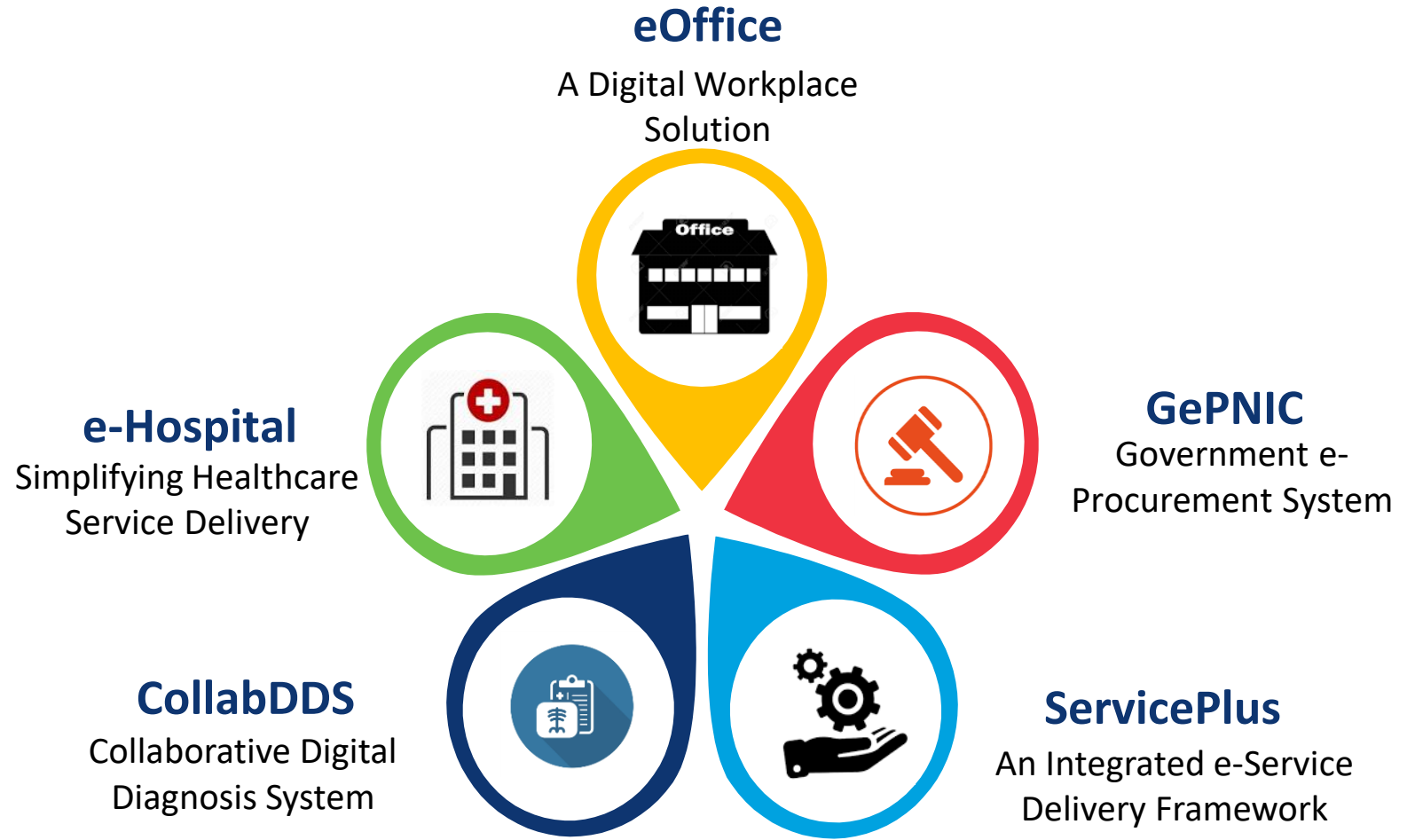
Product Business Division (PBD) has been set up within NICSI to facilitate Productization and Promotion of NIC software for implementation at International level



# 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



# 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, Knowledge Management System(KMS), eLeave, eTour, Collaboration And Messaging Services(CAMS), Personnel Information Management System(PIMS), Smart Performance Appraisal Report Recording Online Window(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

Central Government  
Ministries/  
Departments/ PSUs  
**194**

State Government  
Secretariats &  
Districts  
Administrations/PSUs  
– 175

SPV  
Goods and Services  
Tax Network(GSTN) –  
1

## International implementation

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>

# 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  
322

Transactions on  
e-Hospital  
9.95 Crore

Hospitals live on  
ORS portal  
202

Total registrations  
through ORS  
25.58 Lakh

<https://ehospital.nic.in>



# CollabDDS - Collaborative Digital Diagnosis System

CollabDDS provides an integrated online environment to visualise medical and dental images for diagnosis and treatment planning

- ❖ Facilitates Diagnosis, Treatment Planning, Education & Research
- ❖ It offers Visualization:
  - ❖ X-Ray images: Multiple formats supported (JPEG/GIF/TIFF/WBMP/BMP/PNG)
  - ❖ DICOM images (CBCT, CT Scans and MRI data)
  - ❖ DICOM Single, Multiple, Series and Multiframe
  - ❖ Multi-Planar Reformat (MPR) & Multi Screen Layouts
- ❖ Accessible Repository of Case Studies
- ❖ CollabDDS Online Radiological Services (CORS)
  - ❖ Supports resolution of Radiological & Dental health problems
  - ❖ Users at Primary and Secondary Health Centres / District Hospitals can obtain expert Radiological advice
  - ❖ Integrated Centralized Repository of Cases and Teaching Files
  - ❖ Integrated Cephalometric Analysis
  - ❖ Supports Image Manipulation- Brightness, Contrast, Sharpness, Inverse, Colouring, Zoom, Pan, Rotate, Flip, Undo, Redo

***CollabDDS has a PAN India presence***

Dept of Radio-Diagnosis, All India Institute Of Medical Sciences (AIIMS) New Delhi

Andhra Medical College and King George Hospital, Visakhapatnam

CollabDDS on National Medical College Network (NMCN)

Centre for Dental Education and Research, AIIMS, New Delhi

Government Dental Colleges of Ahmedabad & Goa

# 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 NICS 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