Activities Involved in eOffice Implementation which requires separate budget provisioning

1. **Identification/Hiring of Manpower (On-site Rollout Team and System Administrators):**
   a. Engaging of resources (either from internal strength or hired through any agency) for Rollout and System Administration activity is the responsibility of user department.
   b. Whenever user department decides to host eOffice either at Local Data Centre (LDC) or State Data Centre (SDC) or Any Other Data Centre or Cloud Environment, the user department must ensure the following.
      i. The user department must have System Administrators for system administration, management and maintenance of the eOffice instance deployed either at Local Data Centre (LDC) or State Data Centre (SDC) or Any Other Data Centre or Cloud Environment.
      ii. The System Administrators of user department must have working knowledge of the eOffice Technology Stack [Web Server (NGINX), Database (PostgreSQL and MongoDB), Application Server (PHP-FPM, Tomcat), Redis, Kafka, Elastic, Operating System (RHEL/Oracle Linux/Alma Linux)].
      iii. The System Administrators of user department must be able to perform the roles and responsibilities provided at Page No. 28 and 29 of eOffice Deployment Framework (Click on LINK to download).
      iv. The System Administrators of user department must follow the checklists (Before and After Go Live) provided at Page No. 23, 24 and 26 of eOffice Deployment Framework (Click on LINK to download).
      v. In case user department does not have System Administrators having working knowledge of the aforesaid eOffice Technology Stack, then in that case, user department must opt for the Data Centre or Cloud Environment where Professional (Managed) Services are available.
   c. For hiring of manpower resources through NICSI, user department may kindly refer to enclosed Empanelment Letter issued by NICSI to various agencies for Rollout and System Administration of eOffice Product.
   d. User department may kindly choose the manpower resource categories according to their local needs, geographical locations, other factors involved and accordingly submit duly signed and stamped PI Request Form (Click on LINK to download) to NICSI (nicsi-pi@nic.in) to issue PI for the same.

NOTE: The eOffice Technology Stack mentioned above might get changed due to advancement in underlying technology and must be confirmed with eOffice Project Division, NIC at the time of procurement or identification/hiring of System Administrators.

2. **Digital Signing:** User department can opt for any one or both the options provided below.
   a. **Digital Signature Certificates (DSC)**:
      i. Class-2 or above DSC with Signing Certificate will be required for signing of noting and drafts in electronic files.
      ii. For procurement of DSC, user department may kindly refer to http://www.cca.gov.in/faq.html.

iii. User department can also procure DSC directly through GeM.

    b. **eSign:**
- i. Currently, eOffice supports eSign 2.1.
- ii. In order to avail eSign facility, user department may sign a MoU with an eSign Provider (http://www.cca.gov.in/service-providers.html).
- iii. Once the administrative formalities between user department and eSign Provider is completed, technical activities for set up of eSign Gateway have to be completed by eOffice System Administrators of user department in consultation with NIC E-Sign Data Management Service Division.
- iv. User department will also have to provision the necessary hardware and software infrastructure at data centre, as suggested by NIC E-Sign Data Management Service Division.
- v. Post successful set up of eSign Gateway, eOffice users of user department will be able to use eSign (Aadhaar based signing), provided these users have updated their mobile numbers with Aadhaar (UIDAI).

3. **DNS Registration:**
   a. It is suggested that user department may obtain sub-domain of their existing website in order to register the DNS for their eOffice instance. For example: In case user department's official website is "https://abc.gov.in", then in that case, user department can register the DNS for their eOffice instance as "https://eoffice.abc.gov.in".
   b. It is completely user department's discretion to register the DNS of their choice for accessing their eOffice instance.

4. **SSL Certificate:**
   a. In case user department has wildcard SSL Certificate for their existing website, then that can be used for the DNS suggested in above example.
   b. User department may kindly note that SSL Certificate is required for client server connection encryption purpose. Moreover, any valid standard SSL Certificate can be configured with eOffice Product.

