

**GOVERNMENT OF ANDHRA PRADESH**  
**Abstract**

AP Portal Project- Updated Guidelines to departments for developing G2C, G2G and G2B applications and services and hosting them on Internet – Application Development, Maintenance, Implementation & Transaction/Subscription based charges on AP Online – Orders – Issued.

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**Information Technology & Communications Department**  
**E-Governance**

G.O.Ms.No.23

Dated: 2.11.2007

Read the following:-

1. G.O.Ms. No. 19 of IT&C Department, dated: 03.07.2004
2. G.O.Ms. No. 21 of IT&C Department, dated: 28.07.2005
3. G.O.Ms. No. 14 of IT&C Department, dated: 06.07.2006

**ORDER:**

**1.** Government of Andhra Pradesh wishes to improve the efficiency and productivity of operations of all departments in addition to being citizen centric. APOne Ltd., a Joint Venture between Government of Andhra Pradesh and Tata Consultancy Services limited, is being revitalized to be made relevant to the growing IT needs of all departments.

APOnline Ltd., also operates and maintains the official portal of the Government of Andhra Pradesh (<http://www.aponline.gov.in>) with a view to provide an electronic gateway to various services offered by the Government. The GO read above offers detailed guidelines for the development of application, services and websites and their hosting by APOne.

**2.** With a view to enable Government departments to utilize the services of APONLINE LIMITED, in a speedy and convenient manner, the following guidelines are prescribed in supersession of the guidelines issued in the GO Ms No.19 read above. These guidelines will come into force with effect from the date of issue and will be valid for a period of one year. The departments of the Government of Andhra Pradesh are permitted to entrust the work relating to development, implementation and maintenance of application software, and related activities to the APOne Ltd without following any other selection process subject to the payment of the following charges. Alternatively, the departments are not restricted from

pursuing a competitive bidding process for the procurement of these services.

Rates for various services to be rendered by the ApOnline Portal are as follows:

**a. Charges for Development of Software Applications :**

<b>S. No</b>	<b>Category of Application</b>	<b>Cost (in Rs)</b>	<b>Functionality</b>
1	Management Information System (Simple)	75,000	<p>These applications include various simple reporting systems, which are reviewed at the level of Secretaries, HOD, Collector and Department Officers. The application shall have features to enable the following:</p> <ul style="list-style-type: none"> <li>(a) One data entry screen at the field levels like mandal &amp; district</li> <li>(b) Three reports each at district &amp; state levels (detailed, summary &amp; exception reports) with options to view these reports mandal wise and district wise for any prescribed period.</li> </ul> <p><b>Examples:</b> Monthly reports, quarterly reports etc. which are reviewed by Secretaries/ HoD / Collector and Daily reports on revenue receipts by revenue earning departments etc.</p>
2	Management Information System (Complex) including online payment features.	1,50,000	<p>These applications include various complex reporting systems which are reviewed at the level of Secretaries, HoD, Collector, District officers. The application shall have the features to enable the following:-</p> <ul style="list-style-type: none"> <li>(a) Three data entry screens at the field levels like</li> </ul>

			<p>Mandal &amp; District</p> <p>(b) Automatic consolidation at all levels</p> <p>(c) Four reports including drill-down and graphical options for each report as needed at district and state levels (detailed, summary and exception reports) for a specified period.</p> <p><b>Examples:</b> MIS for Single Window Clearance, File Disposal System and Performance Monitoring System etc.</p>
3	Online application for Registration, Certificates, Admissions, Licenses, Benefits. (Applicable only wherever service charges are not collected from the citizens)	2,00,000	<p>This application enables provision of interactive services through portal:</p> <p>(a) It enables the citizen to file an application seeking a registration or a certificate from a statutory authority like for caste / birth certificate of applying for study centres, for scholarships by students, applying for a license and applying for benefits under various Govt scheme etc</p> <p>(b) Provides online acknowledgement</p> <p>(c) Enables tracking of the status of the application</p> <p>(d) Enables verification/printing of the certificate as and when the same has been issued by the statutory authority</p>
4	Application Development, Maintenance & Support	<ul style="list-style-type: none"> <li>For Team members at a skill level 1-2 years of Exp- Rs.75,000 per person month.</li> </ul>	<p>Pricing is on a T&amp;M basis. Transition to a Fixed Price Model can be adopted after a detailed study of the application. It is recommended that Maintenance &amp; Support work be entrusted initially on a T&amp;M basis for a period of 6</p>

