

GOVERNMENT OF ANDHRA PRADESH
Abstract

IT&C Department – AP Portal – Updated Guidelines to departments for developing G2C, G2G and G2B services and hosting them on Internet – Transaction/Subscription based charges on APOne – Orders – Issued.

Information Technology & Communications Department

G.O.Ms. No.19

Dated: 03-07-2004

Read the following:-

G.O.Ms No. 10, IT & C Department, dated 08.03.2004

ORDER:

1. Government of Andhra Pradesh has launched its official portal <http://www.aponline.gov.in> on 23rd March, 2002 with a view to provide an electronic gateway to the portfolio of Government services on Internet. AP Portal is developed and managed by "APONLINE LIMITED" a Joint Venture between Government of Andhra Pradesh and TATA Consultancy Services Limited. In the GO read above, detailed guidelines were issued for development of applications, services and websites and their hosting by APOne. These guidelines were valid up to 30.06.2004.

2. With a view to enable Government departments to utilize the services of APOne LIMITED, in a speedy and convenient manner, the following revised guidelines are prescribed. These guidelines shall come into force with effect from 01.07.2004 and will be valid till 31.03.2005.

1. Rates for various services to be rendered by the Aponline Portal as follows :

a. Charges for Development of Web Enabled Software Applications :

Sr. No	Category of Application	Cost (in Rs)	Functionality
1	Management Information System (Simple)	50,000	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: (a) One data entry screen at the field levels like mandal & district (b) Three reports each at district &

			<p>state levels (detailed, summary & exception reports) with options to view these reports mandal wise and district wise for any prescribed period.</p> <p>(c) Option to view/print graphical reports corresponding to (b).</p> <p>Examples: 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.	150,000	<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> <p>(a) Three data entry screens at the field levels like mandal & 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>(d) Online payment of filing charges for applications for clearances of various types, using credit/debit cards.</p> <p>Examples: 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	1,00,000	<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 or applying for study</p>

charges are not collected from the citizens)	centers, for scholarships by students, applying for a license and applying for benefits under various Govt scheme etc (b) Provides online acknowledgement (c) Enables tracking of the status of the application (d) Enables verification/printing of the certificate as and when the same has been issued by the statutory authority
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b. Development, Hosting, Maintenance , Application Hosting and data transfer charges of Website:

(i) The departments of the Government of Andhra Pradesh are permitted to entrust the work relating to development of new websites to the AP Online portal without following any other selection process subject to the payment of the following charges:-

1. The charges for development for a website consisting of up to 30 pages will be Rs. 20,000/-
2. The charges for development of every additional web page will be Rs. 450/-

(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 AP Online Portal by prescribing a uniform rate of hosting, as described below:-

Storage Space	Annual Charges (in Rs.) for unlimited data transfer up to 40 GB p.m.
Upto 200 MB	30,000
Upto 500 MB	35,000
Upto 1 GB	75,000
Upto 5 GB	1,00,000
Upto 10 GB	2,00,000
Upto 20 GB	3,00,000
Upto 30 GB	3,50,000
Upto 40 GB	4,00,000

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

- Annual charge for additional space of 1GB is Rs. 5,000

- Monthly charges for additional data transfer of 1 GB/month is Rs. 2,000
- Minimum unit for charges will be a month.

(iii) For the applications, which require significantly higher bandwidth, during a short period of less than 1 month, for example Exam results, Hall tickets, etc., the hosting charges are calculated on the total number of successful downloads by the user, till the end of the period of hosting, at the rate of Rs 0.30/- (30 paise) per each record successfully downloaded. Such data will be hosted for a period of 2 weeks.

The above hosting charges include:

1. 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
2. Maintenance and Support of the website which implies that unlimited number of updates shall be carried out in a year.
3. Storage up to 200 MB and setup charges, which implies that necessary memory space will be made available and the site should be ready for viewing on the Internet Four updates shall be carried out in a year
4. No charge for simple HTML pages if they are hosted without separate URL
5. MIS to be provided for regular remainder of url registration/renewal to the department .
6. Any Data base should be supported. Conversion should be done by Aponline Ltd only

c. Advertisements, Notifications, Notices, and Tenders:

All the advertisements, notifications, and notices will be published on www.aponline.gov.in, and for each A4 size content, an amount of Rs. 4, 500/- will be paid to APONLINE LTD by the Directorate of Information & Public Relations. These advertisements will be placed for a period of one month.

2. Payments to APONLINE LIMITED:

- a). All payments to APONLINE Limited will be made by APTS and APTS in turn will collect from the respective departments. For this purpose, a revolving fund will be placed at the disposal of APTS.
- 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.

- c). All payments shall be made by DD/Cheque in favor of APONLINE Limited, payable at Hyderabad.

3. 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:

SL.No	Nature of Defect	Severity Category	Fix Time
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

- (e) 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.

- (f) The 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.
- (g) 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.

4. Ownership:

The ownership of the applications, websites developed in terms of para 2 (a) & (b) 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.

5. Responsibilities of Departments:

- (a). 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
- (b). 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
- (c). All departments of Secretariat/ HODs shall make an effort to migrate their applications/website/services to APOnline .

6. Contact Details:

For any system access related issues, users may contact

Name	Telephone	Email ID
APonline Help Desk	55673033	Aponline_tcs@ap.gov.in

7. This order issues with the concurrence of Finance Department vide their U.O.No.3950/293/ExprGADII/04,dated 29.06.04 .

8. A copy of the G.O is available at www.aponline.gov.in and www.ap-it.com

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

J. C. MOHANTY
PRINCIPAL SECRETARY TO GOVERNMENT

To
All Departments in the Secretariat
All HODs
All District Collectors
M/s. APONLINE Limited, Deccan Park1,Software Unit Layout
Madhapur,Hyderabad-81.

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

//FORWARDED BY ORDER//

SECTION OFFICER