

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/writereaddata/files/tender/EOI%20for%20Case%20Study_May%202017.pdf

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, under Ministry of Electronics and Information Technology (MeitY), Government of India. NeGD supports MeitY to coordinate Digital India program.

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 and reference case studies are envisaged to be developed to demonstrate the real scenarios in e-Governance Project situations, factors effecting e-governance implementation and some of the critical success & failure factors.

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, IITs 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 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 classroom teaching or through a self-learning mode. The cases are intended to be used by the mentors / facilitators during NeGD capacity building training programmes or by practitioners to enhance their knowledge and/or skills by experiential learning. 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 learning (in an instructor led training environment) with respect to some important stage of project lifecycle and/or the critical decision points/ failure-success factors while designing and implementing an e- Gov Project,

from a real life project / e-Governance experience. The case should contain elements to trigger a rich classroom discussion and active learning experience.

- 3.2. Publish the case studies in the public domain through the Learning Management/ Knowledge Management portal. The cases that bring out learning's on approach, framework, technology adoption and/ or failure-success factors from an e-Gov project are encouraged for case study.

4. Scope of Work

The case should not be story narration or Project description alone – but should have very focused learning from the case. 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.
- Situations / problem statement that stimulate healthy discussion in the class room on the pros and cons of critical discussion points included in the case study.
- 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 citizen oriented 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 5000 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 a detailed teaching note: 8-10 pages

- Clearance from the organization/company if required
- CD or DVD (only if the submission is a multimedia case or if the author wishes to supplement the case with a video)
- The size of the case study needs to be limited to 5000 words

Suggested Font style

- Use 14-size Arial font, capitals for the case title
- Use 10-size Arial, bold, capitals for main headings and exhibit names
- Use 10-size Arial, bold mixed for subheadings and exhibit numbers
- Use 11-size Times New Roman with single spacing for body text
- Use 8.5-size Arial for footnotes and source notes
- Use 10-size **Arial for exhibits text.**

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

In view of the fact that these case studies are meant to be utilized for face to face trainings/ by e-Governance practitioners, each case shall have suitable Teaching Note / Note to Practitioners (NtP) to administer the case in classroom. The teaching note should provide enough information for the instructor to administer the case and structure the discussions to drive intended learning's from that case. Teaching notes expected to have the guide to administer the case, the questions to lead the discussions and the potential/ actual solutions. NtP normally describe without jargon how the results might be applied to practical problems. It is important not to repeat information that is contained in the abstract. It should be aimed at colleagues working in e-governance 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 preferably contain the following:

- Clear teaching objectives
- Suggested student assignments
- Suggested additional readings or references
- Possible discussion questions
- Potential uses of the case
- Analysis
- Suggested teaching approach
- Audiovisual support material (where applicable)
- Proposed session plan

- **Links for cases to refer:**

- <http://www.egov4dev.org/success/case/epidemiology.shtml>
- <http://niscg.org/files/documents/UP1418303671.pdf>
- <http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN020706.pdf>

*Note: the above case studies are not teaching case studies, it is only for reference for language, content and flow.

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

8. Review/ Evaluation Process

A 2-3 member Expert Group (EG) will evaluate the case study proposal for suitability of the proposed case.. Clearance from the owner of e-Governance project (s) referred for the case study may also be asked for. Once the proposal is cleared by EG, the corresponding author will be informed to go ahead and submit the draft case study in final shape to NeGD, preferably within 8 weeks of intimation of go ahead.

The draft will be further evaluated by the EG and the authors may be asked to revise the submission on the basis of suggestions of the reviewers. Final acceptance of the case will be communicated by NeGD once it is cleared by the EG.

9. 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. All payments will be made after acceptance of the case study by NeGD.

10. 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 expenses, if any, released.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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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