		<ul style="list-style-type: none"> <li>• For Module Leaders &amp; Architects at a skill level 3-5 years of Exp- Rs.1,00,000 per person month.</li> <li>• For Project Leaders with 3-5 years of Exp – Rs.1,25,000 per person month.</li> <li>• For Project Managers with 6-10 years of experience Rs.1,50,000 per person month.</li> </ul>	<p>months with an option to move to Fixed Price later. Price for a Fixed Price Model will be submitted separately by APOne within a week after the completion of the study.</p> <p>Notes</p> <ol style="list-style-type: none"> <li>1. This model can be employed by desirous departments for evaluating and re-engineering (if required) their existing applications.</li> <li>2. The composition of the Project Team will be decided by the concerned department in mutual agreement with APOne.</li> <li>3. In the event of the Project Team members being shared across various projects of the same department or different departments; the related costs will be apportioned accordingly.</li> </ol>
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**b. Charges for specialized skills, BPO & Call Center applications**

Government Departments can employ services of APOne for areas requiring niche skills such as Data ware housing, SAP or to set up BPO and Call Centers. Prices can be mutually agreed up on between APOne and the department for these services.

**c. Development, Hosting, Maintenance, Application Hosting and Data transfer charges of Website:**

- (i)
  1. The charges for development for a website consisting of up to 30 pages will be Rs.30,000/-
  2. The charges for development of every additional web page will be Rs.300/-
- (ii). Many of the departments run their websites with different ISPs including some outside the country depending on convenience. It is felt desirable that the hosting of websites can be promoted

through the framework of APOne Portal by prescribing a uniform rate of hosting, as described below:

<b>Storage Space</b>	<b>Annual Charges (in Rs.)</b>
Upto 200 MB	20,000/-
Upto 500 MB	30,000/-
Upto 1 GB	33,000/-
Upto 5 GB	66,000/-
Upto 10 GB	1,15,000/-
Upto 20 GB	2,00,000/-

For additional space and the data transfer, the following charges are applicable.

- Annual charge for additional space of 1GB is Rs. 5,000
- Minimum unit for charges will be a month

(iii). For the application, which require significantly higher bandwidth, during a short period of less than 1 month, for example Exam results, Hall tickets, etc., charges would be levied as under:

<b>Storage Space</b>	<b>Annual Charges (in Rs.)</b>
Upto 200 MB	30,000/-
Upto 500 MB	40,000/-
Upto 1 GB	43,000/-
Upto 5 GB	76,000/-
Upto 10 GB	1,25,000/-
Upto 20 GB	2,10,000/-

**The above hosting charges include:**

- I. Storage and setup charges, which implies that necessary memory space will be made available and the site should be ready for viewing on the Internet.
- II. Maintenance and Support of the website.
- III. Storage and setup charges, which implies that necessary memory space will be made available and the site should be ready for viewing on the Internet.
- IV. Periodic updation of website as necessary.
- V. Regular reminder of URL registration / renewal to the Department.
- VI. Any Data base should be supported. Conversion should be done by Aponline Ltd only.

**d. Advertisements, Notifications, Notices, and Tenders:**

The departments are advised to place their respective advertisements, notifications, notices and tenders on APOnline Portal. The above will be hosted on the APOnline Portal for a period not exceeding one calendar month.

**e. Revenue sharing between APONLINE Limited, government Departments and other stakeholders:**

**(a).** There shall be a sharing of revenue arising out of any web- based application of any department or agency hosted on APOnline - in such a proportion which will reflect relative efforts involved in providing the services to the citizen, which could include a whole spectrum starting with backend computerization activity, middleware, hosting and front end services. The actual manner in which the revenue has to be shared will be decided through a SLA that will take into account the interests of the following stakeholders.

1. The department or agency that develops and implements the backend
2. The agency that develops and maintains the middleware
3. the Portal Joint Venture
4. The owner of delivery mechanism namely kiosk or service center
5. The payment gateway, if any

**(b).** The above revenue sharing shall be worked out department – wise and service- wise, to be eventually incorporated into a SLA, after approval by a specially empowered committee to be appointed by the Government of Andhra Pradesh.

**f. Home Delivery Service on AP online:** AP Online franchisees may offer services at the doorstep of the Citizen of Andhra Pradesh with a device that can connect in time to APOnline servers. For this service, the franchisee can charge Rs.5/- per transaction to be borne by citizen.

**3. Payments to APONLINE LIMITED:**

- a). GOAP Departments will forward all payments to APONLINE Limited towards their subscription, transaction, hosting and development charges by AP Online Limited.
- b). 50% of Software development charge shall be paid to the APONLINE Ltd. in advance. The remaining 50% of the amount shall be paid after successful implementation and stabilization of the application/service. For Maintenance & Support Projects on a T&M basis, the invoice will be presented on a monthly basis. For Maintenance & Support Projects on a Fixed Price Model, payment terms can be arrived through mutual agreement with the respective department.
- c). All payments shall be made by DD/Cheque in favor of APONLINE Limited, payable at Hyderabad. Within 15 days of presenting the invoice.