5. **Email IDs creation and LDAP Binding:**
   a. In case the existing mail solution (with Individual User ID and Password) used by user department is Active Directory/LDAP compliant, then that can be used for login and authenticate into eOffice instance, for which bind string from the Active Directory/LDAP is required. User department may also share the details of existing mail solution with NIC eOffice Project Division in advance so that feasibility can be checked.
   b. User department may kindly note that GOV/NIC Email IDs through Parichay (Single Sign-on) can also be used for login and authenticate into eOffice instance. User department can apply for the same by filling the Bulk Subscription Form available online at https://eforms.nic.in/ and further submitting it to their Local NIC Coordinator.

    c. It is recommended that name based email IDs may be prepared for all eOffice users rather than designation based.

6. **SMS and Email Gateway:**
    a. It is required for alert services. In case user department is already having SMS and Email Gateway services, then the details for the same may be shared with NIC eOffice Project Division in advance so that feasibility can be checked.
    b. User department can also apply for SMS and Email Gateway services of NIC by submitting their request at https://eforms.nic.in/ and further submitting it to their Local NIC Coordinator.

7. **Digitization:**
    a. It is required for scanning of legacy files and receipts.
    b. User department can either scan the legacy files and receipts at their end by setting up scanning stations or can hire a Digitization Agency. Further, the guidelines for scanning can be downloaded from LINK.

8. **WebVPN (Applicable whenever eOffice Product is hosted in NIC/NICSI Data Centre [National Data Centre, Bhubaneswar (NDC-BBSR)] or RailTel Data Centre or CSC SPV Data Centre):**
    a. As eOffice deals with files and receipts of a user department and due to the critical nature of eOffice Product, NICNET/NKN connectivity is mandatory to access the eOffice instance of a user department, in case it is hosted at NIC/NICSI Data Centre [National Data Centre, Bhubaneswar (NDC-BBSR)] or RailTel Data Centre or CSC SPV Data Centre.
    b. In case user department desires to host their eOffice instance at NIC/NICSI Data Centre [National Data Centre, Bhubaneswar (NDC-BBSR)] or RailTel Data Centre or CSC SPV Data Centre and access it on any other network (other than NICNET/NKN), then in such cases, user department will have to obtain WebVPN facility of NIC.
    c. WebVPN is a paid service, which can be hired separately by user department, in case of requirement to access eOffice from outside NICNET/NKN. Currently, it is not being billed due to the extraordinary COVID-19 situation. However, user department will have to pay as and when the situation eases, decided by the competent authority of NIC. Payment will have to be made to NICSI on generation of a separate Proforma Invoice (PI) *(depending upon the no. of users to whom WebVPN facility have been provided)* for user department for transfer of funds. The payment will be for future use. User department will NOT be billed retrospectively for the duration before NICSI PI is raised. Further for any doubts/ queries/ details regarding WebVPN service, user department can reach Shri. Syed Hasan Mahmood (hasan@gov.in).

9. **Network Bandwidth:**
    a. Bandwidth requirement for typical weekly usage pattern of eOffice with active user base of 500-1000 is estimated to be 3-5 Mbps. However, availability of bandwidth also depends on other applications being used simultaneously by user department. Hence, the aforesaid bandwidth requirement may be considered as a rough estimate only.

10. **Client Machine:**
    a. Every eOffice user must have client machine with following minimum specifications.
        i. Processor: 2 GHz and above
        ii. RAM: 4 GB and above
        iii. USB 2.0 controller & above (for Digital Signature Certificate)
        iv. Operating System - Windows and Linux (Ubuntu) [*Only the version(s) supported by OEMs*]
        v. Browser - Mozilla Firefox, Google Chrome and Safari [*Only the version(s) supported by OEMs*]
        vi. Adobe Reader (Latest version)
        vii. Anti-Virus (any antivirus)

NOTE: The Operating System and Browser mentioned above might get changed due to advancement in underlying technology and must be confirmed with eOffice Project Division, NIC at the time of procurement.

11. **Scanners:**
    a. Scanners are required mainly for scanning legacy files, inward and outward communications (DAKs). The type of scanners (High-end, Medium-end, MFP, etc.) to be installed at each section/unit/division depends upon the number of DAKs received by that particular section/unit/division per day.

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