

Invitation for Expression of Interest (EOI) for Development of Teaching Case Study for e-Governance Under Capacity Building Scheme

National e-Governance Division (NeGD) invites proposals for **development of teaching case studies in the area of e-Governance/ Technology led Governance Reforms**. These cases will be used in a instructor led classroom environment or through a self-learning mode; for training in capacity building program of NeGD.

The potential contributor may be

1. Individual/ groups of Individual e-Gov Practitioners' (Government/ Implementation Partners).
2. Academia's from leading National/International academic institutes.
3. Faculties/ Resource Persons to various Government/ Autonomous Government Training Institutions.
4. National/International Institutes / Academic Organizations fall into above category.

Any Individuals with experience/exposure to any e-Gov initiative and can bring out the aspects indicated in scope of work in the referred EOI document can also send the proposal.

For overview of the scope of work, pre-qualification criteria, other terms and conditions, please refer the website link <http://negd.gov.in/tender>

For any further information/ clarification, the Interested authors may reach to :-

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**Development of Teaching Case Studies
Under
Capacity Building Scheme Phase II**

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**Ministry of Electronics and Information Technology,
Government of India**

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1. Introduction

National e-Governance Division (NeGD) is an autonomous business division within Media Lab Asia, The Ministry of Electronics and Information Technology (MeitY), Government of India, supporting and assisting MeitY in the Programme Management of NeGP/Digital India.

NeGD supports MeitY in facilitating / Providing technical assistance to Central Ministries/State Line Departments; Acting as Secretariat to Apex Committee; Undertaking technical appraisal of all NeGP/Digital India projects to examine issues such as overall technology architecture, framework, standards, security policy, service delivery mechanism, sharing of common infrastructure; Human Resource Development, Training and Awareness Building, Framing core policies, technical assistance, R&D, awareness and assessment and creation of organization structure;

NeGD is also the Central Agency for implementation of Capacity Building Scheme which is aimed at providing technical and professional support to Centre/State/UTs Government at policy and decision making bodies and to develop requisite competencies within Government for e-Governance by imparting several trainings programs.

With an objective to drive the desired learning by real time examples, teaching case studies are envisaged to be developed to demonstrate the real life e Gov Project situations, factors affecting e-governance implementation and some of the critical success & failure factors. Capacity Building Scheme Phase II major focus area is to increase the skill/scale/speed of learning by leveraging new/existing technological advancements in the learning industry. For effective trainings, any time anywhere learning through e-Learning mode is also envisaged.

2. The Potential Contributors

- 2.1. Individual/ groups of Individual e-Gov Practitioners' (Government/ Implementation Partners) involved in end to end implementation of an eGov Project.
- 2.2. Academia's from leading National/International academic institutes like IIMs and reputed business schools, IITs, IIITs running postgraduate and PhD courses.
- 2.3. Faculties/ Resource Persons to various Government/ Autonomous Government Training Institutions like Administrative/ central Training Institutes, Academic and Policy Research organization etc.
- 2.4. National/International Institutes / Academic Organizations fall into the above category.
- 2.5. Individuals with experience/exposure to any e-Gov initiative and can bring out the aspects indicated in scope of work below.

3. Purpose of Development of Case Study

The focus is on development of cases in different areas of e-Governance. These cases will be used for teaching in a classroom or through a self-learning mode; for training in capacity building program of NeGD or by practitioners to enhance their knowledge and/or skills in their professional lives. While the basic concept of case writing would remain the same, the focus and orientation of the case would depend on the purpose for which the case has to be used.

- 3.1. To use these as teaching case studies to drive in learning (in an instructor led training environment) for an end to end e-Gov projects, some important stage of project lifecycle and/or the critical decision points/ failure-success factors while designing and implementing an e- Gov Project.
- 3.2. Publish the case studies in the public domain through it's Learning Management/ Knowledge Management portal, such that they are easily available to all interested parties. The cases that bring out learning's/failure-success factors from e-Gov project will be encouraged for case study.

4. Scope of Work

In line of the purpose narrated above, it is expected to develop new / fresh case studies that document real project implementation experiences / provide an existing case study (IPR of the offered case study should be owned by the respective proposer), which would fulfill the following objectives:

- Provide a comprehensive summary of the project's background and its current status;
- Present a perspective of the issues and challenges faced; and
- Bring out the key learning.

The case should not be story format alone – but should have very focused learning from the case

- Should give references, related url, etc in the case.
- Learning from as-is and to-be, s/w testing, roll out, executive orders and government instructions to deliver services should be included in the case for the readers to have a detailed idea of projects for replicate the similar projects.

Conceptually, case studies could belong to any of the following categories:

4.1. Sector wise

- Case studies on e-Governance initiatives under the Mission Mode Projects (MMPs) of the Digital India

- Case studies related to other domains such as Health, Education, Public Distribution System, Social Welfare, etc.
- The case study should provide insights into challenges specific to a domain, so that it is useful to those involved in the implementation of an e-Governance project in that particular domain area.

4.2. **Specific issues and challenges** - Authors are encouraged to take up one or more issues/challenges that are typically faced in an e-Governance project implementation life cycle and analyze how these have been handled in a specific project/ number of projects. The issue / challenge could relate to the selection of an appropriate business model for implementing the initiative, service level (SLA) implementation, change management, Business Process Reengineering and so on.