- d). Principal Secretary, IT&C will facilitate with the respective departments for any outstandings that are due to APOnline for invoices that are pending for over 3 months.
- e). All prices are exclusive of taxes.
- f). It is for the concerned department to workout specific time frame for execution of works with the APOnline. In case of any deficiency of service, the concerned department can withhold a part payment due to APOnline in consultation with IT&C Department.

#### **4. Responsibilities of APONLINE LIMITED:**

The APONLINE LTD shall be responsible for the following:

- (a). Ensure uptime of Portal servers at a service level of 99% on a monthly basis. Thus a high availability of online services to citizens/businesses would be ensured. Preventive maintenance schedules on Portal servers and the duration of maintenance and shut downs will be intimated well in advance to GOAP and information will be made available on AP Portal.
- (b). Ensure that the sufficient bandwidth is available at the server end, so that the time taken in viewing any page is reasonable, say less than 7 seconds. If the time to download any page exceeds the above stated time, APONLINE Limited shall ensure that internet bandwidth to the website is increased, so that the time of download comes down to below 7 seconds. In case the above service level is not maintained,
  - (i) No amount will be payable to the APONLINE Ltd. by the Department.
  - (ii) Amounts paid to APONLINE Ltd. as advance shall be recovered.
  - (iii) Departments will be free to migrate to any other service Provider, duly indicating reasons therefor.
- (c). Defects/bugs in software (if any) noticed by HODs will be attended promptly and depending on the severity of defect, time norms will be set for rectification and redeployment.

The table below is indicative on the service levels for rectification of defects:

<b>SL.No</b>	<b>Nature of Defect</b>	<b>Severity Category</b>	<b>Fix Time</b>
1.	Critical: Service delivery is impaired	High	8 Hours
2.	Important: Service delivery is affected partially and causes dissatisfaction	Average	2 days
3.	Service likely to be affected in future	Low	10 days

(d) Provide technical support to Portal users through help desk facility. The help desk will function between 9.00 AM and 6.00 PM on all working days.

(e) APONLINE Limited shall be responsible for security/ upkeep of data maintained on Portal servers located in its data center. Firewall protection and usage of Intruder Detection Systems will be provided. Back-ups of data will be taken twice in a week and maintained in a protected environment.

(f) Impart training to select departmental users, on on-line services.

- (i). Initial training on Portal Services & operations to Nodal Officers.
- (ii). Training to departmental functionaries.
- (iii). Training of staff at Government department counters.

## **5. Ownership:**

The ownership of the applications, websites developed in terms of para 2 (a), (b) & (c) above, as well as the data captured/hosted on the AP Online shall rest with the concerned department. AP Online shall handover a copy of the software to the departments concerned along with source code and documentation in respect of each version.

## **6. Responsibilities of Departments:**

**1.** Each department/HOD shall identify the citizen services that can be offered at Kiosks / online through APOnline and finalize the dates by which the services should be offered through APOnline.

**2.** Each department/HOD shall appoint an officer who will be the single point contact for APONLINE LTD. Responsibilities of the nodal officer shall be to:



- Facilitate/liaise with APONLINE LTD on the organization's services to citizens
- Provide access to forms, data and knowledge of business processes
- Ensure updating of information on the Portal about the organization
- Provide contact details of key functionaries at State/District/Mandal level including telephone numbers, e-mail Ids, addresses

3. All departments of Secretariat/ HODs shall make an effort to migrate their applications/website/services to APOne.

**7. Contact Details:**

For any system access related issues, users may contact

<b>Name</b>	<b>Telephone</b>	<b>Email ID</b>
APonline Help Desk	66675612	Aponline_tcs@ap.gov.in

8. This order issues with the concurrence of Finance Department vide their U.O.No.5864/128/A2/Expr.GAD.II/07; dated: 6.08.2007 .

9. A copy of the G.O is available at <http://www.aponline.gov.in/> and <http://www.apit.gov.in/> .

**S.K. JOSHI**  
**SECRETARY TO GOVERNMENT**

To  
All Departments in the Secretariat  
All HODs  
All District Collectors  
M/s. APONLINE Limited, Kohinoor ePark, No1, Jubilee Layout, Hyderabad-81.

Copy to:  
The PS to Chief Secretary  
The PS to Secretary, IT&C Dept.

**//FORWARDED BY ORDER//**

SECTION OFFICER