4.3. **Sector independent** - Provide value and learning on a particular aspect, technology, model. Certain subjects such as m-Governance, Cloud Computing, Transition Management and UID cut across multiple sectors. Authors are encouraged to prepare case studies on initiatives that use a pioneering technology, processes or models. For example, a case study could focus on the use of mobile phones to deliver e-Governance services or implementation of UID based service delivery.

5. Target Users of these Case Study

5.1. Government Officers/ Team involved in design and implementation of e Governance Initiatives; implementers/ team members initiating a project or into implementation phase; principal secretaries/ secretaries, department heads, project champions, or State e-Governance Mission Team (SeMT) members; and consulting organizations will benefit from these case studies.

5.2. The case studies would also be used by training partners as reference material and as teaching cases in various e-Governance capacity building training programmes.

6. Broad Structure for Case Study

A few pointers are specified below to provide prospective authors an indication of requirements in terms of the document structure. The authors may articulate their case study findings as they see it fit. The case study shall be kept brief in the range of 3000 words. The structure of the document should broadly comprise of

- Abstract
- Keywords
- Context (background, pre-project system)

- Project overview (description of the implemented project, stakeholders, services, objectives, expected outcomes, benefits)
- Issues & challenges (discussed in the case)
- Lesson Learnt
- Methodology adopted for case writing (very brief)
- References
- Contact details of case author, project owner
- Project case Fact Sheet – signed
- The size of the case study needs to be limited to 5000 words.

7. Teaching notes/ Note to Practitioners (NtP):

In view of the fact that these case studies are meant for face to face trainings/ e-Governance practitioners, each paper will include a 100-300 word Teaching Note/ Note to Practitioners (NtP). Within the NtP, authors will step back and describe without jargon how their results might be applied to practical problems. Writing a good NtP is a challenge. Since the NtP will appear just below the Abstract, it is important not to repeat information that is contained in the Abstract. It should be aimed at colleagues working in e- projects who want to understand how the ideas can be put into practice. It may be a good idea to begin by specifying the practical problem(s) that motivated the case study and possible application areas. Clearly describe the potential and limitations of the work, and how it might be extended to be more practical. The teaching note should provide enough information for the instructor to administer that case and structure the discussions to convey intended learning's from that case.

8. Invitation Process:

NeGD may invite Academics, Practitioners, Non Government Organization (NGO) representatives and any other suitably qualified parties to submit their Expression of Interest (EoI) for preparation of case study and /or may also invite identified academics/ project practitioner to prepare a case study. Prospective authors shall submit their proposal/ interest per the format specified below:

- Context to e-Governance Competency Framework (e-GCF)
- Scope of case study
- Value proposition
- Characteristics/uniqueness that the case is likely to highlight
- How the case study fits into the requirements of the Capacity Building programme

- Extent of the author's familiarity with the context of the case
- Indication of whether the author has any contact within the project team/department (if yes, who the potential members proposed to be contacted are)
- Methodology used for developing the case study
- Brief profile of author/s
- Project case Fact Sheet

9. Review/ Evaluation Process

A 2-3 member Expert Group (EG) will evaluate the EoI for suitability of the proposed case and author to the intended purpose. Clearance from the owner of e-Governance project (s) referred for the case study may also be asked for.

10. Remuneration

A sum of Rs. 50,000.00 can be paid as honorarium for the accepted case study. In addition an amount up to Rs. 50,000.00 to be paid as reimbursement for travel/logistics incurred by the author for field research (i.e.) on actual, subject to submission of bills. In case of a case study where it substantially required video to support the learning's/ messages, additional funding may be considered on case to case basis.

11. Penalty in Case of Delay

In case the author(s) delays submission of any deliverable beyond 30 days of the relevant deadline, NeGD reserves the right to terminate the invitation and ask the author to refund travel advance, if any, issued.

12. Co-Authorship

For case studies jointly authored, one of the authors has to be identified as the first author / contact author in the proposal. NeGD will direct all its communications to the contact author only. It is the responsibility of the contact author to further communicate with co-authors.

13. Plagiarism:

NeGD takes a strong view on plagiarism and will discourage it in any form. Plagiarism check using automated tools will be performed on submitted cases. If more than 35% of the text in the submitted case matches with published sources then NeGD reserves the right to blacklist the author from any further NeGD assignments.

14. Indemnity

Author(s) will obtain all necessary clearances/permissions from respective project owners for representation of the project, use of direct / indirect quotes, and use of project data in the case study. Author(s) will indemnify NeGD from any damage or expense that may arise in the event of a breach of any of the warranties set forth above

15. Intellectual Property Rights

The copyright of all case study and allied notes shall be owned by NeGD/MeitY. The author may use the cases for academic purpose however should not be commercially utilized anywhere else and/or for any other work/organization without the explicit written permission of NeGD.

16. Conflict of Interest

The proposer would be required to give an undertaking that neither any conflict of interest exists on their part nor will they engage in any activity in future for a year which may result in conflict of interest. NeGD may end the engagement of expert/consultants, if it deems such termination necessary to avoid the appearance of a conflict of interest.

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